**Description**

As with technical questions, the business use cases or desired outcomes have been derived from a number of solicitations and market research. Additional benefits have been pulled from industry providers, but are presented without reference to the provider to avoid conflict of interest or the appearance of unfair advantage.

|  |  |
| --- | --- |
| **ID#** | **Business Use Cases** |
| BC.1 | Obtain Email as a Service via Cloud Offering from a provider that delivers cost-effective, responsive, and efficient management and customer support |
| BC.2 | Reduce the government's burden related to the management of Cloud based Email capabilities |
| BC.3 | Enable controlled, real-time, on-demand, government-initiated provisioning of mailbox and other collaboration suite services |
| BC.4 | Establish Service Level Agreements with agreed upon service objectives and consequences for failure to satisfy |
| BC.5 | Provide a web-based "dashboard" that enables 24x7 near real-time monitoring and visibility |
| BC.6 | Provide scheduled and ad-hoc reporting on Email as a service performance, service status, and KPIs of the system against the established SLAs |
| BC.7 | Produce meaningful reporting and analytics that provide up-to-date and comprehensive information regarding technical and management performance. |
| BC.8 | Provide the ability to establish triggered transactional messages to expedite collaboration and improve operational efficiency |
| BC.9 | Implement a Help Desk solution that understands the operational complexity of the organization to reduce time from issue intake to resolution |
| BC.10 | Provide an EaaS solution that preserves privacy to promote highest levels of trusted collaboration |
| BC.11 | Provide an EaaS solution that ensures Teleworkers or mobile users have the required connectivity and functionality to accomplish their mission |