



Managed Exchange

Access secure email from any Internet connection in the world

Business grade email capabilities:

- Increased security against viruses and hackers
- Ability to access your email from any web browser anywhere
- Allows staff to share information securely
- Off-site back-up of all your valuable email data
- Access all your folders including Inbox, Sent Items, Calendar and Contacts
- Access big business technology at an affordable monthly price



What is Managed Exchange?

WebCentral's Managed Exchange is an affordable, premium email service that provides you and your staff with the ability to communicate better and work smarter, which can substantially improve the way your business operates.

Managed Exchange is based on Microsoft® Exchange Server technology, which is a sophisticated email messaging solution traditionally used by large companies who possess the resources to install and maintain their own in-house Exchange Server. For many small and medium businesses, however, running an Exchange Server themselves is generally not an option because it involves specialist skills, time and significant capital expenditure.

With Managed Exchange, small and medium businesses that have typically relied upon basic POP email can now access this big business technology at an affordable monthly price, to achieve much more from their email system than simply sending and receiving emails. Not only does Managed Exchange have a much lower total cost of ownership (TCO) than managing your own Exchange Server, because all maintenance is taken care of by WebCentral, it also allows you and your staff to focus on your core business.

The advantages of using Managed Exchange over standard POP email

POP Email

- Consumer-grade product
- Important data stored on each local PC, which increases the risk of data loss via PC failure or theft
- No centrally-managed anti-virus or anti-spam filtering included
- Email only
- Limited accessibility when out of the office
- Limited technical support

Managed Exchange

- Business-grade product
- Data stored on each local PC and on servers at WebCentral, with regular off-site backup to help to reduce the risk of data loss
- Comprehensive built-in protection against viruses and spam
- Access Email, Contacts, Calendar, Public Folders, Archive Folders, Meeting Planner and Task Lists when away from the office
- Share Emails, Contact lists, Calendar schedules and documents that need to be accessed by a variety of people at various times using the Public Folder facility
- 24 x 7 telephone technical support

Why use Managed Exchange in my business?

Managed Exchange can help your business in a number of ways by providing you and your staff with the necessary tools to achieve much more from your email system than what is possible with basic POP/ISP-style email.

Managed Exchange gives you peace of mind against lost mailbox data

When using normal POP or ISP-style email, the only place your emails are stored is on the particular computer to which you download them. Unless you perform regular backups of each staff computer, copies of all the valuable information stored in each employee's emails, Contacts and Calendar would not be recoverable in the event of an emergency, such as accidental deletion, theft, damage or PC or laptop corruption.

With Managed Exchange, WebCentral not only stores every email, Contact list and Calendar item on the Exchange servers in our secure, state-of-the-art data centre, but also performs regular backups of all mailbox data, and rotates these backup tapes to a secure off-site location.



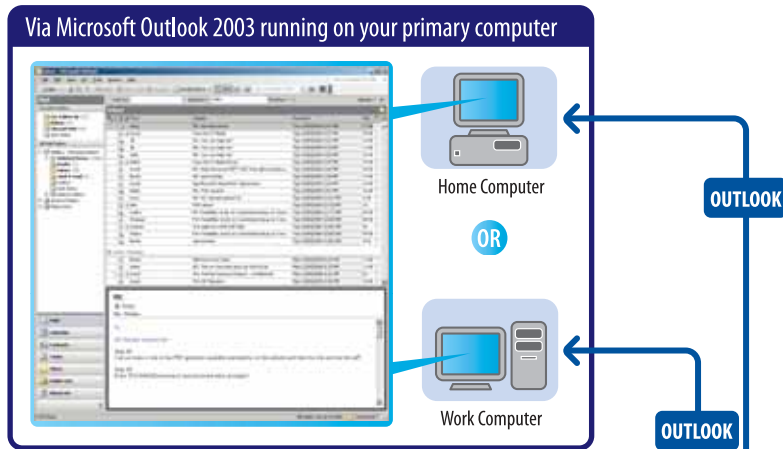
Managed Exchange lowers the risk of losing the important information held in your emails and attachments, because all your mailbox data is securely stored and backed up by WebCentral

