**Description**

Technical use cases take the cursory questions and evolves them into content for “shall statements” for market research and requests for proposal and quotation. They provide a baseline for the Technical Consideration section of requests and serve as a foundation from which to expand based on responses from industry.

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| **ID#** | **EaaS Technical Use Cases** |
| TC.1 | Provide E-Mail, calendar, task management, mobile device support and webmail support |
| TC.2 | Provide improved archiving capability for e-mail and the ability to mark and retain data |
| TC.3 | Provide expanded access to collaborative tools and capabilities such as instant messaging, desktop video conferencing, soft phone integration, on-line meetings, shared workspace, social media, groupware, workgroup support systems) to enhance your ability to conduct business |
| TC.4 | Provide frequent technology updates, and/or enhancements that provide access to the most current, commercially available solution offerings |
| TC.5 | Provide robust and rapid search (full text) capability to enable forensics and e-discovery across archived and active email messages and files |
| TC.6 | Improve workforce efficiency and effectiveness and reduce costs by standardizing via Cloud Email Services, and enabling user adoption of expanded functions and new capabilities |
| TC.7 | Provide a dedicated computing infrastructure to Federal government customers mitigating disruption/refusal of service |
| TC.8 | Provide scalability-on-demand to meet increased workloads and unplanned events resulting in increased access requirements and provisioning of licenses |
| TC.9 | Provide office automation including web-conferencing, video chat, unified communications, integration with VOIP and intranet website creation with user credible content, document repository and wiki capabilities. |
| TC.10 | Provide Electronic Records Management that integrates document management with email, and provides application programming interface (API) for records management needs and eDiscovery tools that efficiently search through records and files. |
| TC.11 | Provide migration services for existing email system and data (mail, calendar, contacts), end-user and administrator training, and services including migrating mobile users, integration with agency directory services, and project management of transition. |
| TC.12 | Provide integration services that include a broad range of labor categories for development and technical maintenance for integration of applications, project management, and other integration work. |
| TC.13 | Enable automatic customized responses (Auto Replies) using templates and information parsed from the incoming email whether it is the subject line, header information, or something parsed from the body creating a transactional response |
| TC.14 | Create a Raffle Application where all a user needs to do is send an email to enter. Add all of the incoming messages to a database and use random number generator to identify a winner |
| TC.15 | Create a Voting System that uses inbound messages to tally and track votes by allowing participants to cast votes via email. Includes sending back a transactional message confirming that their vote was counted |
| TC.16 | Enable Double-Blind-Messaging by using a combination of inbound relay and transactional email, and create anonymous messaging between two parties |
| TC.17 | Ensure ethical and compliance challenges are exceeded by enabling exchange of email in a private, protected manner between legal providers and those they represent |
| TC.18 | Provide ability to confirm with client receipt of billing electronically, delivery confirmation, and provide electronic transaction operations |
| TC.19 | Enable use of email system to send timely notifications that meet or exceed statutory notification requirements |
| TC.20 | Provide secure POP and IMAP access that works with most desktop applications and any version of Outlook |
| TC.21 | Provide unlimited access to Email Client Setup Tool to accelerate getting systems up and running |
| TC.22 | Provide communication and collaboration features in Webmail, including essential calendaring and contact features |
| TC.23 | Enable use of Tablet or mobile phone to send and receive email from and POP or IMAP connection |
| TC.24 | Ensure Webmail mobile access to Mail and folders, Contacts, Calendar, Tasks, and Notes |