

# Microsoft Online Services Overview Presentation

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# Agenda

- Welcome!
- Online Services Overview
  - Software + Services
  - Exchange Hosted Services (Service)
  - BPOS – Business Productivity Online Service
- Q&A
- Thank you!!

# Software Plus Services

The power of choice



*Software*



*Services*

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**Experience:** Consistent across multiple clients

**Deployment:** On-premise and hosted

**Development:** Extending tools and platform to cloud

# What We Hear from Our Customers



# Accelerate Speed To Value

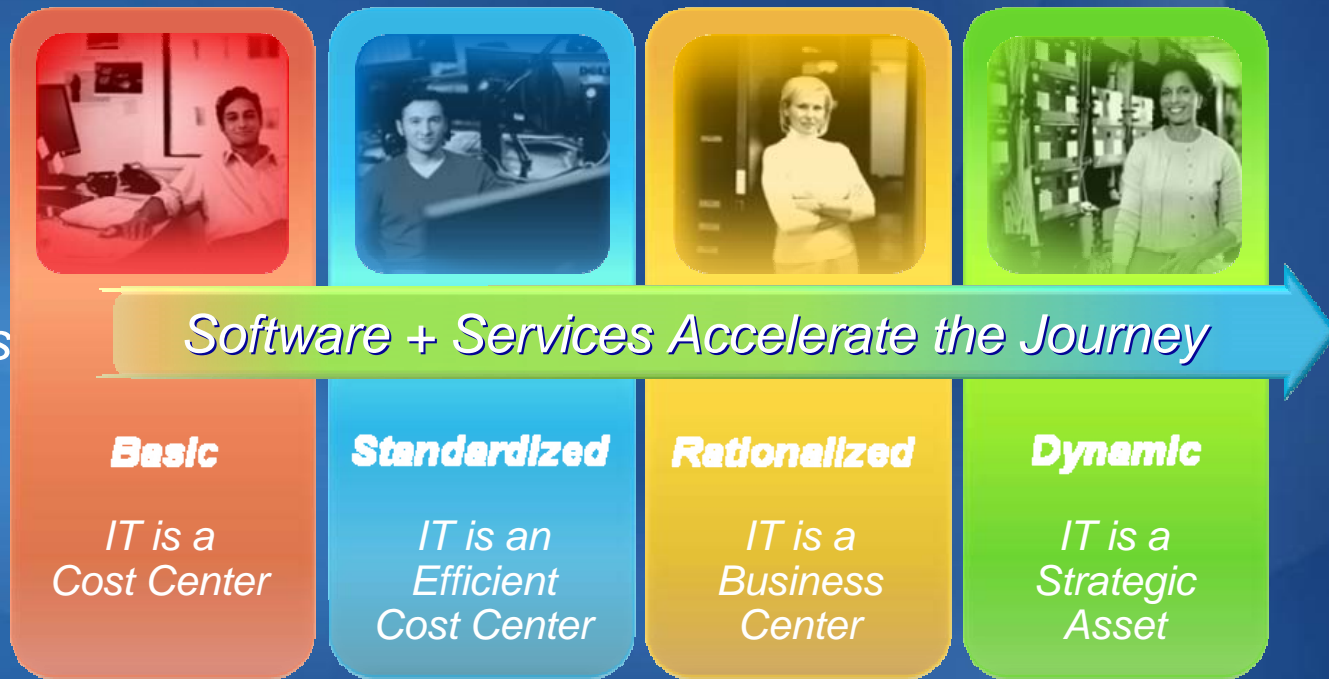


## ***Simplified Management***

*Always up-to-date capabilities at a predictable cost*

## **Key Benefits**

- *Up and running quickly*
- *Latest software*
- *No more server upgrades*
- *Subscription-based*
- *Predictable cost*
- *Optimize productivity*





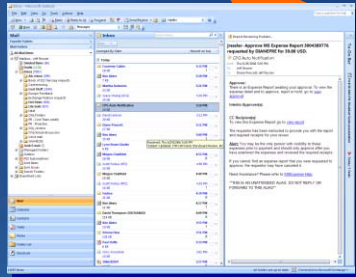
# Anywhere Access

Outlook experience from desktop to mobile devices

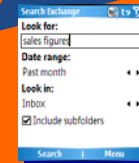
*"By 2007 "telework" will be practiced by more than 60 million people..."*

