Nettigritty Private Limited

Microsoft Hosted Exchange

It's Microsoft Exchange - without the headaches of managing it

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Microsoft Exchange is the world's most popular email solution, and it's no surprise—Microsoft Exchange provides all the features and benefits that businesses demand to remain competitive in today's super-fast marketplace. Yet, companies also find that managing their own Microsoft Exchange system in-house can be overwhelming and can consume their IT resources.

Nettigritty offers a Hosted Exchange service that gives you all the benefits of Microsoft Exchange, without any of the headaches of managing it yourself. With Hosted Exchange, you'll no longer need to worry about email going down, monitoring alerts, patching or updating software, troubleshooting, backing up data, or any of the other day-to-day activities required when you manage your own email server. We take care of everything and back it up with the best email expertise, support, and infrastructure in the industry.

Hosted Exchange provides you the premium solution you demand

- **100% Uptime Guaranteed:** With best in class infrastructure that is fully load balanced with multiple points of failure with redundancy, we give you an unmatched, always online Hosted Exchange experience.

- **2GB Mailboxes and 1 GB in Public Folders:** We offer one of the most generous storage options in the market.

- **Premium Spam & Virus Filtering:** Premium spam filtering and virus protection comes standard. Unwanted email is eliminated before it ever gets the chance to reach your inbox.

- **Data Backups & Retention:** We guarantee that we'll rapidly recover lost data—any message lost in the last 14 days is retrieved immediately and any mailbox (including messages) lost in the last 14 days is recovered within 6 hours. It's a far cry better than the 24 or 72-hour turnarounds of most Hosted Exchange offerings.

- **Free Copy of Outlook/Entourage:** Every user gets a free copy of the feature-rich Microsoft email client of their choice—either Outlook 2007 or Entourage 2008. Additionally, you can access your account through any Internet browser using Outlook Web Access.

- **Complete online control of your Hosted Exchange account:** Though we take care of your Hosted Exchange infrastructure, management, and support, there are a few details you'll want to control yourself. So we've developed a web-based control panel—friendly enough even for users without any in-depth technical knowledge.

- **Optional Wireless Access:** You can access your account while on the go—with BlackBerry, ActiveSync, or Good Mobile Messaging—to maximize productivity and communication.

High Availability

Email and collaboration availability—it's critical to the success of your business. It's also one of the biggest pain points imaginable. If it goes down, your customers and employees raise an uproar. Even worse, work comes to a standstill and, with it, revenue generation. That's why high availability is so critical and why we've invested considerable resources into building a high availability Hosted Exchange environment. We own and manage the environment and take full responsibility for supporting it, unlike other Exchange providers.

High Availability
With no single points of failure in our Exchange environment and our years of experience supporting complex applications, Hosted Exchange delivers the highest levels of reliability, performance, and uptime. So it's not your every-day hosted Exchange solution. It's Hosted Exchange.

High Availability makes a difference in a lot of ways.

- Fully redundant High Availability (HA) infrastructure designed and built to minimize the impact of any component failure

- Load balanced and clustered environment

- Delivering 100% application uptime—guaranteed

High Performance Cluster
Downtime Protection—If a cluster node fails or is taken offline for maintenance, our passive-active cluster server configuration activates another node, protecting Hosted Exchange from downtime and service disruption.

Infinite Scalability—The Hosted Exchange clustered environment makes it easy to add Exchange servers and drives for storage without any downtime—creating an infinitely scalable and stable solution.

Consistently High Performance—We intentionally keep our Exchange server utilization low to ensure that memory/CPU performance is never degraded.

Network Redundancy and Security—Hosted Exchange runs on our Zero-Downtime Network™. So 100% network uptime isn't wishful thinking, it's a guaranteed reality.

Our Hosted Exchange servers are located across 8 fully redundant, world-class data centers across the globe that are secured by keycards, biometric scanning, and constant surveillance in a fully redundant environment.

- Zero-Downtime Network™ Utilizes Nine Network Providers—By building multiple redundancies into the network's information flow to and from end users' mailboxes, your mail is delivered fast.
- Redundancy On Top of Redundancy—We ensure that all traffic and requests are efficiently processed without fail or delay. Our Hosted Exchange environment includes multiple firewalls and load balancers to keep it running smoothly under any circumstances and to protect your email and mailboxes.