Managed Exchange allows you and your staff to access their mailbox from a variety of locations at any time of the day

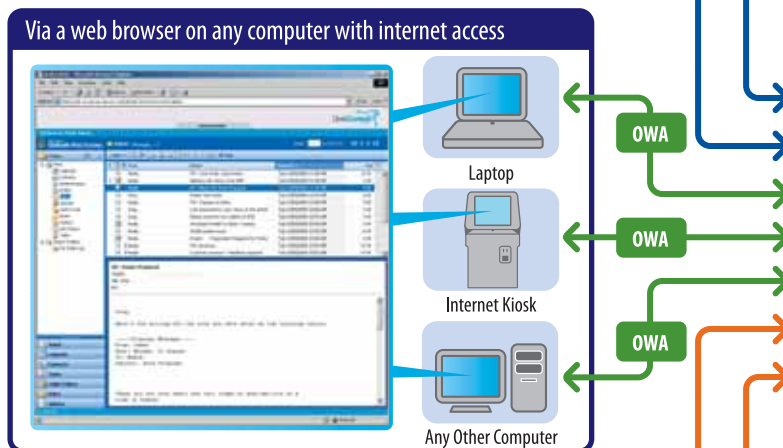
The access options available through Managed Exchange provide great flexibility for businesses and eliminate the 'when' and 'where' limitations that exist with POP email. Staff can work from anywhere without the need to set up or specially configure software programs. So whether at work, at home, on the road, off-site at a client's premises, or in an internet café, staff can access their emails, Contacts and Calendar items quickly and easily via a web browser.

Depending on which type of Managed Exchange mailbox you select, you and your staff can have the ability to access and use your mailboxes from three different points, including:

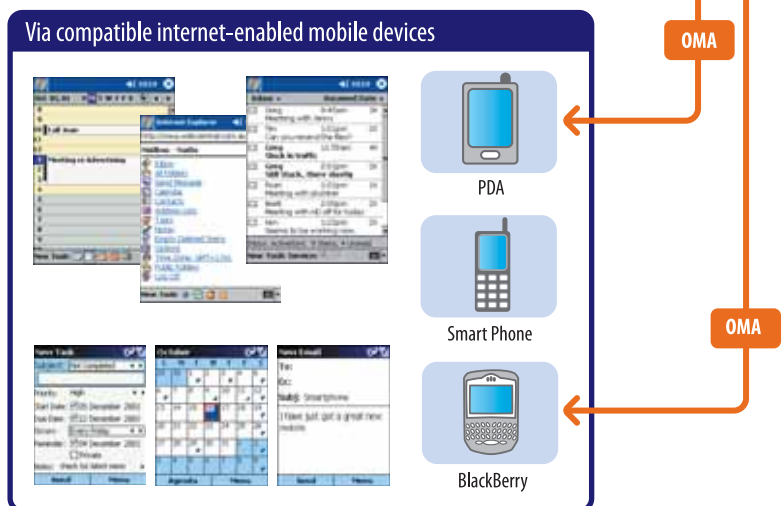
From your work or home PC – using the full version of Microsoft Outlook 2003 software (provided by WebCentral) loaded onto either your work computer, home computer or laptop.



From the internet – using a program called 'Outlook Web Access' (OWA). Instead of using the full software program, staff log into a simplified web version of Outlook using a web browser, allowing them to access their mailbox not only from work, but also from their home PC, from an internet café either at an airport, interstate or even overseas, or from their laptop while on the road.



From a mobile device – using 'Outlook Mobile Access' (OMA) or ActiveSync accessed from a GPRS-enabled device running either the Microsoft 'Pocket PC' operating system or WAP 2.0, or a BlackBerry device.