*- Gartner Management Update 2004*

Microsoft  
Office Outlook



Microsoft  
Office Outlook  
Mobile

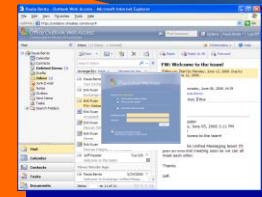


Microsoft  
Exchange Server 2007

Microsoft  
Office Outlook  
Voice Access



Microsoft  
Office Outlook  
Web Access



- **Built-in: no special server or services required**
- **Rich access for the many, not the few**
- **Deliver more types of communication to your inbox**
  - **Faxes, voice mail and voice access to email**



Microsoft

Unified Communications Services

Exchange Hosted Services | Live Meeting | Hosted Exchange | Hosted Lync

# Security, Compliance and Availability with...

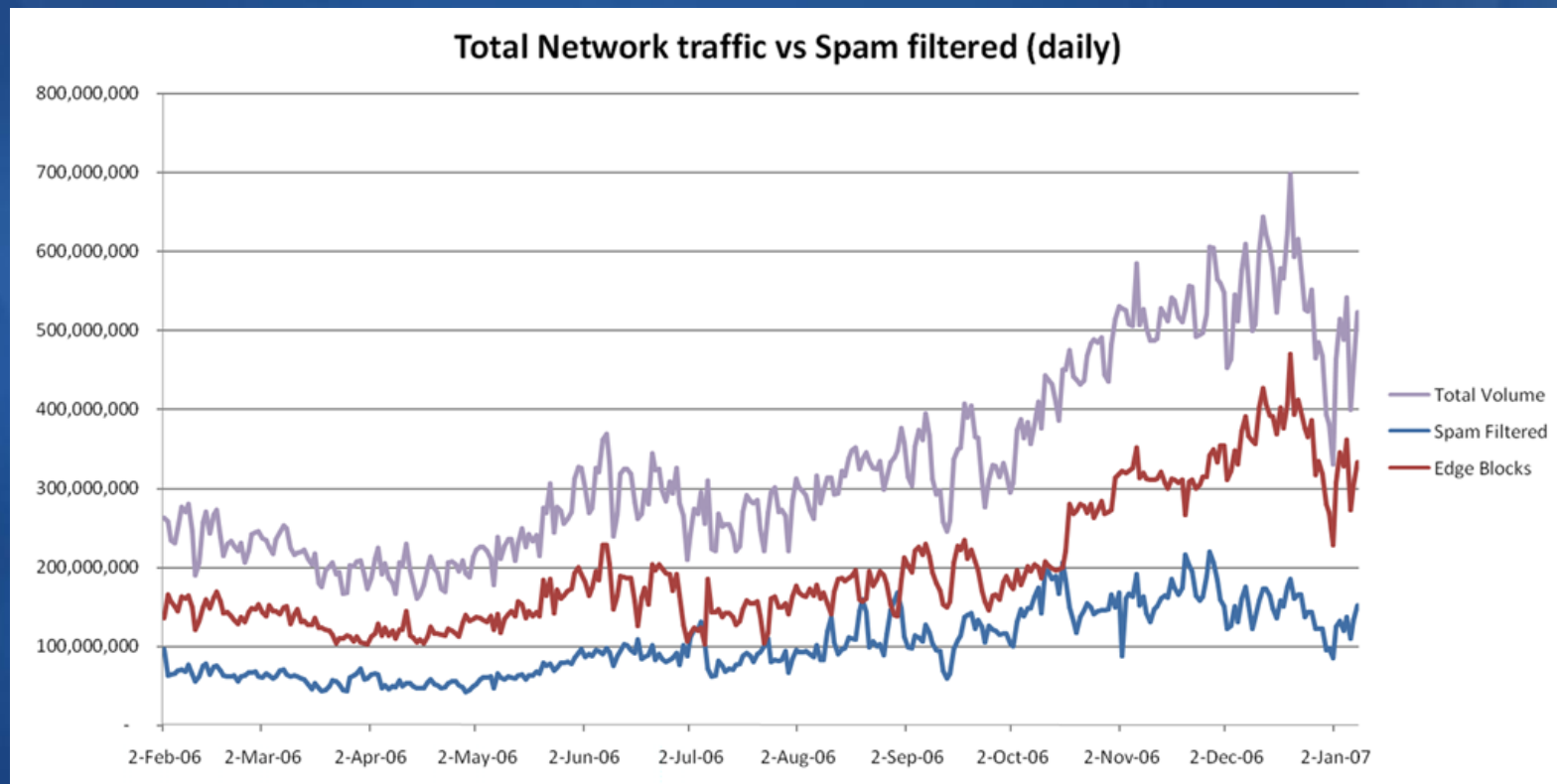
Microsoft

Exchange  
Hosted Services

# The BIG Picture

## How scalable is your SMTP gateway?

- Addressing the broader issue of **CONNECTIONS** vs. **DETECTION**
  - Detection is critical, but, **SCALABILITY** is mandatory!
  - Spam is still trending towards massive growth (see below)
  - Virus and Spam activity is becoming more concentrated:
    - Massive traffic within a small window (several hours)





