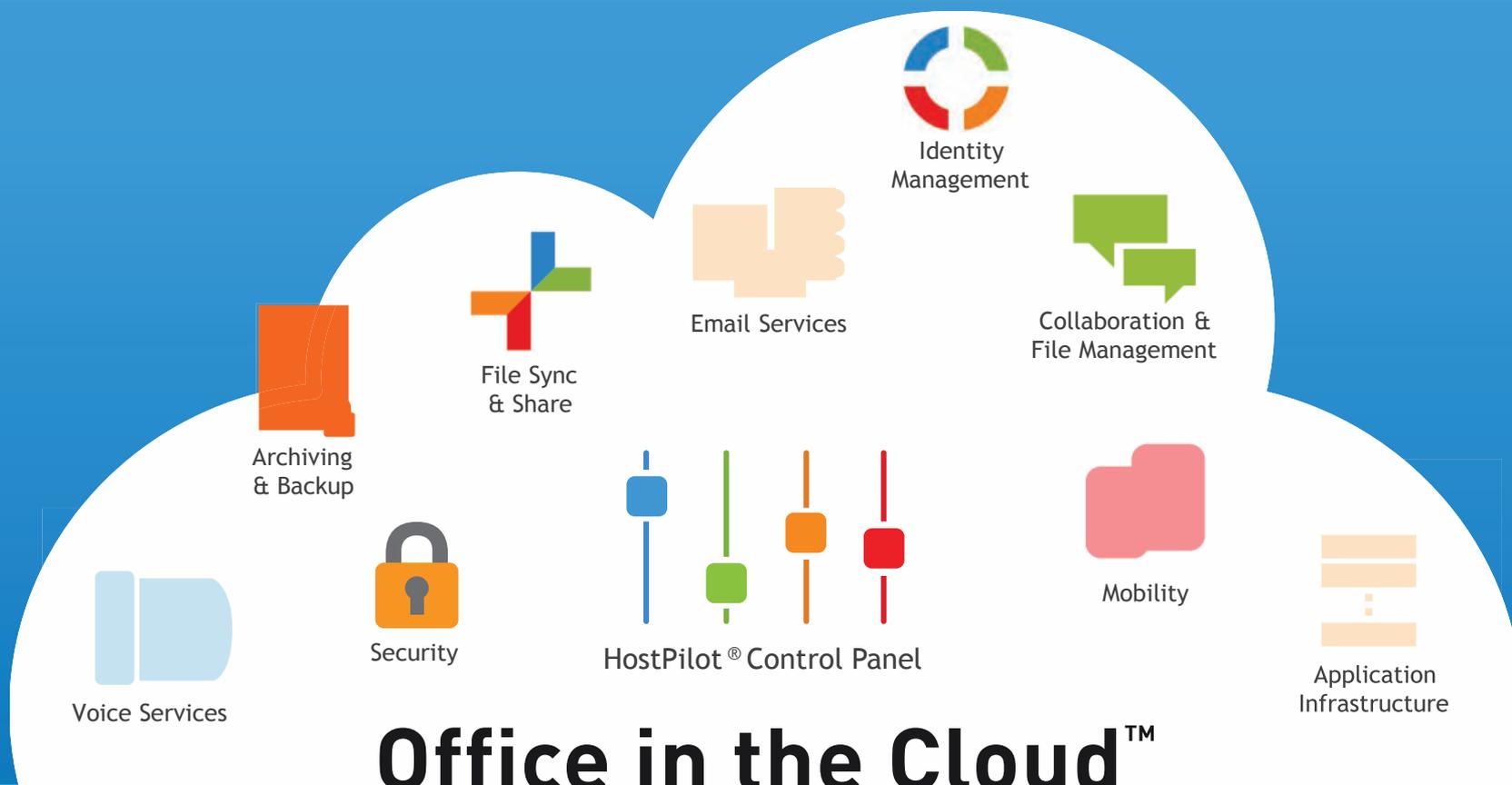


# Hosted Exchange



# Intermedia: A Worry-Free Transition to the Cloud

A one-stop shop for communication, collaboration, & content management



## Office in the Cloud™

INTERMEDIA'S DIFFERENCE: THE **WORRY-FREE** EXPERIENCE



### Reliability

99.999% SLA • Highest levels of performance and protection



### Empowerment

Manage & use your cloud any way you want • Simple integration & mobility

### Support

Expert onboarding • 24/7 support • Ongoing partnership

# Intermedia's Difference: The Worry-Free Experience



## Reliability

You can trust Intermedia's cloud to securely underpin your business.

