



# Product Brief

## AT&T Managed Applications Services for Microsoft® Exchange

### Hosted and managed email and related services

Users expect their message system to function flawlessly...and to have the latest features. But delivering what users need in a messaging system requires valuable time and effort of IT resources that could be devoted to furthering your strategic business goals. Installing upgrades, adding new business units, service availability and warding off threats are critical tasks. Why weigh down your IT staff when our turnkey solution handles it all?

#### Hosted Microsoft® Exchange: A Solution to the Maintenance Challenge

AT&T Hosting and Application Services integrates all elements required for electronic communications to help improve employee productivity. AT&T Managed Application Services brings the know-how, resources and tools to manage and maintain your enterprise messaging system for you.

As a Microsoft® Gold Certified Partner, we shoulder the burden of installing, hosting, managing, updating and expanding your Microsoft Exchange environment. And all the while, you pay a predictable monthly fee for each user. The service uses our Synaptic Infrastructure, a virtual IT platform that gives each customer their own highly secure, virtualized operating environment. AT&T services are engineered to enable the customer to comply with certain standards. Our processes are audited under SSAE 16/3402 SOC 1 Type II, SSAE 16/ISAE 3402 SOC 3 standards, and ISO-27001. AT&T's email solutions may be hosted from AT&T data centers in the U.S., Europe and Asia, with an option to create multi-data deployment for optimizing performance for users in various geographic locations.

Highlights of our hosted email service:

- Dedicated application environment
- Microsoft Exchange Server with Active Directory®
- Active Directory integration with single sign-on for smooth end-user access
- Optional Active Directory Synchronization via Microsoft® Forefront® Identity Manager 2010 for synchronization of custom attributes and simplified account maintenance
- Optional clustering solution for Microsoft Exchange Server to help improve service availability and reduce down-time during maintenance
- Optional inclusion of Microsoft® Office SharePoint® Server and Office Communications Server (OCS)
- Better integration with SharePoint® and Lync
- Gateway to gateway connectivity on a virtual private network (VPN) or a dedicated circuit
- Multiple backup options
- Disaster recovery via backup tape restores or optional geographic data replication
- MAST™ tool on AT&T Business Direct® portal so clients can monitor performance, run reports, track changes and cases, and communicate with the AT&T support team
- Software updates and patch management
- Content filtering, anti-spam, and anti-virus on the servers; optionally on the perimeter

#### Potential Benefits

- Helps lower total cost of ownership and potential savings
- Predictable costs for maintaining and expanding the solution
- Flexibility to choose features and options you need
- High performance backed by SLAs and redundancy to help avoid system downtime
- Multi-layered network security and services to help reduce risks to your business
- Helps increase productivity for end-users
- Knowledgeable support team; attentive service from dedicated team

#### Features

- Comprehensive messaging and collaboration solution
- Social integration
- Dedicated environment adaptable to your needs
- 24x7 monitoring and support
- Flexible options for mailbox storage, backups and disaster recovery
- Outlook Web Access with Secure Sockets Layer (SSL) certificates, firewall, and intrusion detection
- Software updates and patch management
- Comprehensive service level agreements
- Client-side monitoring and tracking

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- Optional [mobility services](#) via BlackBerry® Enterprise Server™, Good Mobile Messaging™ or Microsoft ActiveSync® and Direct Push
- Enhanced user experience with streamlined Outlook Web App, support for touch devices and improved mobile experience
- Social Integration
- In-place eDiscovery to search across Exchange, SharePoint®, and Lync from a single interface
- Enhanced option for mailbox archiving, compliance, and eDiscovery functionality using Symantec Enterprise Vault™ product, and Data Loss Prevention (DLP)
- Professional services for migrations from older versions of Exchange or from other messaging platforms
- Reports on service performance, support metrics and Exchange usage and performance
- 24x7 support and monitoring with a designated, support team
- Offline support for Outlook Web Access

### Email Defense: Protection from Spam, Malware and Spyware

Threats to the security of enterprise email systems are growing more common and malevolent every day. Security breaches destabilize the email environment, hinder productivity, waste bandwidth and jeopardize personal privacy.