Your Managed Exchange Mailbox at WebCentral

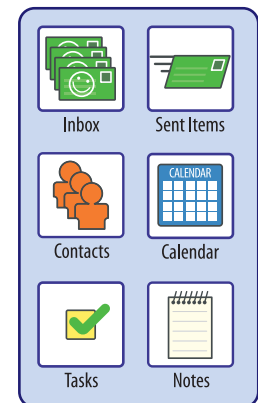


FIGURE 2: The three possible methods for accessing your Managed Exchange mailbox depending on which type of mailbox you select

Managed Exchange gives you peace of mind against the effects of email viruses and spam

To operate a safe and efficient POP email system for your business requires both anti-virus and spam filtering software to be installed and regularly updated on each employee computer. Without these features, not only are you more exposed to email-borne viruses, but the incidence of PC and laptop corruption and subsequent work downtime can also significantly increase. To update these software filters on each computer can be a time-consuming, stressful and costly exercise for most small and medium businesses.

However, as each Managed Exchange mailbox includes the latest virus and spam filtering technology, there's no need for you to worry. Featuring built-in virus protection based on a well-known software program from Sybari that checks every incoming and outgoing email four times, and a number of spam filtering tools, Managed Exchange removes both the day-to-day and emergency administration required to keep viruses and spam in your email system to a minimum.



With built-in spam and virus filtering, Managed Exchange minimises the costs, issues and downtime associated with email-borne viruses, and helps prevent unwanted spam email arriving in your Inbox

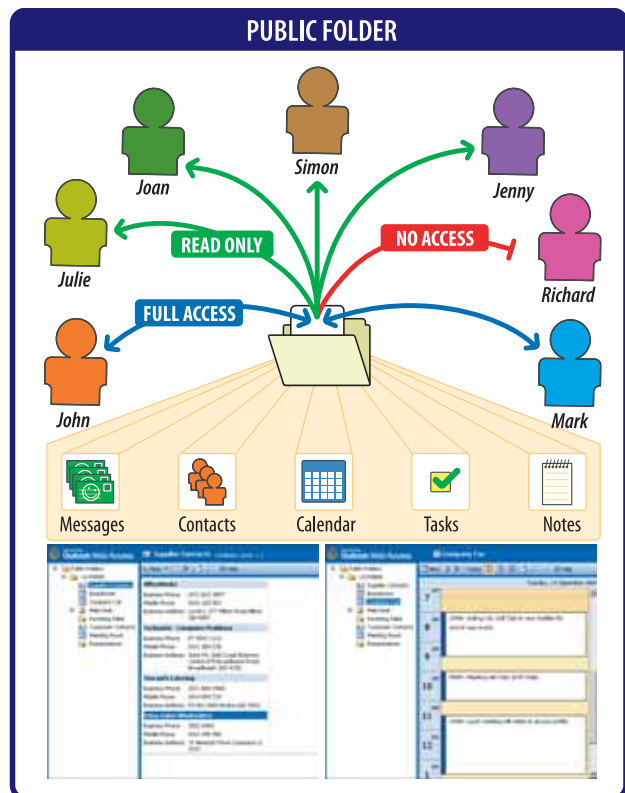
Managed Exchange allows your staff to share information and collaborate more efficiently

By bringing to life many of the excellent collaboration features that often lie dormant in Microsoft Outlook, Managed Exchange provides staff with greater opportunities to get more done in less time and with much less effort.

Managed Exchange encourages staff to work together better by providing them with tools necessary to be more organised and productive.

With Managed Exchange, your staff can :

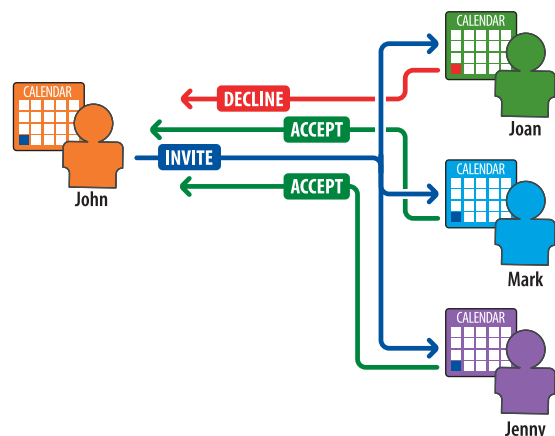
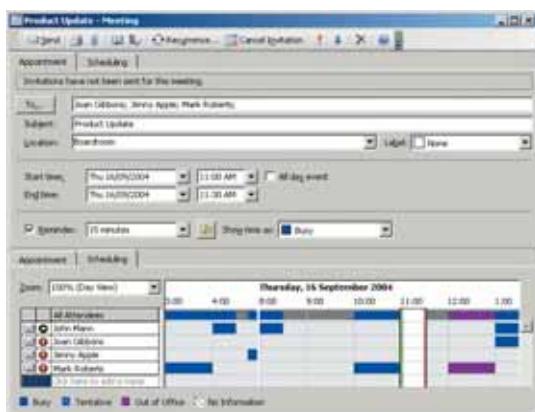
- Share emails, Contact lists, Calendar schedules and documents that need to be accessed by a variety of people at various times using the Public Folder facility
- Check staff availability and send invitations to set up meetings with ease using the Meeting Planner facility.



