

## Cobweb Hosted Exchange – Service Description

Cobweb Hosted Exchange is a business-class messaging and collaboration service designed to help your business communicate securely, efficiently and effectively.

### 1. Introduction

Cobweb Hosted Exchange is based on Microsoft Exchange 2007 and combined with Microsoft Office Outlook, the service offers mobile, remote and desktop email access with state-of-the-art productivity, security and privacy.

Delivered as a fully managed solution with 24/7 support you will never have to worry about the security, integrity or delivery of your email again. With a guaranteed service level and predictable monthly costs, you can experience significantly lower total cost of ownership for your messaging and collaboration needs.

The Cobweb Hosted Exchange Service has two service variations which can both be used within a single organisation. By providing the correct level of functionality to each user within the organisation, this will ensure your optimum cost of ownership.

For your users

- Email access, anywhere, anytime
- Collaboration with shared contacts, tasks and notes
- View colleagues availability with shared calendar and read/write options
- Mobile email with ActiveSync for email, contacts and calendar on hand held devices
- First in Class MessageLabs anti-spam and anti-virus protection
- Secure system that is reliable with ISO27001 accredited Tier 4 data centres.

Functionality/Features	Business Email	Web Mail
Mailbox Size	2GB	500MB
Daily Data Backup	√	√
Fully secure MAPI access via SSL using Outlook Anywhere (RPC over HTTPs)	√	
Fully Featured Outlook Web Access 2007	√	
Support for Multiple Domains and multiple mailbox aliases	√	
Access to Global Address List (GAL)	√	√
Full offline working with Cached Exchange Mode Online and Offline Address Book	√	
Mobile Email Access via ActiveSync	√	
Anti-Spam and Anti-Virus protection from MessageLabs and Microsoft ForeFront	√	√
Secure POP3, IMAP4 and SMTP access using 1024-bit TLS/SSL encryption	√	√
Latest version of Microsoft Office Outlook 2010/2007 License or Microsoft Entourage 2008	Optional*	
Shared Calendars, Contacts, Folders and Tasks	√	

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Group Scheduling & Meeting Planning	√	
User Account Integrated with Hosted Microsoft SharePoint 3.0, Hosted Microsoft Dynamics CRM 4.0, Office Communications Server 2007 R2	√	√
User Support	Optional*	
Administrator Support	√	√
Migration and Set-up Services	Optional*	Optional*
Resource Mailbox – activated through the control panel by an administrator	Optional*	
Disclaimer – activated through the control panel by an administrator applicable per company	Optional*	Optional*

\* (additional service fees may apply)

## 2. Mailbox Administration

Mailbox administration is provided through the web-based “Control Panel” Self Care Administration Portal. Functionality available to Customer Administrators through the Control Panel includes:

- Add New Users
- Edit Existing Users
- Disable User Accounts
- Create Distribution Groups and External Contacts within the Global Address List
- Import Users, Distributions Groups and External Contacts from .CSV files
- Manage User Mailbox Sizes
- Order Additional Services
- Reset User Passwords
- Manage Public Folders
- Manage ActiveSync and devices
- Manage BlackBerry
- Manage Resource Mailboxes
- Manage Company Disclaimers
- Manage Domains
- Setup Mail-enabled Public Folders.

## 3. Service Add-on Options

The following chargeable Service Add-ons are available for the Cobweb Hosted Exchange service.

### 3.1 Additional Mailbox Storage

- Mailbox storage can be aggregated and shared across all mailboxes within a customer organisation
- Additional mailbox space is available to purchase in 1GB increments
- A user will receive warnings that their mailbox is nearing its size limit at 90% utilisation and users are prohibited from sending and receiving additional messages if their mailbox reaches 100% utilisation.