**Performance.** Intermedia's cloud is so responsive you'd swear the datacenter is next door.

**Availability.** Intermedia's cloud is purpose-built to guarantee 99.999% uptime for most services.

**Protection.** Intermedia's annual SOC 2 Type II audit attests to their gold standards for security.



## Empowerment

You can manage and use your cloud any way you want.

**Control.** Intermedia's admin tools streamline IT management while offering granular configurability when you need it.

**Integration.** Every service is connected to multiply both user AND admin effectiveness.

**Mobility.** You can both utilize and manage your cloud on any device.

**Scalability.** You can add or remove users or services whenever your needs change.



## Support

You can rely on Intermedia 24/7 to assure ease of doing business.

**Customer Care.** Intermedia's experts answer questions and fix problems—24 hours a day, every day.

**Setup.** Intermedia provisions your cloud to match your specific requirements.

**Migration.** At no cost, your existing users and data will be migrated into your cloud.

**Partnership.** From adding features and services to offering strategic advice, Intermedia helps you derive ever-increasing value from your cloud.

# Hosted Exchange

Hosted Exchange provides users with essential productivity tools—and admins with control, simplicity and choice.



Hosted Exchange

## For users: High desktop and mobile productivity

- Business-grade email, shared calendars and shared contacts
- Sync your data across all your devices
- Extend mobility to smartphones and tablets on any OS
- McAfee-powered virus and spam protection

## For admins: Simple but powerful control

- No hardware to buy, no software to manage
- More control and security than on-premises—but less complexity
- Choose Exchange 2010 or Exchange 2013
- Centralize your management of users, devices and services
- Integrate with your on-premises Active Directory
- Plan flexibility: mix and match users and services



**700K+**  
mailboxes

Intermedia manages more Exchange mailboxes than any provider outside of Microsoft itself

# Other Exchange Add - Ons

Add services to your cloud without adding complexity—or other vendors.



SIMPLIFY

Fewer systems to integrate & learn  
Fewer points of support  
Fewer users to create and manage  
Fewer passwords to remember  
Fewer bills to pay



EXTEND

More services for your users  
More mobility and productivity  
More protection for your business  
More ways to leverage the cloud



**Full integration.** You can provision and manage all your add-ons directly from your HostPilot Control Panel.

# 25

*services are directly integrated with Intermedia's hosted Exchange*

- McAfee Email Defense Suite
- Mobile Device Policy Management
- Encrypted Email (policy and user-based)
- Company Disclaimer
- Email Archiving
- Outlook Backup
- PC Backup
- Fax via Email
- BlackBerry
- And more

# Lync Chat and Conferencing

Combine text chat, video chat, screen sharing, contacts and availability information to connect your people—anywhere.



Lync Secure Chat & Conferencing

## For users: Collaborate better than ever

- Extend secure, real-time collaboration
- Integrate new communications channels within Outlook and OWA
- Deploy visual availability indicators of colleagues' availability
- Choose Lync Enterprise for voice and video chat, screen sharing, virtual meetings, and more
- Get Lync Click-to-Call for one-click calling with Hosted PBX

## For admins: Unify your communications channels

- Reduce travel costs with one-click video conferences
- Empower employees to choose the right tool for every discussion
- Increase productivity on PCs, the web, and most mobile devices



Enhance  
Email

Lync multiplies productivity and efficiency in a Microsoft Exchange environment.

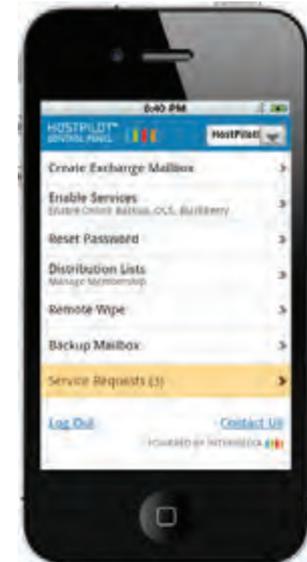
# Exchange Hosting Control Panel

Manage multiple applications through a **single user interface**.

- Add, delete or modify users for all applications through one management interface
- Change user settings, distribution lists, company contacts, disk space and more through one console
- Permission access for additional applications

The screenshot displays the HOSTPILOT CONTROL PANEL web interface. The top navigation bar includes 'Help', 'Support', and 'Log Out'. The main content area is titled 'Users' and features a 'Create User' button and a 'Delete Selected Users' button. A table lists users with columns for 'Exchange Server', 'Hosted PBX', 'OCS 2007', and 'SharePoint'. The table contains three rows of user data.