# Hosted Services Help Meet E-mail Challenges



## *Enterprise-Class Reliability*

- *High-availability Software as a Service (SaaS)*
- *Disaster recovery and e-mail continuity*
- *SLA-backed uptime and performance*



## *Active Protection*

- *Frequently updated spam and virus protection*
- *Eliminate Port 25 vulnerability*
- *Address security concerns outside the network*



## *Simplified Management*

- *Reduce Cost of Operations*
- *Streamline management resources*
- *Minimize additional capital investment*

*“SaaS providers actually offer better data security and better application reliability than in-house operations, because the data center are up to date with security management and have built-in redundancy”*

# Microsoft E-mail Security Solutions

## E-mail Gateway Security

## E-mail Server Security

Internet

DMZ

On-Premise Software



Services



Firewall



Microsoft  
**Exchange Server 2007**

- Mailbox
- Client Access
- Hub Transport
- Unified Messaging

Microsoft  
**Exchange  
Hosted Filtering**

OR

Microsoft  
**Exchange Server 2007**  
- Edge Transport

+

Microsoft  
**Forefront  
Security for Exchange Server**

### Choice for E-mail Gateway Security

- Internet-based services **or** on-premise software protect against spam and viruses before they reach the corpnet

### Defense-in-depth Security

- Gateway and E-mail server security in a competitively priced package

### Security and Secure Remote Access

- Secure remote e-mail access via ISA Server

# Highly Secured Datacenters



## ***Business Class Reliability and Security***

*Delivering highly secure, private, and reliable computing experiences based on sound business practices*

### ***Key Features***

- *Geo-redundant datacenters*
- *N+1 architecture*
- *9 layers data security*
- *CyberTrust certified*
- *Secure access via SSL*
- *ITIL/MOF operational practices*
- *24x7x365 support*
- *Backed by 99.9% uptime SLA*

