

Email as a Service



Capita Managed IT Solutions' Email as a Service is a cost-effective, flexible and secure service that delivers enterprise class email services for all organisations, regardless of size. Delivered from the cloud, your organisation is relieved of the burden of installing and maintaining a mail infrastructure while staff benefit from anywhere access via Outlook, web browsers and mobile devices. Capita provide full integration and migration services ensuring seamless transition and consistency with your in-house Active Directory.

Enterprise Class Reliability and Security

The expertise and resources of Capita ensures the availability, confidentiality and availability of email for all your staff enabling internal resources to be focused on core activities. With Email as a Service, your organisation benefits from:

- Integrated spam and anti-virus filtering
- Automated backup and replication of mail, contacts and calendars
- Highly available infrastructure backed by a 99.9% uptime service level agreement
- Flexibility to easily grow as business demands change

Increased IT Efficiency

Email as a Service virtually eliminates the effort and costs of managing internal messaging systems while still offering control and visibility to ensure the needs of users are being met.

- Rapid and flexible deployment to users
- Remove need for internal infrastructure
- Service automatically maintained and patched

Migration and Integration

Capita provides a complete migration and integration service that smoothly transitions from on-premise mail environment to Email as a Service. User mailbox, calendar and contacts are moved to Email as a Service on an agreed schedule while maintaining transparent communications between on-premises and hosted mail environments. With Active Directory integration, on-premises and online directories are synchronised, allowing environments with a combination of users on the premises e-mail server and on Email as a Service.

Access from Anywhere

Staff can securely access their mailbox, calendars and contacts from anywhere without the need for a virtual private network (VPN) using either an Outlook client or the rich Web based client. The service enables mobile mail and calendar on any ActiveSync capable mobile handset including Windows Mobile 6 or later, Apple iPhone and selected Nokia and Android devices. Blackberry devices are supported as an add-on service.

Features

- Allocate up to 25GB per mailbox with option for unlimited personal archive

- Share calendars, contacts, tasks among users
- Access via Outlook 2007 (or later) and Entourage for Mac
- Fully featured access from any Web browser
- Support for wide range of mobile devices including Windows mobile, iPhone and Nokia
- Deliver hybrid (on-site and hosted) messaging solution
- Integrated Spam and Anti-virus
- Integrated Archiving removes need for local PST archives
- Configurable Retention policies
- Multi-mailbox search simplifies e-discovery
- Transport rules to facilitate data leakage prevention
- Routing of outbound messages via in-house appliance or cloud based service
- HTTPS security applied to client connections

Getting Started

Contact your Capita account representative to arrange a 30 day, fully featured trial for evaluation of the features and benefits of the service. The trial can be converted to a subscription at any time during the 30 day period without any re-installation.

Service Plans

Email as a Service can be purchased standalone or as part of a plan which includes additional collaboration services such as Conferencing, SharePoint and Instant Messaging. A minimum one year contract period applies and subscriptions can start for as little as one user.

	Exchange Kiosk Plan	Exchange Plan 1	Exchange Plan 2
Mailbox Size	500MB	25GB (mailbox and personal archive)	25GB mailbox and unlimited personal archive
Access Methods	Web Browser and POP3	Web, Outlook Client, Smartphone, Blackberry (BIS)	Web, Outlook Client, Smartphone, Blackberry (BIS)