

The Guide to...

Hosted Exchange FAQs

Q. Why Hosted Exchange?

Hosted Exchange provides a high availability, cost effective business email facility which more and more companies are choosing over in-house Microsoft Exchange servers. The main reasons are the increased levels of failover that hosted exchange typically brings across multiple data centres. In addition, companies achieve a far better return on their investment, so rather than your business spending anything from £7,000 - 8,000 to purchase and setup an exchange server, you simply pay a small monthly subscription based on the number of mailboxes you have. That's why hosted exchange is expected to be adopted by over 30% of the UK's small and medium sized businesses over the next couple of years.

Q. What is Hosted Exchange?

Microsoft Hosted Exchange is an email-based collaborative communications solution that is hosted off-site by a provider such as Green Cloud. Hosted Exchange is made up of Microsoft Office Outlook and Managed Email service Exchange delivering the following advantages to your business:

- Share email, calendar and contact information - always available, secure and synchronised between devices.
- Access information anywhere from a wide variety of devices and from any location.
- Enjoy peace of mind knowing you have an expert managing and securing your email system constantly.

Q. What is my Hosted Exchange mailbox limit?

The mailbox limit on our Hosted Exchange 2010 service is an industry leading 25gb and for clients using our 2007 platform this limit is 5gb. However all your email will be archived into our advanced archiving solution and kept there for you to access indefinitely, even after you delete it from your mailbox.

Q. Will I stop receiving e-mail if I go over my storage limit for my account?

Yes, you will be warned when you reach 90% of your limit but will continue to send and receive until your limit is reached. You may then need to archive some emails.

Q. I currently use Outlook with a POP3 / IMAP account. Why would I want to use Green Cloud Hosted Exchange service?

Outlook offers mail, calendar, contacts and tasks for a single user. When you add an Exchange server, you now have access to the same features for your group, including meetings, and access to any shared calendars. You also have access to public folders which can be shared between group members. These folders can contain email messages, files, contacts, calendars, tasks, and memos, allowing you to get the best from Outlook as a group.

Q. How often do you patch/update the Exchange server?

Our servers may have to be taken off line for essential maintenance and software updates from time to time and you will be given prior notification. The work will be undertaken between 11pm and 4am to reduce the impact on your email.

During this downtime you may not be able to connect to the Exchange servers via your MS Outlook or via WebMail (Outlook Web Access). Depending on which servers are being worked upon, you may intermittently lose access for some or part of this downtime.

NB: During downtime you will not miss any email as all email will be collected on our failover servers and automatically routed to your inbox as the primary servers come back online.

Q. Do you offer Sharepoint?

Yes we do provide hosted Sharepoint services for your hosted Exchange account(s).

Q. What versions of Outlook are supported?

Our Hosted Exchange service utilises the latest version of Exchange (SP2) so fully supports all of the following versions of Outlook; Outlook 2003, 2007 and 2010.

Q. Wouldn't I be able to better protect my messaging solution by keeping it in-house?

Your email system is more secure with experts like Green Cloud who react to evolving security threats and deliver data loss protection with automated back-ups and disaster recovery services. You can also protect your confidential data with advanced security features such as requiring password access and remote over-the-air data wipe in the event of a lost or stolen device.

Q. My current solution is free or less expensive. Why spend more just for e-mail?

Hosted Exchange is a better way to share email, calendar and contact information and get more done. Your employees can have "Anywhere Access" to email. Customers can benefit from greater information sharing and collaboration. And your business is always online so you can increase connectivity without increasing your IT staff.

Q. What if I can't access my computer when I'm travelling? How do I stay in touch?

Mobile devices can connect conveniently to your Hosted E-mail so even if you're without your laptop, you're still connected. You can even log on to your email via the Outlook Web app from any device with an internet connection anywhere in the world.

Q. Are there any hidden fees?

There are absolutely NO hidden fees. Pricing for our Hosted Exchange service is clearly published on our website based on a per user per month service. Unlike many of our competitors, the price you see is the price you will pay. We do not charge extra for key services such as support, Blackberry integration or Archiving.

Q. Won't I have more control with an Exchange in-house solution?

With our easy to use web-based control panel you have instant control of your email. While we take full responsibility for many of the day-to-day administrative functions like patching, security and data backup our customers use simple online administrative tools to control user accounts, manage quotas and folders. As a result, you retain control of the critical business components of the messaging solution while we focus on the underlying operations.

Q. How do I migrate my exchange mailboxes to Green Cloud?

We want your migration to Green Cloud to be as smooth as possible, and our team have over 10 years' experience in working with exchange. In addition we have conducted over 1000 migrations so our team are experienced in planning for any potential issues you may face based on what solution you are moving from.

All you need to do initially is place your order with us either online, or through our sales team on 0845 862 0263. Once your order is received one of our technicians will contact you to discuss the migration, agree a migration plan and schedule this in. Once you're services go live only then will we ask you for payment of any setup costs, along with your first month's subscription.

Q. Do I have to pay setup/migration costs?

In some cases yes. We do not charge setup and migration costs for up to 15 mailboxes. Beyond this our team will properly evaluate what steps need to be taken in your individual situation to migrate your services to Green Cloud, and we will provide a fix cost for you based on this time, and that's all we charge even if it takes longer.

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