***Filtering Routers***

***Firewalls***

***Intrusion Detection System***

***System Level Security***

***Application Authentication***

***Application Level Counter-measures***

***Virus Scanning***

***Separate Data Networks***

***Authentication to Data***



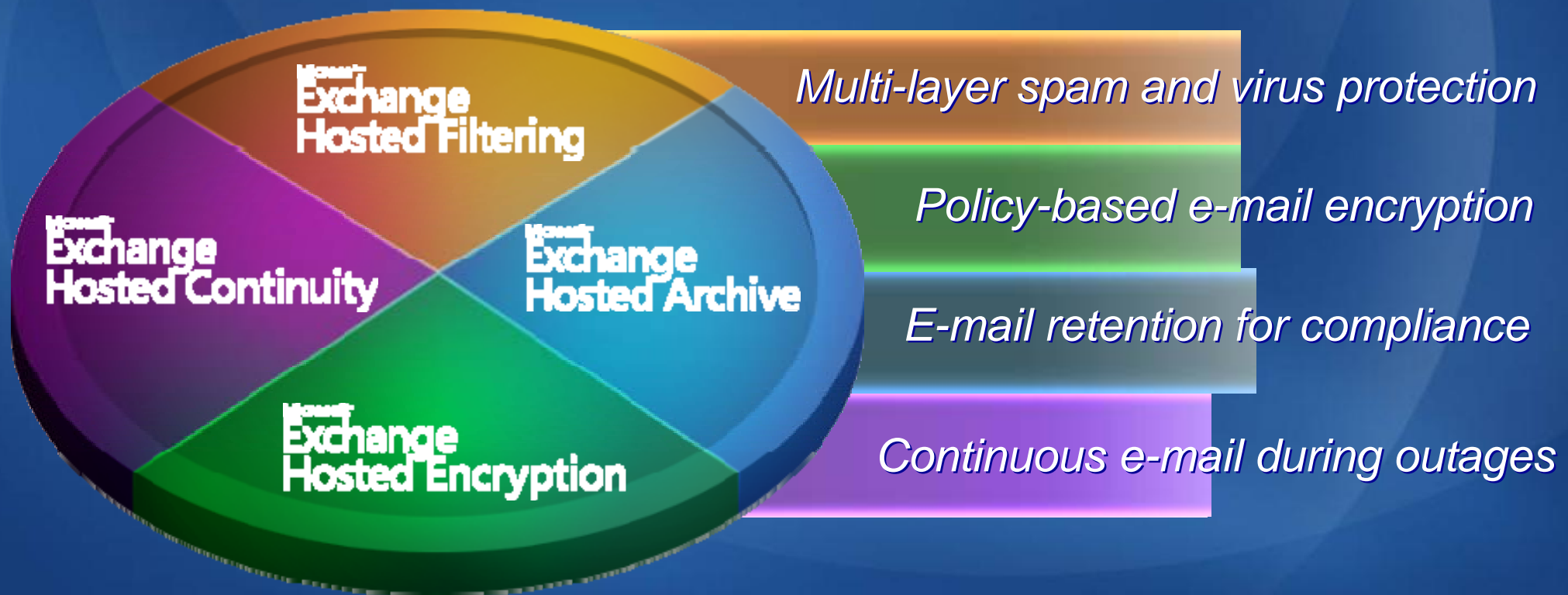


# Microsoft Exchange Hosted Services

Filter, encrypt, archive, recover

• **What EHS is:** Microsoft Exchange Hosted Services is a comprehensive set of fully-managed, “in the cloud” services for e-mail security and management.

• **What EHS isn't:** EHS is NOT Hosted Exchange. EHS is a suite of services that compliments your existing email platform.



# EHS Filtering SLAs

- Exchange Hosted Filtering provides a comprehensive set of Service Level Agreements (SLAs) covering network performance and spam and virus filtering effectiveness that are on par with the leading competitors
- Each SLA is backed by a financial commitment from Microsoft

## Spam and Virus Filtering Effectiveness

**100%**  
**Virus Protection**

**95%**  
**Spam Detection**

**1:250,000**  
**Spam False Positives**

## Filtering Network Performance

**99.999%**  
**Network Uptime**

**Rapid Email Delivery**  
(Average delivery commitment of less than two minutes)

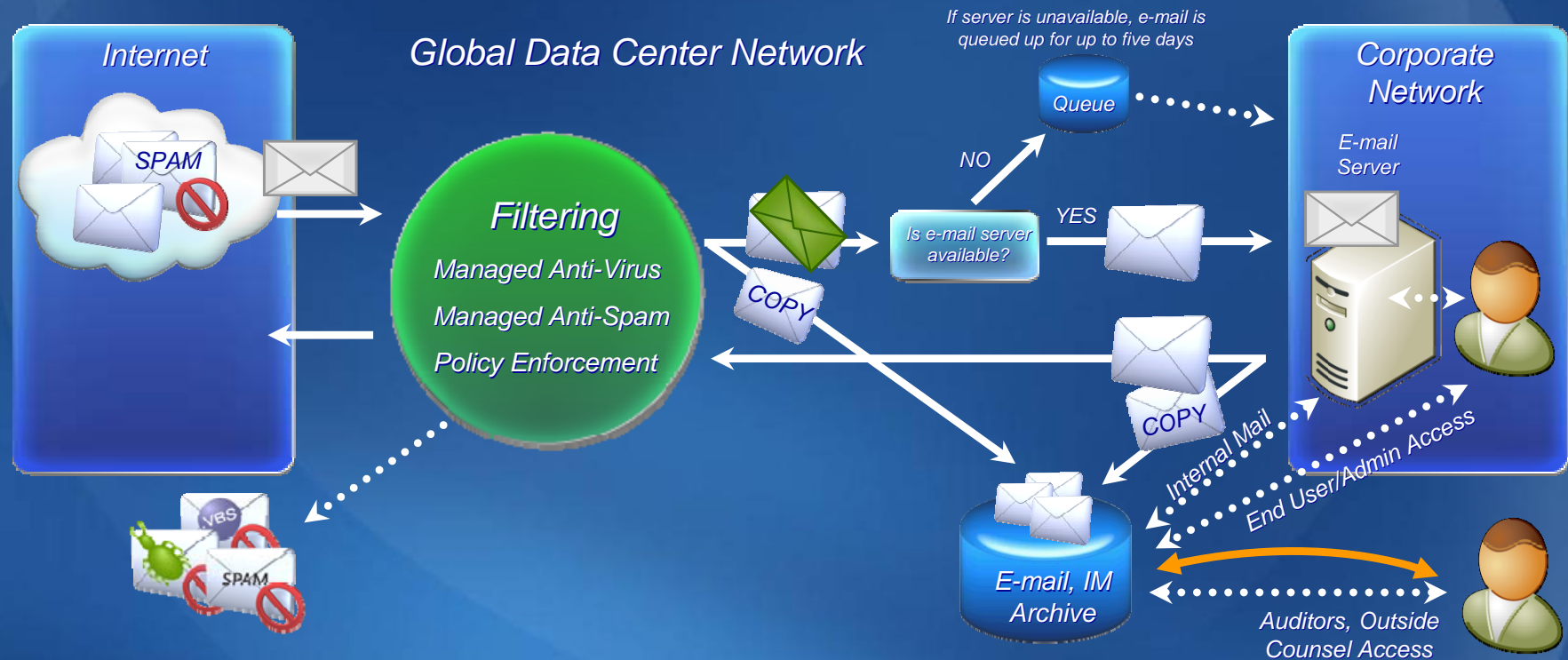
*Terms and conditions apply. Please visit the Admin Center Resource Center at <http://admin.global.frontbridge.com>*