The Public Folder facility gives authorised employees access to important Contact lists for suppliers and clients, and allows them to book company resources, such as meeting rooms and the company car, using shared Calendars.

The Meeting Planner makes it easy to schedule meetings and appointments with colleagues by comparing each attendee's availability at the time of sending the meeting invite.

MEETING PLANNER



How is Managed Exchange different to the type of email I am using in my business now?

The most common form of email used by small and medium businesses in Australia - and what you are most likely using in your business - is called POP (or Post Office Protocol) email. POP is the standard email that internet service providers (ISPs) supply to customers as part of their internet connection service (eg. johnsmith@bigpond.net.au), and is also the basic form of email typically included in the services offered by web hosting and domain name companies (eg. johnsmith@hiscompanyname.com.au).

How does POP email work?

POP email works by retrieving your email from a mail server and delivering it to an email program running on your computer, such as Microsoft Outlook or Microsoft Outlook Express. Every time you check your email using POP, any new messages that have been sent to you since you last checked your email are downloaded from the server and saved to the hard drive of the computer you are using, without leaving a copy on the server. POP mailboxes typically do not include built-in virus or spam filtering.

How does Managed Exchange work?

Managed Exchange, on the other hand, is a premium form of email that utilises Microsoft Exchange technology and incorporates comprehensive anti-spam and anti-virus functionality, as well as regular off-site backups of data, to provide businesses with a more reliable, secure email solution. When using Managed Exchange, all your email information is stored on a central Exchange server which is hosted at WebCentral. When you check your email, your computer contacts the server via a secure connection to show you not only the new messages in your Inbox, but all of your previously downloaded email, as well as the other business-critical information stored in your Calendar, Contacts, Sent Items, etc.