	Exchange Server	Hosted PBX	OCS 2007	SharePoint
Bob Roberts yyy@demo.hostpilot.com	✓	-	✓	✓
Daniel Smith dan.smith@demo.hostpilot.com	✓	-	-	✓
John Doe jdoe@demo.hostpilot.com	✓	-	✓	✓



Only Intermedia gives you a way to securely access popular control panel features right from your iPhone or Android.

# Behind the Cloud: Best-of-Breed Infrastructure

## Ten top-tier datacenters

### Components

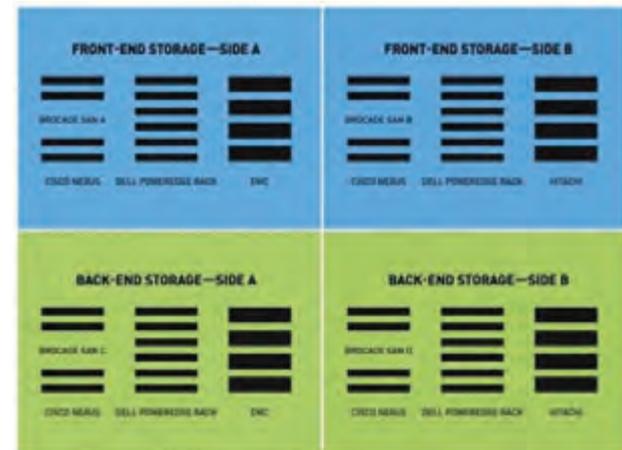
- Enterprise-Grade Dell PowerEdge servers
- Full component redundancy
- EMC VNX, Hitachi HUS
- Fully redundant fiber and ethernet fabrics for storage and IP access (leveraging Brocade & Cisco Nexus 7xxx switch cores, and Cisco LB and firewalls)
- VMware for all load balanced servers providing higher hardware level redundancy
- Redundant/Multipath Cisco Nexus 7010 Switches
- 10 gigE Network Connections
- Multiple high speed peering interconnects in a top tier datacenter
- Leverages VMware vMotion capabilities across cluster nodes within each quadrant corner

### Performance

- Minimizing network latency with multiple datacenter locations and Best of Breed providers
- Maximizing processing capacity with superior engineering and high-grade components

### Availability

- Purpose built to deliver 99.999% uptime
- Industry-leading financially backed SLA
- Highly redundant proprietary Four Quadrant Design—each quadrant is built on its own dedicated hardware and VMware cluster (see below)
- Intermedia is SOC 2 Type II audited; Datacenters are SSAE 16 audited
- DR features: Generator back-up • Redundant architecture • Multiple copies of data



# Behind the Cloud: Exhaustive Security & Protection

## Multi-tenant platform security

- Redundant, enterprise-class firewalls
- Multiple Intrusion Prevention Systems (IPS) employed (host and network)
- Centralized logging • Event monitoring • Global IDS/IPS • Global Vuln Mgmt • DDoS mitigation

## Employee security

- Background checks
- Two-factor authentication
- Role-based access control, restricted server access

## Redundant Tier-1 ISPs

- Includes Sprint, Level 3 and Verizon

## Dedicated security staff & monitoring

- Admins have control over access
- Employs dedicated, full-time certified security staff
- Team monitors all aspects of security

## Compliance & auditing

- Audit applies company-wide (not just datacenter)
- Audited against all five trust service principles
- Payment processing system is PCI compliant

## Privacy

- Stringent caller authentication procedures
- Registered with U.S. Dept. of Commerce under Safe Harbor program

## Physical security

- Closed-circuit TV, security guards
- Secure access policies

## Data replication

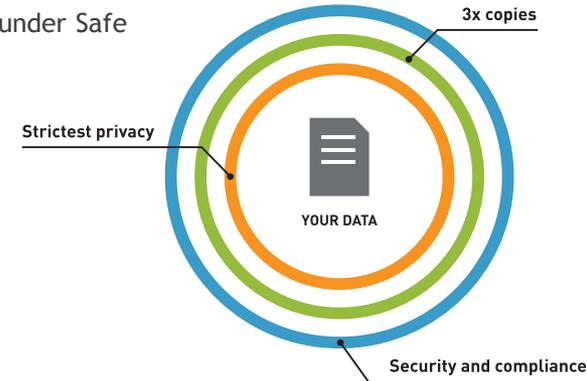
- Replicates data in real time

## Protection for mobile devices

- Admin can set security and message management policies for mobile devices
- Remotely wipe or deactivate mobile devices
- Set policies account-wide or per user