*You may have to login to the system to view the service level agreement. Please contact your reseller or Microsoft Account Manager if you wish to view these prior to signing up for the service.*



# Microsoft Exchange Hosted Archive

## Message archiving for compliance and legal discovery



- Archive repository benefits from upstream spam and virus protection features
- Full text indexing of e-mail and attachments, IM and Bloomberg mail
- Compliance tools for supervising, escalating, tracking messages
- Users can access message archive via the web for real time e-mail functionality

**Microsoft®**

Microsoft®  
Online Services

**Business Productivity  
with Microsoft Online  
Services**



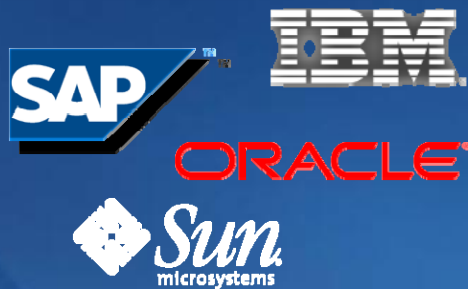
# The Move is On

## Desktop Software



- Apple iTunes, iPhone SDK
- Adobe AIR
- Quicken Online

## Enterprise Software



- SAP Business ByDesign
- IBM Blue Cloud, Lotus Bluehouse
- Siebel CRM OnDemand
- Sun Hydrazine

## Consumer Web



- Google Gears, Earth, Picasa
- Yahoo! IM, Konfabulator widgets
- eBay Turbo Lister, Outlook AddIn

## Pure-Play SaaS



- Salesforce Offline Edition, Mobile
- NetSuite Office integration
- Zoho CRM Outlook Edition