### 3.2 Managed BlackBerry Enterprise

The Managed BlackBerry Enterprise service, based on RIM’s BlackBerry Enterprise Server 4.0 provides users of the Cobweb Hosted Exchange service with the following functionality:

- Wireless over-the-air device configuration
- Wireless IT Policies can be instantly pushed to BlackBerry devices, enabling users to quickly change passwords, the locking of devices or the wiping of device data
- Complete, two-way wireless synchronisation of email, calendar, address book, tasks and memo pad

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- Remote control of email settings allows wireless configuration of out of office replies, email filters, auto-signatures directly from BlackBerry devices
- Global Address List (GAL) Lookups
- Further information is available in the Managed Enterprise BlackBerry Service Description.

### 3.3 Resource Mailboxes (Chargeable)

Resource mailboxes are mailboxes that represent conference rooms or shared equipment. Resource mailboxes can be included as resources in meeting requests, providing a simple and efficient way to utilize resources for an organization. There are two types of resource mailboxes in Microsoft Exchange Server 2007: room and equipment.

- **Room mailboxes** are assigned to a meeting location, such as a conference room, auditorium, or training room.
- **Equipment mailboxes** are assigned to a resource that is not location specific, such as a portable computer projector, microphone, or company car.

### 3.4 Disclaimers (Chargeable)

Company disclaimers are statements that are appended to the sent e-mails. These statements are usually of a legal character but can also be used for marketing purposes. You can create three different disclaimer types intended for:

- Internal recipients (recipients inside this organization)
- External recipients (recipients outside this organization)
- Or both types.

## 4. Platform

The service platform is based upon Microsoft's Hosted Messaging and Collaboration (HMC 4.5) prescribed architecture and is designed to support hundreds of thousands of mailboxes. The platform contains no single point of failure and consists of clustered Microsoft Windows Server 2008 and Microsoft Exchange Server 2007 software. The service is hosted on HP ProLiant servers accessing data from a resilient EMC or HP Storage System, with centralised disk and tape backup. This model offers the following advantages:

- 24/7 proactive server and application management with sophisticated monitoring tools including System Centre
- Operations Manager 2007 and HP Systems Insight Manager
- Capacity Management processes and systems ensure robust, reliable and consistent service performance
- Service delivered from a Tier 4 ISO27001 accredited data centres which includes multiple internet feeds with automatic BGP redundancy, interpretable power supplies, fire suppression systems and 24/7 manned security
- The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security.

## 5. Security

- The delivery of the Cobweb Hosted Exchange service is controlled by our ISO27001 Information Security Management policies and procedures
- The multi-tenanted security features of the Active Directory within Microsoft Windows Server and Exchange Server ensure that customer mailboxes are secured with permissions and groups for their organisation only. No other customer has permissions or can see or access any other customer's data
- The network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centres are managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance

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- Customer definable strong password policies can be configured within the web-based “Control Panel”
- All MAPI, POP3 and IMAP4 connections use 1024-bit SSL, with SMTP transmitted using TLS for maximum security.

## 6. Domains and Mail Relay

- Unlimited inbound domains are allowed
- A 20MB message size limit is enforced on all inbound and outbound email to and from the internet
- A 50MB message size limit is enforced on all internal (same organisation) email
- A limit of 500 external recipients per email is enforced.

## 7. Virus Protection

- 100% Virus Protection Guarantee from known and unknown viruses via the MessageLabs Email Anti-Virus security service
- All inbound email is scanned by MessageLabs Email Anti-Virus security service
- All inbound, outbound and internal email is scanned for viruses by Microsoft ForeFront using multiple anti-virus scanning engines.

## 8. Spam Protection

- All incoming email is scanned to detect if it is spam by the MessageLabs Email Anti-Spam security service
- Any email positively identified as spam is not delivered to the end user’s mailbox and is deleted by MessageLabs
- If it is uncertain that an email is spam it is moved to a per mailbox quarantine area (individual for each mailbox) and a Spam Manager notification email sent to the intended recipient
- The Spam Manager online application allows users to selectively deliver or delete emails identified as potentially being Spam.

## 9. Data Backup

- The data within the Cobweb Hosted Exchange service is backed up for the purpose of service restoration only; it is retained for a maximum of 90 days.
- A full backup is taken once a week, and incremental backups are taken every other day
- Backup tapes are rotated on a “Grandfather, Father, Son” basis
- The Deleted Item Cache is configured to retain data for 14 days to allow users to recover deleted items themselves
- Deleted mailboxes are retained in the Exchange database for 31 days.