Monitoring Exchange Performance

The entire Exchange Engineering Team works with advanced monitoring tools that keep a watchful eye over all aspects of the Hosted Exchange environment, 24x7x365. Intelligent systems built into our system keep Exchange working and email flowing, so that, should a component of our Hosted Exchange environment behave abnormally, automatic failover occurs behind the scenes, and users are never impacted. Simultaneously, our Exchange Engineering Team is immediately notified of the incident so they can identify the cause.

Data Center

A data center must be intentionally constructed from the floor up to offer high availability to the services hosted inside. By partnering with the best datacenters in the business, we ensure that the center physical plant and network infrastructure will allow our customers and resellers to rest easy knowing services will always be available.

Bandwidth

Best practices for high availability bandwidth are in place, such as the use of physically distant entry points for several tier-one network carriers, including WilTel, SBC, Sprint, AT&T, Qwest, Time Warner Telecom and MCI. Multiple edge routers and an internally redundant network co-designed with Cisco provide assurance that data will be routed to and from the Internet with low latency and high availability. All important aspects of network availability and performance are monitored by staff on a 24x7 basis.

Power

Conditioned power is used for all servers and network equipment. In the event of a power degradation or outage, uninterruptible power supplies (UPS) instantaneously provide the necessary energy to continue all services. Fail-over UPSs are also installed and configured to assume power control if needed. An extended outage would trigger on-site diesel engine generators. To ensure proper operation, the generators are regularly inspected and tested.

Cooling

A large capacity HVAC system is a must for server rooms packed with heat-producing servers. The HVAC system is also redundant in the event that primary coolers experience issues. To reduce dust and keep air cool, the air in the data center is filtered and cycled every 90 seconds.

Security

Continuous surveillance, biometric authentication, keycards, and limited access only to employees who have undergone thorough background checks make sure that only authorized individuals have physical access to servers and network equipment.

Fire Suppression

State of the art fire suppression is also in place to immediately halt the progress of any detected fire and to allow key services to continue without interruption.

Staff

All staff is well qualified and experienced in maintaining and monitoring critical networks and servers. The combined experience of the personnel is extremely valuable in quickly solving common and not-so-common data center issues.

Hosted Exchange Access Protocols

Hosted Exchange supports many protocols that will allow you to connect to the Exchange server to access your information. Certain connections provide access to more information than others, but all of the connections provide access to your email information.

MAPI
Messaging Application Programming Interface is the traditional connection used to interface with the Microsoft® Exchange server and was designed by Microsoft. It allows the Exchange server to directly communicate with the email client, so that all of your information is updated in real time. This is the recommended connection to use when setting up your email client.

RPC over HTTPS
This is a special function that allows for secured access when connected to the Microsoft Exchange server.

POP3
Post Office Protocol (Version 3) is what most users need and use today. POP3 is a client/server protocol in which email is received and held on a mail server. Periodically, you check for mail on that server and then download it to your email client. POP3 is the standard protocol built into practically every email client. This method is well-suited for users that don't want to store email messages online.

IMAP4
Internet Message Access Protocol (Version 4) is another popular way to access email messages. With IMAP, messages and folders are always stored on the mail server. When users access their email, they are working directly with these messages. This means that any updates made to the email, such as moving, flagging, or marking a message as unread, is stored on the server. IMAP is a convenient option for users who need to access their email online from multiple clients at multiple computers or locations. Our IMAP server supports IMAP IDLE, which provides real-time push support for IMAP applications, alerting you the second you have new mail... which makes it very powerful for users on the go.

SMTP
Simple Mail Transfer Protocol is the standard protocol for sending email messages across the Internet. It is also commonly referred to as the outgoing mail server. Our SMTP servers are configured to require SMTP Authentication. The servers themselves perform two important functions. First, they verify that anyone attempting to send outgoing email through the SMTP server has the right to do so. Then secondly, they send the outgoing email. If undeliverable, the message gets sent back to the sender.

SSL and TLS Encryption
We provide SSL and TLS encryption for POP3, IMAP, SMTP, and Outlook Web Access. Basically, this encrypts your data so that others cannot view it. Our servers also support opportunistic TLS, which allows your incoming and outgoing email data to be encrypted as it travels through the Internet. This is very important for passwords and confidential emails.

Supported RFCs
RFCs are standards for email communication between servers and email clients. These standards are approved by the Internet Engineering Task Force (IETF) and are known as RFCs. These standards cover SMTP, POP, and IMAP, among other Internet technologies.