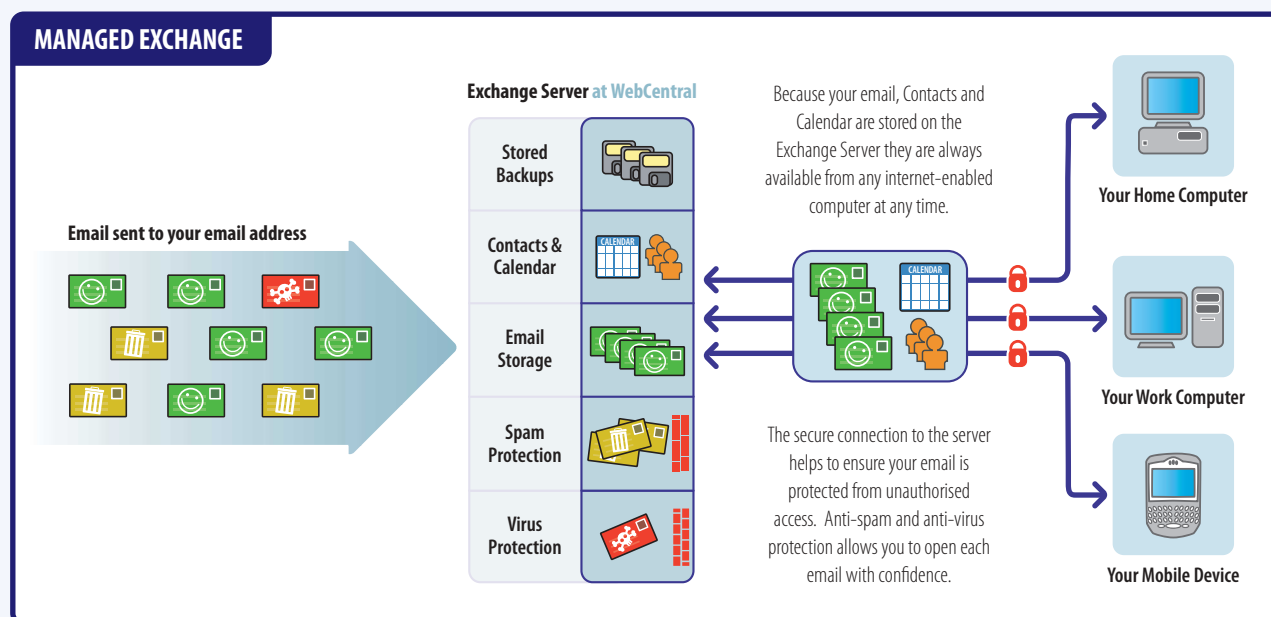
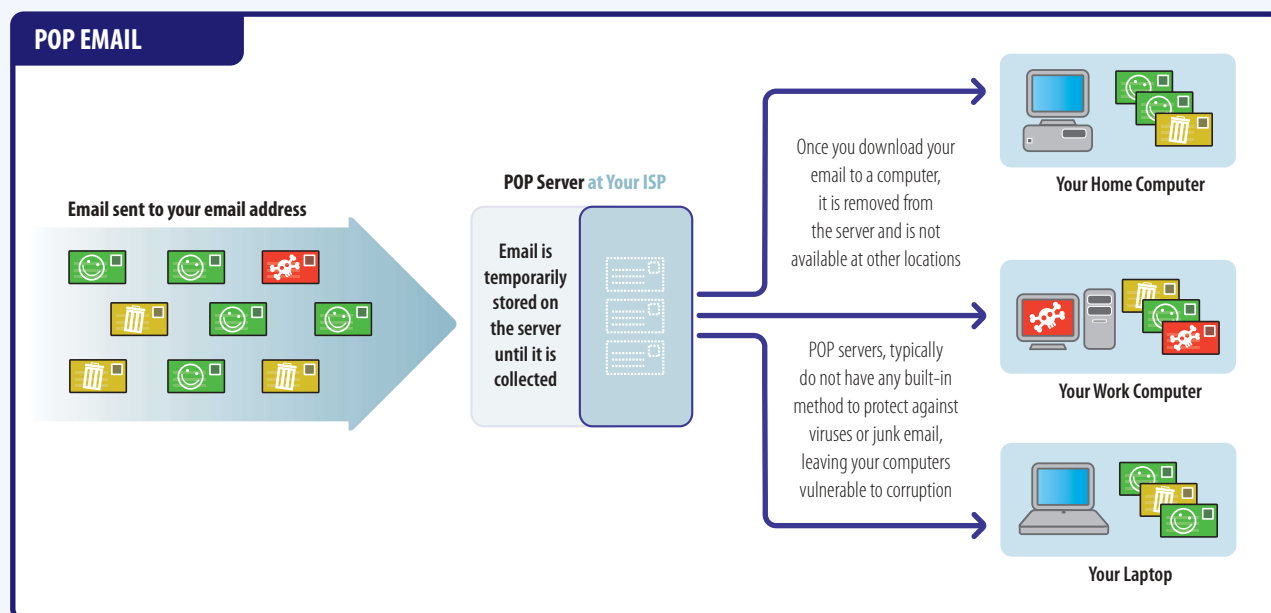


FIGURE 1: The differences between your current POP email service and Managed Exchange

What mailbox options do I have with Managed Exchange and how much does Managed Exchange cost?

Based on the access methods possible using Managed Exchange (as described in *Figure 2*), WebCentral has developed five types of Managed Exchange mailbox offerings for businesses to select from depending on their requirements.

With no upfront costs, Managed Exchange provides businesses with excellent value for money. Pricing for Managed Exchange is based on a monthly, per mailbox charge depending on which type of mailbox you require.