# Power of Choice

*Software-plus-Services*



*Deployment Choice*

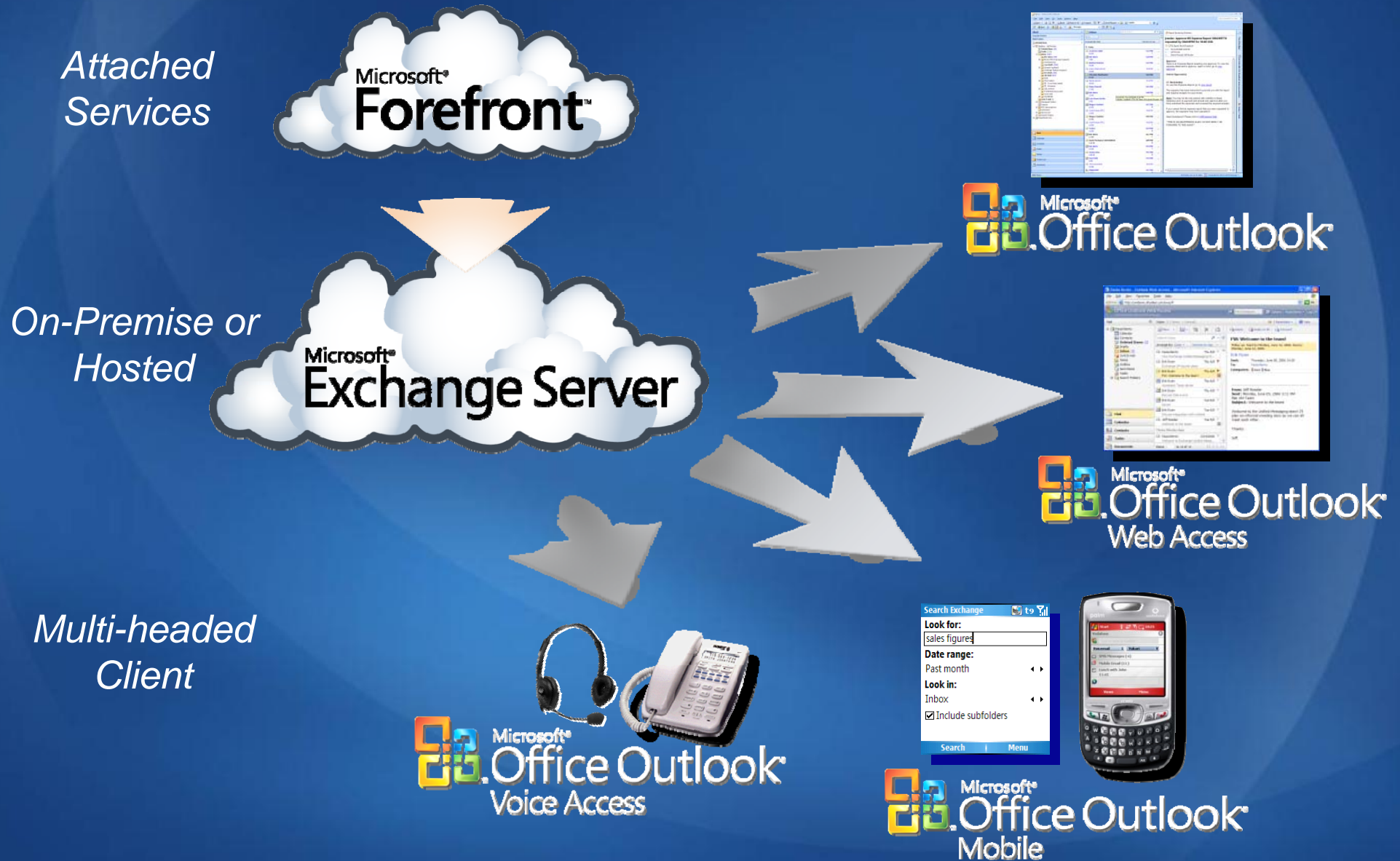


*Interoperable by Design*





# Microsoft Exchange Example





# Microsoft Online Services

Enterprise class software delivered via subscription services hosted by Microsoft and sold with partners

## *Business Productivity Online Suite*

*\$15 per user/month*

Microsoft®  
SharePoint Online

Microsoft®  
Exchange Online

Microsoft®  
Office Live Meeting

Microsoft®  
Office Communications Online

## *Business Productivity Online Deskless Worker Suite*

*\$3 per user/month*

Microsoft®  
SharePoint Online  
(Deskless Worker Version)

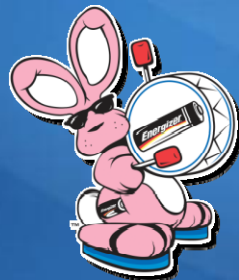
Microsoft®  
Exchange Online  
(Deskless Worker Version)