## McAfee Email Defense Suite

- McAfee Email Protection. Included with every mailbox to eliminate spam and viruses.
- McAfee Email Continuity. Offers redundant email access for peace of mind beyond Intermedia's 99.999% uptime guarantee.
- McAfee Email Data Loss Prevention. Filters outgoing email for sensitive information or undetected viruses



# Migration Process Details



## In Phase 1, we will:

- Assign a single point of contact to manage the entire migration
- Hold initial planning call:
  - Set migration timeline
  - Review custom needs and expectations
- Create and QA account objects such as mailboxes, distribution lists and company contacts



## In Phase 2, we will:

- Import and export bulk mailbox data
- Import and export bulk public folder data
- Enable add-on services, including:
  - End-user specific (Blackberry, PC Backup, Lync, etc.)
  - Account-wide: (UserPilot, SharePoint, etc.)



## In Phase 3, we will:

- Begin flowing mail to Intermedia mailboxes
- Export/import differential mailbox data
- Export/import differential public folder data
- End users begin using new mailboxes and Outlook/Entourage profiles
- Mobile devices re-configured to connect to new mailboxes

# Migration: Your User Experience

**No downtime. Minimal user effort. Users can send and receive email at all times.**

## User experience on a PC/laptop:

- Employees use proprietary utilities to configure their workstations automatically
- Depending on mailbox size, Outlook may be sluggish during initial synchronization
- Users have full access to Outlook Web App during this period

## User experience on a mobile device:

- BlackBerry devices will need to be wiped and reconfigured
- iPhone, iPad, Android, Windows Mobile and other mobile devices will need their Exchange connection deleted and recreated

The #1 tactic for assuring a smooth user experience? **End user communications.**

- Intermedia recommends sending a number of communications to inform users of the change and describe their expected involvement
- This will have a dramatic positive impact on the entire companywide migration experience

# 24/7 Real-Time Support



## Intermedia's worry-free support keeps you focused on business

- Our experts vigilantly monitor your cloud at all times
- 24/7/365 phone support comes standard with most plans
- Calls answered in less than 60 seconds
- 24/7 live chat available for all plans
- Overnight shift is as skilled and experienced as our daytime staff

## No outsourcing. None.

- Every single Intermedia support team member is a direct employee
- Superior overnight service is delivered from our office in St. Petersburg, Russia
- Our SPb team possesses certifications and ability equivalent to our daytime staff. They all speak English and they all have college degrees & Microsoft certifications.
- The bottom line : Every Intermedia support call is answered by a fully trained and empowered staff expert



# Hosted Exchange Plans & Pricing

	Everything+	Collaboration + Hosted PBX	Collaboration	Exchange + Lync	Exchange	Web Only
Savings based on bundling vs. a la carte	\$99.99 per user/per month	\$39.99 per user/per month	\$14.99 per user/per month	\$9.99 per user/per month	\$7.49 per user/per month	\$3.99 per user/per month
	Save 60%	Save 30%	Save 30%	Save 30%		
Microsoft Exchange 2013	●	●	●	●	●	●
HostPilot® Control Panel	●	●	●	●	●	●
Desktop, mobile & web access	●	●	●	●	●	✘ Web Only Access
Unlimited mail storage	●	●	●	●	●	✘ 2GB Storage
McAfee Advanced Email Protection	●	●	●	●	✘ Basic Protection	✘ Basic Protection
24/7 phone support	●	●	●	●	✘ Business Hours	✘ Business Hours
Active Directory sync	●	●	●	●	✘	✘
Lync Secure Instant Messaging	● Enterprise	● Enterprise	● Enterprise	● Standard	✘	✘
SecuriSync® file sync and share	● 150 GB/user pooled	● 10 GB/user pooled	● 10 GB/user pooled	● 2 GB/account	✘ 2 GB/account	✘ 2 GB/account
Hosted PBX, Fax & Conferencing	●	●	✘	✘	✘	✘
Intermedia ApplD® single sign-on portal	● Unlimited apps	● 3 apps/user	● 3 apps/user	● 3 apps/user	● 3 apps/user	● 3 apps/user
Outlook Backup	● 10 GB/user	✘ 1 GB/account	✘ 1 GB/account	✘ 1 GB/account	✘ 1 GB/account	✘ 1 GB/account
Email Archiving, McAfee DLP and Email Continuity, Email Encryption	●	✘	✘	✘	✘	✘

● = Full service included as indicated   ● = Included as risk free starter service   ✘ = Service available for additional cost



**Questions?**