



HOSTED EXCHANGE 2010

The Facts For Intermedia Partners

- **Indestructible email:** 100 percent Data Protection Guarantee as part of our 99.999 percent uptime SLA, assures your clients information is safe. It's a level of protection that is unmatched in the industry
- **More productive users:** New Outlook Web Application – OWA 2010 – with productivity enhancements that work on all major web browsers
- **Full featured:** All the features and add-ons you expect from Exchange

INDESTRUCTIBLE EMAIL: 100 PERCENT DATA PROTECTION GUARANTEE

Intermedia can credibly offer a 100 percent Data Protection Guarantee because of the way we architected our hosted Exchange 2010 environment. Customer data is replicated in real-time twice in one data center and at speed-of-wire a third time to another of Intermedia's geographically dispersed data centers. For added protection and rapid point-in-time restores, regular database "snapshots" are taken in each data center. This architecture protects customer data in the event of hardware failure, database corruption or even a catastrophic data center loss.

Because data is replicated across "live" data centers, customer access to the full functionality of their Exchange environment in the event of a disaster can be restored in a timely manner.

Other hosting providers use only tape backup or do not replicate customer data across live data centers. This means that in the event of a disaster it could take several days to restore full Exchange service and data.

We make getting started easy:

- Simple online sign-up
- No annual agreements
- One-on-one support from our partner team to help you start selling right away

MORE PRODUCTIVE USERS: ENHANCED FEATURES OF OWA 2010

Conversation View: Groups messages from a single conversation together which can then be managed, moved and deleted.

- **Premium Version of OWA Available in Multiple Browsers:** Internet Explorer 7+, Firefox 3+ and Safari 3+.
- **Single Page of Messages:** All messages are on one page regardless of the size of the folder.
- **Nickname Cache:** Helps users address email more quickly by providing a suggested name list as a new address is typed.
- **Filters:** Now easier to apply from a convenient dropdown menu with common options.
- **Search:** More powerful with advanced queries.
- **View Shared Calendar and Contacts:** Providing the ability to check schedules and availability of users.
- **Presence:** Colorful indicators to let the user know if their contact is available to chat.
- **Instant Messaging (IM):** Contains OCS instant messaging functionality within the client.
- **SMS Sync:** Exchange ActiveSync® now provides the ability to send and receive SMS text messages from Outlook and OWA.

IMPROVED ACTIVESYNC FEATURES

- **Reply State:** The icon update helps answer the question, "Did I handle that email yet?"
- **Installable client:** Upgrading email functionality no longer requires users to update their phones. All the latest features of Exchange are available to any mobile device that has Windows Mobile 6.1 or later. Users of Exchange can download an update to Outlook.

FULL FEATURED: ALL THE FEATURES AND ADD-ONS YOU EXPECT FROM EXCHANGE

Just as with Intermedia's hosted Exchange 2007 service, hosted Exchange 2010 includes the features and add-ons your clients demand, such as:

- Full support for BlackBerry and iPhone
- Key compliance-related capabilities
- Email from their domain, accessible from Outlook, a web browser or a wireless device
- Shared calendars, contacts and tasks
- Public folders



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