*Based on User Subscription License; Requires Annual Commitment*

# Microsoft Online Today

*More than 500,000 paid seats*

*Business Productivity Online Suite Reference Customers*



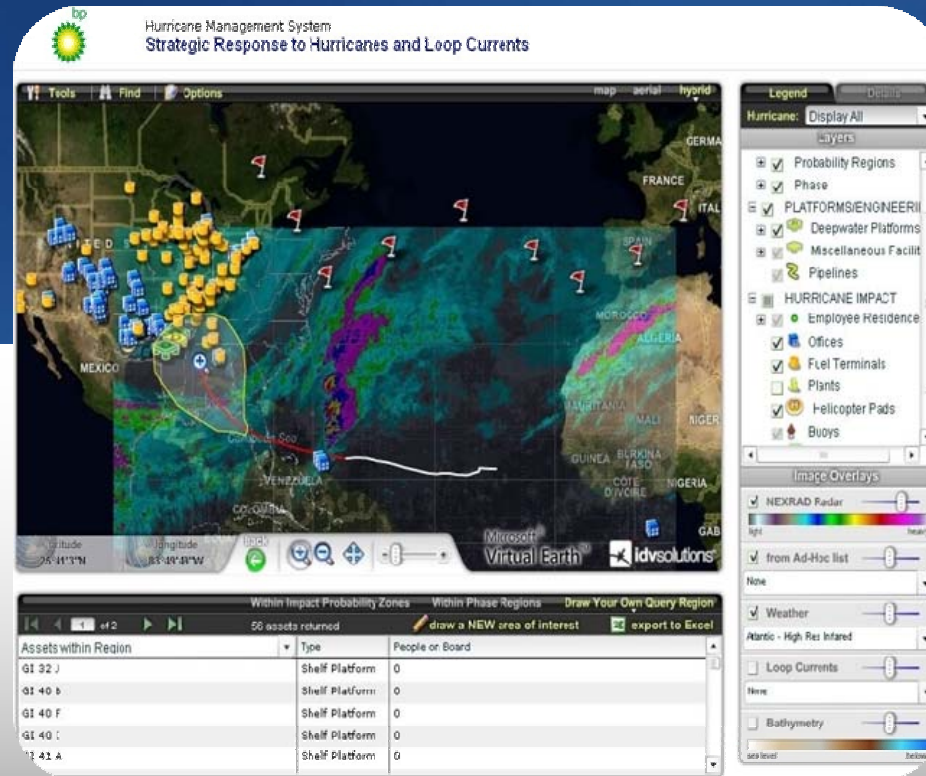
# Success Story: British Petroleum



**Data Visualization  
and ISV Partner**

Microsoft  
**Virtual Earth™**

**Mapping Service**



**Internet Weather Service**

Microsoft  
**.net™** Visual Studio 2005

**Development  
Platform & Tooling**

Microsoft  
**Office SharePoint  
Server**

**User Portal & Web  
Parts**

Microsoft  
**SQL Server™ 2005**

**Data Integration,  
Storage & Analysis**

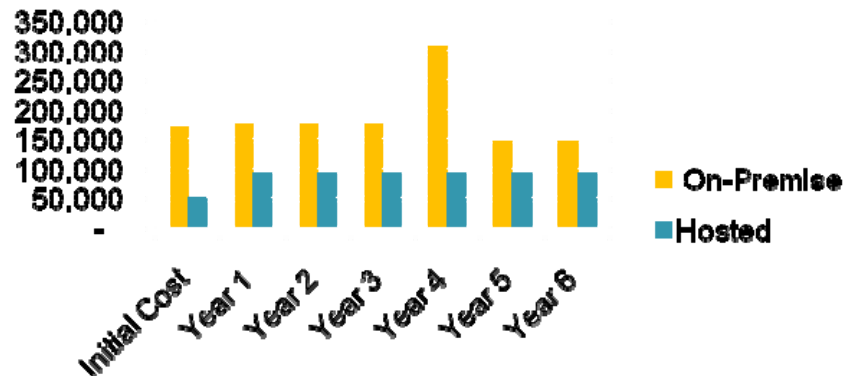
# Online vs. On Premise TCO

The total monthly cost per user is US\$77.33 for on-premises and US\$37.00 for hosted over 3 years. Over 6 years the monthly cost per user is US\$72.00 for on-premises and US\$34.33 for hosted. Example below 250 users.

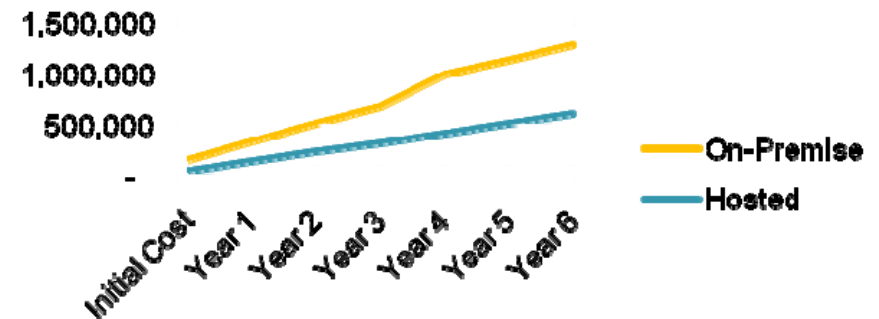
## TCO Analysis

TCO is the sum of all of the costs incurred for the software and services deployed divided by the number of years being analyzed. Both 3-year and 6-year results are shown here comparing the total cost of ownership for an on-premises solution and a hosted solution.