And to make matters worse, companies can be held responsible for inappropriate content that originates within their domains. If you can't dedicate a team of specialists to monitor the state of your email system around the clock, you may be vulnerable to mail-borne attacks and the havoc they cause. AT&T Managed Applications Service for Microsoft Exchange stops hazardous emails while they're still only threats – before they enter your network.

#### The [Email Security Service](#)

- Operates outside your [firewall](#), halting threats in their tracks
- Uses multiple filters, such as black and white lists at the domain level, recipient deny lists, and mechanisms to detect and block spam beacons and web bugs. The filters rely on statistics, heuristics, reputation analysis and URL recognition for ultimate protection

- Filters content and attachments by scanning for key words and phrases and blocking attachments of certain types and sizes, thus preventing inappropriate messages from ever being delivered
- Helps protect against fraud, halting unwanted and potentially dangerous “phishing” email messages before they reach your employees.
- Helps ward off email attacks by adding an extra layer of protection to your network that defends against hackers
- Scans for viruses and worms and quarantines, strips and blocks them at your network perimeter, rendering them harmless

### Mobile Messaging: Virtually Anytime, Anywhere

End-users are demanding that their mobile experience mimic their desktop experience, providing complete access to email, calendars, contacts, task lists and notes. AT&T delivers remote access to these functions through leading software programs.

Our mobile messaging is convenient for users and administrators alike because it is:

- Versatile, supporting all the latest mobile devices and technologies – cell phones, PDAs, smartphones, kiosks and laptops – and giving your employees access to more people in more places
- Comprehensive, handling every aspect of your wireless email solution so you don't have to worry about installing the software, setting up new users, upgrading technologies or wiping information from devices that are lost or no longer in use

### Unified Messaging: A Single Inbox

If your company's communication tools are delivered as separate systems, your employees are put to the test everyday. How much information can they handle from different, disconnected technologies without a way to search, prioritize and flag all the messages they retrieve?

Microsoft Exchange Unified Messaging helps overcome these inefficiencies by delivering access to email, voice mail and faxes through a single inbox. Users can:

- Search, sort, prioritize, flag and forward email, voice and fax messages

### Enhancing the Value of Unified Messaging

AT&T can add [Unified Messaging](#) to your Exchange service at any time. Our experts will lead you through all the steps to an efficient solution – from gathering your business requirements...to configuring the architecture and designing the system...to hosting, managing, monitoring and supporting the application. We provide:

- Dedicated servers customized and configured for your unique needs
- A flexible architecture through a central data center with disaster recovery (or via on-premises components, as needed)
- Access to the Exchange Management Console so you can provision Unified Messaging features to end-users
- Integration with your existing telephony environment and your Active Directory
- Integration of the Message Wait Indicator (MWI) feature between Exchange Unified Messaging and PBX systems
- Services to create dial plans
- Software updates and patch management

As a member of Microsoft's Voice Partner program, AT&T has the expertise to implement, host and manage Unified Messaging solutions for your business.

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- Access email, voice mail, faxes, calendar and contact lists from anywhere via phone or computer
- Speak – rather than type – to access email, calendar or contacts
- Use speech-enabled Auto-Attendant to answer incoming calls with customizable menus
- With Microsoft Exchange, quickly triage and take action on messages with Voice Mail
- Preview generated by automatic text transcription of voicemail

And because voice mail and faxes are consolidated into an existing email infrastructure, you need fewer servers. This translates into lower costs, particularly for companies with many branch offices.

### Email Archiving, Compliance and eDiscovery: Efficient Storage and Retrieval

Coping with email storage is no longer a simple or straightforward task. The sheer volume of users and documents is a strain. Then there's the need to retain certain documents for long periods to comply with applicable regulations. And because emails are mostly considered to be legal documents, they must be classified and archived in a way that supports eDiscovery during a legal proceeding.

Why choose between controlling costs and complying with applicable regulations? Keep what you need and retrieve it at will.

