



Hosted Exchange

Make your email more powerful and secure - with Exchange in the cloud

Email is one of the most critical applications used in any charity, keeping you in touch with clients, staff, volunteers, users, suppliers and other agencies.

Microsoft Exchange is a trusted, robust and powerful email, contact and calendaring solution - but it's complex to set up and manage, especially if your technical teams lack dedicated expertise. A cloud solution for Exchange increases the reliability, security and robustness of your email. Even if you lose connectivity, your email is safe. It can always be accessed from any location and on any device with internet access - from home, on the road, on smartphones and laptops. It's an ideal option for charities which often have staff working from multiple sites, from home and on road.

The Charity Cloud's expertise and datacentre facilities will protect and enhance your email resources so your business stays in touch with the people who matter most, no matter what happens. Because we're part of Cloud 9, and operate our own datacentre, we can provide full technical support as well as significant cost savings. We specialise in providing services for charities and can help you take advantage of Microsoft's special third sector licencing options.

Why the Charity Cloud makes sense for Microsoft Exchange

If you run Microsoft Exchange on your own servers, then your email is only as reliable as your internet connection. You'll also need access to technical expertise to set up and maintain Exchange. But if anything happens to your server, do you have a failover or backup solution in place? How long could you go with no access to email and no way of knowing if an important contact is waiting for a reply?

Our datacentre provides dedicated, state-of-the-art facilities, with full power resilience and data recovery, backups and mirroring. Our servers are hosted in ideal environments and are constantly monitored by specialist staff. We're also experts with Exchange, working with it every day. We can help you unleash the power of Exchange, while removing the technical challenges and saving you money.

Benefits of Hosted Exchange

Cost-effective - pay-as-you-go pricing from as little as £2.50 per user per month.

Cloud based - a secure and future proof Microsoft email solution with powerful features and business tools.

Accessible - work anywhere and anytime wherever you have an internet connection. Full desktop and remote access through all internet enabled devices. "Push" connectivity for mobile email.

Ease of use - can be used with Microsoft Outlook to deliver a familiar environment to most users, reducing the need for additional training. Simple to set up and manage.

Resilient and reliable - your email is backed up in real time within our ISO27001 datacentre. Unified email management provides full failover in the event of a system failure.

Secure - individual username and password authentication.

A fully managed solution - removes the need for technical expertise on staff or on call.

Flexible - add functionality as you need it, including message footers, archiving and mailbox journaling (each at small additional cost).

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Smartphone Integration

Smartphone access to Exchange is part of the package for phones using Microsoft's Exchange ActiveSync solution, including iPhone, Android and Windows phones. This gives mobile users easy access to calendars, meeting requests and reminders, task reminders and other messages generated by groupware functions, without the need for complicated forwarding rules. And if a smartphone goes missing, you can remotely wipe all your data through the built-in server tools. You can also set up the service to synchronise with Blackberry devices, for a small additional cost.

Move up to Mimecast

Because we know your email is important, The Charity Cloud partners with Mimecast to deliver enterprise-class levels of email reliability, resilience and security. Mimecast operates three data centres where your entire email environment is mirrored, for full 99.999% resiliency and failover. For a small addition to your monthly pricing plan, you can choose to add Mimecast for:

Email Continuity - automatic service failover and fallback in near real-time during an email outage.

Email Security - complete protection from spam, viruses, malware, phishing, and data leaks.

Email Archiving - ten years of email archives and powerful search tools.

Mimecast is also smartphone friendly and comes with dedicated Android and iPhone apps.

The Charity Cloud's expertise and ISO27001 accredited datacentre's will protect and enhance your email resources so you stay in touch with the people who matter most. We're also specialist providers dedicated to serving the charity sector, so we understand your needs.

To talk to our sales team and get started with Microsoft Exchange in the cloud, call us today on 0808 208 4074.

Benefits at a glance

- Cost-effective
- Accessible
- Ease of use
- Resilient and reliable
- Secure
- A fully managed solution
- Flexible

Cloud 9's expertise and world-class datacentre facilities will protect and enhance your email resources so your business stays in touch with the people who matter most.

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charity
cloud
cloud computing
for charities

CLOUD
SAFE WITH YOUR KNOWLEDGE
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No.	Criteria	The Charity Cloud from Cloud 9
1	Primary Focus	Cloud Computing
2	Years delivering Hosted Exchange	5 years
3	Years delivering Hosted Desktop	5 years
4	Customer references available	Yes
5	Licensing Agreements	Microsoft SPLA /McAfee/Mimecast
6	Microsoft Relationship	Silver Certified Partner
7	Certifications	ISO 27001
8	Replica test environment	Yes
9	Single points of failure	None
10	Server Configuration	CAS & Transport: Load Balanced / MBX - Active Cluster, DAG
11	Data Storage architecture	SAN with RAID
12	Microsoft Management	Microsoft System Center & Powershell
13	Hardware provider	Dell & Cisco
14	Hosting location	Oxfordshire
15	Redundant internet connectivity	Yes
16	Backup schedule	Multiple daily backups
17	Backup and restore test interval	Monthly
18	Where are backups stored	On & Offsite
19	Hot fix & patch install process	Managed with WSUS / deployed in test environment first
20	Anti-virus protection guarantee	McAfee (Mimecast Optional)
21	Spam protection as standard	McAfee (Mimecast Optional)
22	Is web access included as standard?	Yes
23	Are Windows Mobile devices supported?	Yes
24	Is Microsoft Direct Push supported?	Yes
25	Blackberry Enterprise device support	Yes - add-on service
26	Tiered Service Offering	Yes
27	Is Outlook included	Optional
28	RPC over HTTPS support	Yes
29	POP3/IMAP Access	Yes
30	Spam customisation	Yes
31	Are Public Folders supported?	Yes
32	SLA Guarantee	Dedicated 99.9%
33	SLA failures in last year	None
34	Business Continuity Plan	Yes, part of ISO 27001
35	Dedicated setup team	Yes
36	Technical Support hours	24*7
37	Customer support access	Telephone, email and online
38	Customer Support SLA	Yes
39	All Software licences included	Yes
40	Future Software upgrades included	Yes
41	Microsoft Lync	Charity Cloud Desktop Premium

Pricing	Per user per month
Charity Cloud Exchange Email	£2.50
Mimecast (Security, Continuity & Archiving)	Price on Application

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