



ZEDHOST

Hosted Exchange

Cloud Email



Business email as it's meant to be: reliable, accessible from anywhere, and managed by someone else.

Our Hosted Managed Exchange gives you immediate access to feature-rich, Enterprise Class email without incurring any infrastructure costs. And we will support, manage and protect it, giving you the resilience you need in such a business-critical function.

The email user experience is identical to having Microsoft Exchange on your own server, with all the enhanced features of the latest version of Microsoft Outlook, Microsoft Outlook Web Access and Microsoft Outlook Mobile Access which are all included free.

But because the Exchange is hosted in our secure data centre, you don't have to set it up or maintain it. We look after everything, from initial migration to ensuring your staff have true 'connect-anywhere' mobility, leaving you to concentrate on running your business.



Slash email costs by 40% per user: no capital expenditure and reduced operating costs

Instead of using expensive servers, infrastructure and software, you simply take email services on demand when you need them from our secure data centre in return for a low monthly subscription fee. You can add users, increase mailbox storage capacity as and when your requirements grow – you don't need to invest in advance.

Not only do you avoid unnecessary capital expenditure, you also minimise running costs. The less infrastructure you own, the less you have to manage and maintain.

You won't have to buy, install or manage any software. It's our job, not yours, to keep you updated with the latest versions of Outlook.

All account configuration and email administration is also done by us, so you won't have to spend any time or money making sure your email does not fall over or succumb to viruses.

Keeping your staff in touch – wherever they are and whatever device they use

The Zed One Managed Hosted Exchange is a 'Cloud Email' service so users can access their Outlook email, address book, calendars and public folders from anywhere with an internet connection - whether at home, in the office, on the move or abroad.

We offer full integration with iOS, Android, Windows Mobile and BlackBerry, so each email account retains one inbox across all devices.

Once they are connected, your email users gain synchronised up to date access to shared calendars, shared contacts and public folders helping them work more productively and collaboratively.

Enhanced security, reliability and business continuity

We deploy updates and patches almost instantly, guarding you against threats.

All data is held securely on our Virtual Blade/SAN infrastructure which is staffed and protected 24/7/365. This operates on a highly available, fully resilient basis with redundancy to ensure 99% availability.

Because your email is no longer hosted on your local server, you can stop worrying about threats to server performance and reliability, such as over-heating, power surges or malicious attacks.

There is no need for you to make back-up tapes to ensure business continuity. Even if your office is hit by a disaster, your email will still be safe and accessible via the internet.

Key Business Benefits

- No IT or email expertise needed
- Latest feature-rich Exchange Server
- Lower running costs
- No new infrastructure required
- Easier remote working
- Enhanced security
- Guaranteed uptime
- Fully managed migration
- Fast & easy scalability

Key triggers for switching to Zed One's Hosted Managed Exchange

- Server upgrade/replacement needed
- Overstretched IT team
- Email functionality/performance review
- IT cost savings
- Business-wide move to cloud computing solutions



The Zed One difference: A Fully Managed Service

Unlike our competitors, we provide a full management service. You won't even have to think about email administration and support.

We will do it all for you - right from the initial migration, which we will manage for you.

If you want to add or remove users or increase mailbox sizes or change your mailbox settings, you simply tell us. We will do all of the techie stuff for you.

We can also supply you with the latest version of Outlook, so you never miss out on the latest enhanced features available (see panel)

Support whenever you need it

We are available 24/7/365 to help and support our customers. We resolve 95% of cases on our first response and 98% of these in less than 10 minutes.

Personal touch

We don't outsource our support. All calls are handled by our own qualified IT people. As a Zed One customer, you will be supported by a small knowledgeable team who know you and your business which means we can build a relationship together just as you would with an in-house IT support team.

Immediate access to Microsoft Exchange

Microsoft Exchange* is the world's leading business email system, facilitating communication and collaboration among your employees. Its rich features include:

- ◆ Real-time-synchronised email, files, calendars and contacts through Microsoft Outlook client
- ◆ Mobile access on handheld devices through Microsoft Mobile client
- ◆ Advanced web mail through Outlook Web Access
- ◆ Shared calendars that let employees see colleagues availability to schedule meetings, book conference rooms and plan projects
- ◆ Shared task lists that allow 'to do' lists to be created and assigned, then shared with team members
- ◆ Shared folders empowering employees to work collaboratively
- ◆ Synchronised contacts which guarantee your personal address book will never be lost or misplaced, either on your PC or mobile phone
- ◆ Conversation View - helps manage large amounts of email with ease
- ◆ Quick Steps - save time by creating and defining multistep tasks with a single click
- ◆ Rapid search - very fast searching on keywords which also searches inside attachments
- ◆ Initiate live conversations directly from Outlook easily keep in touch with your contacts with instant messaging

Microsoft Outlook offers premium business email management tools to more than 500 million Microsoft Office users worldwide. With the release of Outlook , you get a richer set of experiences to meet your communication needs.

Managed Hosted Business Email from £3.00 per user per month

Headline Features:

- Large Exchange mailbox
- Outlook Client
- Outlook Web Access
- Anti-Virus & Anti-SPAM
- Android & Windows
- iOS & BlackBerry
- Fully managed service administration
- Monthly billing and monthly contract
- Latest software versions
- Free upgrades

Choose from three great packages: Plus, Extra and Pro

Hosted managed Exchange email	Basic	Standard	Enterprise
Mailbox Storage Size *	500MB	2GB	10GB
Outlook Web App Access	✓	✓	✓
Advanced Anti-Virus & Anti-SPAM	✓	✓	✓
Outlook Anywhere Secure Access	✓	✓	✓
Exchange ActiveSync Mobile Access iOS, Android, Windows Mobile & BlackBerry BIS	✓	✓	✓
IMAP & POP3 Protocols	✓	✓	✓
Shared Calendar & Mailboxes	✓	✓	✓
Shared Contacts	✓	✓	✓
Shared Tasks	✓	✓	✓
Shared Folders	✓	✓	✓
Meeting Rooms & Resource Calendars	✓	✓	✓
Journaling & Compliance Management	✓	✓	✓
Unlimited Distribution Lists and Aliases	✓	✓	✓
Common Company Address List	✓	✓	✓
Common Company Disclaimer	✓	✓	✓
Attachment Size Limit	25MB	25MB	25MB
Inclusive Business Continuity & DR	✓	✓	✓
Contract Period	Monthly	Monthly	Monthly
Free Trial	X	✓	✓
Fee Per User Per Month	£3.00	£7.50	£15.00

Exchange eMail Optional Add-On's	Basic	Standard	Enterprise
Outlook Desktop Client **	£1.50	£1.50	£1.50
Additional Mailbox Storage (Per GB) *	X	£1.00	£1.00
eMail Archiving	X	£6.00	£6.00

A range of services to take care of all your business IT requirements

This is just one of the many IT services we provide including cloud computing, on-premise solutions, connectivity, IT support, telephony, office IT moves and hardware/software supply configuration and installation.

For information about individual services, or how we could provide a one-stop solution for all your IT needs, please call us, send us an email or request a call back via our website.

Expert help and advice is only a phone call away

We are business IT experts so you don't have to be. If you're unsure what your business needs, give us a call for some expert free advice.

We've probably advised dozens of organisations in similar circumstances. We are not tied to any suppliers or committed to only one type of solution. And we are ready and willing to help.

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* Storage will be aggregated per account – e.g. 10 users with 2GB = Total available for your Account is 20GB available across 10 users.

** NOT required for users who already have Microsoft Office Standard or higher