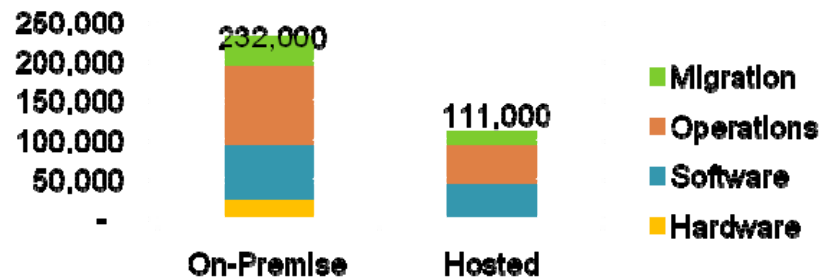
### Cost Comparison



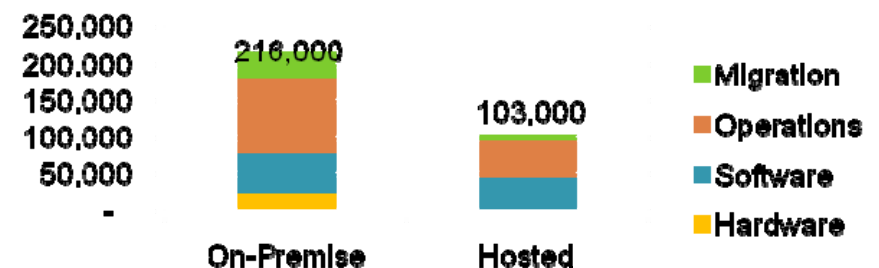
### Cumulative Costs Over 6 Years



### 3-Year TCO - Average Annual Cost Over 3 -Years



### 6-Year TCO - Average Annual Cost Over 6 Years



# Resources

- Microsoft Online Customer Portal (MOCP)  
<https://mocp.microsoftonline.com/>
- Microsoft Online Admin Center (MOAC)  
<https://admin.microsoftonline.com/>
- Microsoft Office Communications Online  
<http://www.microsoft.com/online/office-communications-online.aspx>
- Business Productivity Online TechCenter  
<http://technet.microsoft.com/en-us/library/bb981188.aspx>
- Microsoft Office Communications Server 2007 R2  
<http://www.office.microsoft.com/communicationsserver>
- Office Communications Server TechCenter  
<http://technet.microsoft.com/en-us/office/bb267356.aspx>



# Learn More

## *BPOS Standard*

- 30 days free trial <http://microsoft.com/online>
- Technical Information on TechNet <http://technet.microsoft.com/msonline>
  - *Exchange Online Service Description*
  - *SharePoint Online Service Description*
  - *Office Communication Online Service Description*
  - *SharePoint Online Developer Guide*
  - *Service Level Agreement*
  - *Migration/Deployment Guides and Tools*
  - *Other technical information and blogs*

Q&A

# **Microsoft®**

***Your potential. Our passion.™***

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# Feature Comparison

✓ Current Feature  
✓ Future Releases

## Overview Microsoft Online Services

Messaging

Microsoft  
Exchange Server 2007

Microsoft  
Exchange Online

Microsoft  
Exchange Hosted Services

Microsoft  
Forefront

Server features

Deskless  
(5 Seats Min)

Standard  
(5 Seats Min)

Dedicated  
(5000 Seats Min)

Unified Messaging		✓	✓
Public Folder			✓
AD Credential Synchronization		✓	✓
Calendar Free/Busy with On-Premise		✓	✓
Messaging Records Management		✓	✓
Outlook & Mobility Connectivity		✓	✓
Anti Virus, Anti-Spam	✓	✓	✓
Shared contacts, tasks	✓	✓	✓
E-mail, shared calendar, OWA	500MB OWA Light Only	5GB Mailbox	5GB Mailbox*

Collaboration

Microsoft  
Office SharePoint Server 2007

Microsoft  
SharePoint Online

Microsoft  
Forefront

Internet Sites	Access/View Documents	✓	✓
Extranet Collaboration		✓	✓
Custom Code Support		✓	✓
Excel® Services		✓	✓
Enterprise data search	Fill Out Forms	✓	✓
People and personalization		✓	✓
My sites	Post Contacts, Calendar, Tasks	✓	✓
Enterprise/Web content		✓	✓
Site search		✓	✓
Blogs, Wikis, Intranet sites		✓	✓
Templates and Web parts		✓	✓

Communication

Microsoft  
Office Communications Server 2007

Microsoft  
Office Communications Online

Microsoft  
Office Live Meeting

PSTN Connected Voice	Not Available		
Call Management			
Public IM Connectivity		✓	✓
Business Partner Federation		✓	✓
Communicator Web Access		✓	✓
Office Communicator Connectivity		✓	✓
IM/Presence Awareness		✓	✓
Multi-Party Voice/App Sharing		✓	✓
Web Conferencing		✓	✓

\* Available in Q3 2009