Hosted Microsoft Exchange Control Panel

Complete online control over your Hosted Exchange account

Hosted Exchange gives your company all the benefits that a Microsoft Exchange environment has to offer, without any of the headaches of hosting it yourself. We provide you with a full-featured solution, backed by the best infrastructure in the industry, and supported by a complete staff of Exchange experts. We take care of everything for you. For the few details that you will want to manage yourself, we have developed a web-based control panel—friendly enough even for users without any in-depth technical knowledge. Through the control panel, the email administrator can . . .

Access All Services, From One Location
- Manage Hosted Exchange services
- Manage eProMail services
- Upgrade services online
- Access Customer Support directly
- Control spam & virus settings

Manage Users

- Add/delete/disable users
- View usage
- Reset passwords
- Setup aliases/forwarding
- Update user contact information
- Manage distribution lists

Manage Administrators

- Update contact information
- Add/delete administrators
- Limit administrator access
- Access email reports

Spam Filtering Powered by Cloudmark

Approximately	We update every	For unsurpassed,
95%	**60**	**98%**
of email is spam	seconds	effectiveness

We estimate that over 95% of all email traffic on the Internet is spam. Spam is the most complex problem facing the Internet today. The problem has led to millions of dollars in lost productivity and additional infrastructure costs for businesses and service providers. Businesses that maintain in-house email servers are fighting a losing battle to protect their systems from spam because the complexity of the problem is constantly increasing. Spammers are growing wiser on a daily basis, learning new methods to elude common spam defences and acquiring more sophisticated computer networks to bombard mail systems and penetrate inboxes.

Solving the Spam Problem for You

In order to win the war against spam, we must evolve our spam defences faster than spammers evolve their tactics. If you choose to outsource to us, your business email will run on a state-of-the-art email hosting system with numerous levels of anti-spam protection. Our spam filtering system, powered by Cloudmark®, features Advanced Message Fingerprinting™ and real-time threat intelligence to rapidly detect spam, phishing and viruses. Instead of analyzing message text, Cloudmark uses a series of highly sophisticated algorithms to generate fingerprints that precisely identify abuse in all languages and formats. These message fingerprints are stored locally on our servers and updated in sub-minute intervals. This automated approach delivers spam filtering accuracy of 98% or higher together with near zero false positives. Customers can also control their domain safelists and blacklists to further keep their user inboxes clean. Safelists allow certain senders (email addresses, domains, or mail server IP addresses) to bypass the anti-spam system. Conversely, blacklists allow customers to block mail from certain senders.

Virus Protection

Our virus protection scans all inbound and outbound emails using a multi-stage process. The process is broken down into the following four stages:

- **Stage 1: Restricted Attachments:** Here, emails are scanned for dangerous types of file attachments. When an email is sent or received that contains a restricted file attachment, the email is rejected and the sender receives a "bounced" email notification informing them of the restriction.

- **Stage 2: Normalization:** This stage searches for email formatting vulnerabilities that can be used by viruses to hide from virus scanners. If any vulnerability is found, our system corrects the formatting of the message so that it can be thoroughly scanned for viruses.

- **Stage 3: Decompression:** Next, if the email contains any compressed attachments such as zip files, the compressed attachments are temporarily unzipped so that the contents can be scanned for viruses.

- **Stage 4: Virus Scan:** After the above pre-processing is complete, a virus scanner is used to scan the email and all of its uncompressed attachments. Everything is scanned to ensure maximum protection against new virus threats. ClamAV (www.clamav.net) is the current scanner of choice, although our system was designed to be able to plug-in any virus scanner on the market, should the need to do so arise.

Collaboration and Productivity

Microsoft® Exchange is known in the industry for its ability to provide a suite of collaboration and productivity tools to help businesses with their collaborative needs. Hosted Exchange provides all of the features found with a dedicated Microsoft Exchange server, without the high cost.

- **Personal and Shared Calendars** - Allow users to maintain their own personal calendar and share its contents with other users.

- **Personal and Shared Contacts** - Allow users to maintain their own personal contacts and share contacts with other users.

- **Personal and Shared Tasks** - Allow users to manage their own personal task lists and share them with other users.

- **Global Address List (GAL)** - Ability to create and manage a corporate address list that stores all the contacts within the organization and can be viewed by anyone in the organization.

- **Distribution Lists** - Ability to create an email address that will email a list of email addresses all at the same time.

- **Scheduling Assistant** - Helps users efficiently schedule meetings by providing visual guidance on the best and worst times to schedule meetings based on meeting invitees and required resources.

- **Out of Office Messaging** - Users can schedule out of office messaging to begin and end on specific dates and times.

- **Public Folders** - Create a folder that can share files, emails, contacts, calendar items, notes, and/or tasks with other users.