

Professional Services for Hosted Microsoft® Exchange



USA.NET partners with your IT staff or service provider to provide project management and technical coordination at the level of support you need. We support simple to complex migrations of user mailboxes as well as migration of messaging data from multiple locations, varied environments and other hosted providers. USA.NET uses proven messaging service methodology to fully ensure that all users are operational on the USA.NET Hosted Microsoft Exchange solution.

We offer three approaches for migration to the USA.NET Hosted Microsoft Exchange solution: *Basic Setup, Standard and Enhanced.*

Basic Setup Solution

The *Basic Setup Solution* is most often used by smaller organizations that do not require migration of existing mailboxes, email, or data from a prior email system. The *Basic Setup Solution* provides complete setup of initial services, including:

- Set up of initial mailboxes
- Documentation on how to change the MX Record and assistance as needed on the MX Record change
- A training session to the administrators on the web-based admin tool
- Outlook® ez Profile Wizard Configuration Tool — This tool greatly simplifies the process of configuring your new USA.NET Exchange Outlook profile

- ▶ Over 2 million mailboxes migrated
- ▶ Proven migration methodologies based on Microsoft® Solutions Framework (MSF)
- ▶ Unmatched technical expertise in a full spectrum of messaging applications including GroupWise®, Lotus® Notes, POP systems and legacy versions of Exchange
- ▶ Best practices and toolsets for email data migrations, desktop deployments, training programs and integrated provisioning solutions

Standard Migration Solution From Exchange

The *Standard Migration Solution* or “Flash-Cut” approach, handles the migration of messaging accounts and server data from existing MS Exchange servers to the USA.NET Hosted Microsoft Exchange environment. This approach happens in a single “flash” over an evening or weekend. The *Standard Migration Solution* extends the components of the *Basic Setup Solution* by including:

- Advanced design, testing and support
- Implementation of the service with the support of a dedicated Professional Services Team Member who will help with the data (contacts, emails etc.) migration and provide appropriate support as needed

Description	Basic	Standard	Enhanced
Typical Timeframe	3-5 days	2 weeks	4 weeks
Number of Seats	Typically <100	<200	200+
Setup of Initial Services	•	•	•
Outlook 2003/2007 Profile Wizard™	•	•	•
Supplemental Provisioning & Coordination		•	•
Server Data Migration		1GB/user	1GB/user
Phased Migration Support			•

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Enhanced Migration Solution From Exchange

The *Enhanced Migration Solution*, also known as the “Phased” approach, migrates users over a period of time while supporting “co-existence” with the legacy MS Exchange email service. This solution extends the *Standard Migration Solution* to include additional professional services to ensure that regardless of a user’s email system (USA.NET or Legacy):

1. Email routing is transparent in the messaging flow
2. A complete corporate address book visible to each user

Directory Synchronization

As a component of the *Enhanced Migration*, USA.NET develops a directory synchronization solution to support the migration and ongoing synchronization between the customer’s Exchange environment and the USA.NET Hosted Microsoft Exchange 2003 environment. Upon completion of the migration, the USA.NET directory synchronization solution is removed from the Exchange environment.

Mail Routing/Interoperability

The USA.NET team designs and implements the appropriate mail routing solution for each customer. Mail routing strategies are designed both to maintain reliable eMessaging throughout the entire phased implementation and to produce immediate benefits, including:

- Improved spam and virus protection
- Reduced network bandwidth
- Decreased load to internal Exchange servers
- Protection from directory harvesting and denial of service attacks

USA.NET personnel lead the *Enhanced Migration* effort with customer resources providing services delivery contributions.

Custom Messaging Services

USA.NET offers advanced implementation services to address customers’ unique needs. Services can easily be scaled and include:

- Data migrations from GroupWise, Lotus Notes, and other messaging systems
- Messaging application integration
- Custom reporting
- Custom branding
- Other messaging consulting services

USA.NET Supported Source Messaging Services

Messaging Services	Standard	Enhanced	Custom
Microsoft Exchange 5.5	✓	✓	✓
Microsoft Exchange 2000	✓	✓	✓
Microsoft Exchange 2003	✓	✓	✓
Microsoft Exchange 2007	✓	✓	✓
cc:Mail			✓
GroupWise 4.x			✓
GroupWise 5.x			✓
GroupWise 6.x			✓
GroupWise 7.x			✓
Lotus Notes			✓
Standards Based – POP3			✓
Standards Based – IMAP			✓
Other messaging systems			✓

About USA.NET

Cited as the “Top Player” for the hosted business email market for 2006 by The Radicati Group, Inc., USA.NET, The Global Secure eMessaging Service Provider®, is the only hosting provider that is SAS 70 Type II Audited, Microsoft Gold Certified, a member of the Microsoft Technology Adoption Program for Exchange 2007/E14, and winner of the 2006 Microsoft Excellence Award for Exchange Hosting Solutions. USA.NET eMessaging solutions are modular and infinitely scalable to ensure customers can grow their business without having to invest additional resources, time or capital into their mission-critical messaging infrastructure. Visit our website at www.usa.net for more information.

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