The adjacent table indicates the five Managed Exchange options available, the pricing, and the specific functionality and features offered by each mailbox type.

How do I get Managed Exchange?

CURRENT WEBCENTRAL CUSTOMERS

Activating and installing Managed Exchange on your existing WebCentral mailboxes is a straightforward process. For full details on how to sign up, please visit www.webcentral.com.au/mgdexchange and select the "Sign Up & Install" tab.

NEW WEBCENTRAL CUSTOMER

If you are not currently a WebCentral customer, please contact our Sales & Service Team on **FREEcall 1800 800 099** (ext. 2), Monday to Friday between 7.00am and 8.00pm AEST, and they will assist you in signing up for Managed Exchange.

Additional Resources

Should you have further questions regarding Managed Exchange, a wide range of additional resources is available to provide you with all the answers you need. These include:

- **Comprehensive product information available at www.webcentral.com.au/mgdexchange** Contains a large number of resources designed to help you to understand more about the benefits of Managed Exchange, and also includes Frequently Asked Questions and step-by-step configuration guides demonstrating how to install Managed Exchange in your business.
- **Online demonstration mailboxes** Gives you the opportunity to test the Web Access version of Managed Exchange free of charge using full functionality demonstration accounts.
- **WebCentral's Sales Team – FREEcall 1800 800 099 (ext. 2)** Our Sales Team is available from Monday to Friday, between 7.00am and 8.00pm AEST, to assist you with any further queries you may have about Managed Exchange.

MAILBOX TYPES					
	PC & Web Access Ultra	PC & Web Access	Web Access	Solo Access	Basic Access
Cost per mailbox per month	\$19.95	\$14.95	\$9.95	\$6.95	\$4.95
Mailbox Access Methods					
Microsoft Outlook (includes Microsoft Outlook 2003 software licence)	✓	✓	✗	✗	✗
Outlook Web Access	✓	✓	✓	✓	✓
Outlook Mobile Access [^]	✓	✓	✓	✓	✓
Features					
Built-in virus checking	✓	✓	✓	✓	✓
Spam filtering tools	✓	✓	✓	✓	✓
Mailbox storage space*	2GB	1GB	500MB	500MB	100MB
Basic Functions					
Calendar	✓	✓	✓	✓	✗
Contacts, Tasks, Notes & Journal	✓	✓	✓	✓	✓
Public Folder (for sharing and collaboration)	✓	✓	✓	✓	✓
Public Folder storage space*	500MB	500MB	500MB	N/A	N/A
Set up Archive Folders	✓	✓	✗	✗	✗
Offline use of folders	✓	✓	✗	✗	✗
Meeting Planner	✓	✓	✓	✗	✗
Add-Ons Available					
BlackBerry Add-On [^] (per mailbox)	\$15/mth	\$15/mth	\$15/mth	\$15/mth	\$15/mth
100MB Storage Add-On*	\$5/mth	\$5/mth	\$5/mth	\$5/mth	\$5/mth
500MB Storage Add-On*	\$20/mth	\$20/mth	\$20/mth	\$20/mth	\$20/mth

* Excess storage is charged at \$0.099 per MB per month, calculated at company level based on the combined total of the average daily storage usage of each Managed Exchange mailbox and the Public Folder (if applicable) under the account across the given month. Pre-purchase of 100MB blocks of additional storage is also available at a cost of \$5.00 each.

[^] Devices and GPRS plan costs are not included. You are responsible for the selection, maintenance and support for your mobile device and GPRS plan to which you connect to this service.

Managed Exchange Video

Want to see how Managed Exchange has helped one small business work together and communicate more effectively? Please visit www.webcentral.com.au/mgdexchange to view our short video demonstrating the differences between Managed Exchange and POP/ISP-style email.

Technical Advisor Channel

WebCentral can also refer you to a number of Technical Advisors in your area who specialise in Managed Exchange. To get in contact with a Technical Advisor who can assist you with installing Managed Exchange in your business, please contact our Sales Team on **FREEcall 1800 800 099** (ext. 2).

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