AT&T provides two options for email archiving:

- Basic archiving and eDiscovery using native protection and compliance functionality available within Microsoft Exchange Server which includes:
  - Personal archive mailbox to store archived messages available from Outlook and Outlook Web Access
  - Ability for customers' IT teams and end users to apply retention policies to individual messages or folders
  - Multi-mailbox search and Legal Hold support for eDiscovery
  - In-place eDiscovery to search across Exchange, SharePoint®, and Lync® from a single interface

- Enhanced archiving, compliance and eDiscovery functionality using Symantec™ Enterprise Vault™ which includes:

- Customized archival policies, allowing you to define when your organization's emails and attachments are sent to the archives and to set the system to automatically archive documents based on the age or size of the message, mailbox limits or folder name
- Built-in classification and search features so messages can be categorized by content or context and searched by category
- Automatic PST file migration that locates, collects and migrates all Personal Store (PST) files to the archives, bringing them under your IT team's management and reducing issues with backup procedures, instability and wasted storage
- Efficient access to archived messages with the help of search functions and shortcuts left behind when documents are archived. Users can access archived materials from Outlook and Outlook Web Access to work with them like any other messages
- Offline access to the archives so mobile users can tap archived documents even when they're not connected to the network. Their offline requests are automatically redirected to a local data store
- Customized retention policies, which can be created for specific people, groups and periods of time to ensure compliance with various regulations
- Efficient search and export functions to produce evidence if your company becomes involved in litigation

### Disaster Recovery and Business Continuity: Minimize Business Interruptions

Should a disaster strike – hurricane, earthquake, flood, terrorist attack, hardware or network failures – recovering your messaging environment would be a top business priority. Who can afford communication downtime?

### Enhanced Services from AT&T Can Augment Your Messaging Solution

AT&T offers optional specialized services to augment our core Microsoft Exchange hosting and management service:

- Email Defense
- Mobile Messaging
- Unified Messaging
- Email Archiving, Compliance and eDiscovery
- Disaster Recovery and Business Continuity
- Professional Services in Architecture, Design, Implementation and Management

Help avoid potential losses in productivity and profitability with our enhanced disaster recovery and business continuity service. Our solution follows prevailing industry practices to help safeguard your business interests with:

#### Flexibility For Cost Control

You set the coverage parameters that work for your business and your budget. For example, you may choose to extend the service to only a subset of your users.

#### Continuous Data Replication

We perform this basic requirement for disaster recovery by sending all changes to your Exchange data to either local or remote disaster recovery servers continuously, in real time.

#### Automatic Failover and Failback

Should a disaster occur, your application could automatically be switched over to our disaster recovery servers and then back to your production servers once they've been restored.

#### Regular Preparedness Testing

We conduct regular, scheduled testing of our system's response to various disaster scenarios to verify that the local or remote servers are ready for failover

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### Professional Services: Messaging Expertise On Call

Our complete, end-to-end professional services help keep your Microsoft Exchange environment highly secure, performing efficiently and up to date with application of updates and patches. Technical consultants are available to help with:

- Planning the migration of your existing Microsoft Exchange environment to a more current version
- Migrations from other messaging platforms to Microsoft Exchange
- Adding new capabilities such as Unified Messaging
- Assessing the security of your message environment, documenting problems, recommending a migration strategy and providing an impact analysis
- Enhanced user experience with streamlined Outlook Web App support for touch devices and improved mobile experience

### Key Benefits of the AT&T Email Archiving, Compliance and eDiscovery Solution

- Cost-effective. The system uses storage efficiently and cost effectively.
  - Helps you to maintain compliance with applicable regulations . Store what you need as well as what regulations require you to keep.
  - Simplified. Our built-in classification, search, and export features reduce the complexity of retrieving what you need.
  - Centrally governed. Administrators have a high degree of control over the policies that pertain to retention and archiving.
  - Convenient. AT&T manages all aspects of the solution for you, so you needn't assign your own staff to it.
- Analyzing the performance of your messaging environment to suggest improvements in network latency, bandwidth, topology, server load or vulnerabilities, disk or storage area network (SAN) issues, software configuration and Active Directory design and configuration
  - Customizing and branding your Outlook Web Access
  - Offline support for Outlook Web Access
  - Integrating and synchronizing your Active Directory environment with our hosted environment.

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