## 10. Access Methods

Connection to each mailbox is made over the internet allowing users to gain access regardless of time or location. The supported access methods are;

- **Microsoft Office Outlook 2010 or 2007.** The industry leading email client helps you simplify email communication, streamline group planning and scheduling, and access the information you need – all in one place. The method of connection is Outlook Anywhere (RPC over HTTPS) ensuring all data is encrypted and avoiding the need for VPN
- **Outlook Web Access.** SSL secured access through a Web browser to email, calendar, group scheduling, tasks, and public folder information. Outlook Web Access is an effective solution for users who require roaming or remote access
- **ActiveSync compatible mobile devices.** ActiveSync is only available on our Business Email plan; it is not available on our WebMail plan
- **BlackBerry Enterprise Devices.** Full access for BlackBerry Enterprise devices including push email and synchronised calendars (requires the purchase of an additional service add-on)

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- All MAPI, POP3 and IMAP4 connections use 1024-bit SSL, with SMTP transmitted using TLS for maximum security.

## 11. Data Ownership

- At all times the data stored within the Cobweb Hosted Exchange service is the property of the customer
- In the case of service termination the data can be provided to the customer on DVD or other Portable Digital Media subject to a Chargeable Support Service fee.

## 12. Guaranteed Service Level

All service level guarantees are based on service monitoring data collected over whole calendar months.

Cobweb shall use reasonable care and skill when providing Services but does not guarantee that the Services shall be continually available to the Customer. There may be occasions when Services are disrupted through an error or act of the Customer or another third party or, circumstances outside the reasonable control of Cobweb ("Service Disruption"). In the event of unavailability of Services to the Customer, other than in the case of Service Disruption, Cobweb shall reimburse the Customer ("Service Credit") as follows:

Service Credit (% of monthly charge)	Service Availability
25%	99.0% to 99.5% inclusive
50%	95.0% to 98.9% inclusive
100%	Less than 95%

- The service availability calculation excludes standard scheduled maintenance
- The service includes a 100% no virus guarantee.

## 13. Administrator Support

- The service is supported 24/7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2,3 and 4 incidents will be progress during Core Hours of business – including service setup/configuration with Control Panel and billing support by telephone
- Access to Administrator Support is for two named Company Administrators per customer account
- Advanced Exchange Feature Management
- Full mailbox permissions and send as permissions

## 14. User Support (Chargeable)

User support is an additional service which comprises of the following:

- Telephone (Extended Hours only), Email and Online Support for all named users, covering Office Outlook 2007/2010 'how to' help plus configuration and connectivity diagnostics
- 24/7 telephone support for Severity 1 and 2 incidents
- Severity 3 and 4 incidents will be progress during Core Hours of business only
- Access to User Support is for named users only.

## 15. Support Hours

- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK Public Holidays
- Extended Hours: 08:00 hrs to 20:00 hrs GMT time zone, excluding weekends and UK Public Holidays.



## 16. Spam Administration

Administration of Spam settings within the MessageLabs Email Anti-spam security service is available through the Service Desk. The settings which can be configured are:

- Custom Whitelist & Blacklist Domains
- Specify Maximum Email Size (if less than 20MB is required)
- Set Inbound and Outbound Banners.

Configure Spam Notification Settings. Configuration options include:

- Specify action on suspect SPAM emails
- Quarantine the email
- Append a header and deliver to user
- Deliver notifications to individual users
- Append a header and deliver to bulk email address
- Deliver to a centralised bulk email address
- Block and delete the email
- Tag the subject line and deliver to user
- Specify suspect email subject tag, default = SPAM
- Set default Spam Manager language.

Configure Virus Notifications Settings. Configuration options include:

- Set default Spam Manager language specify central virus alert email address
- Set default Spam Manager language alert individual users if they send a virus
- Set default Spam Manager language alert individual users if someone attempts to send them a virus.

A chargeable Support Service fee may be applicable for certain configuration changes.