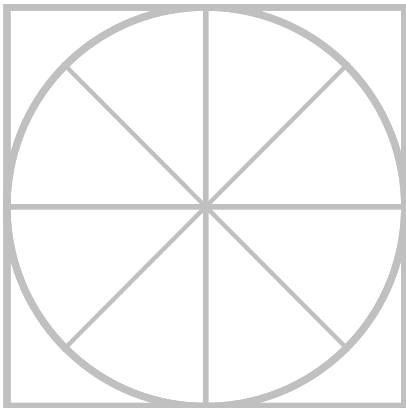




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An Overview of Microsoft Exchange Server 2010



A whitepaper by The Radicati Group, Inc.

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1.0 INTRODUCTION

With the release of Microsoft Exchange Server 2010, Microsoft is greatly enhancing many of the features it was already delivering in Microsoft Exchange Server 2007, and for the first time, the platform is developed with built-in hosting capabilities, providing subscribers with a more reliable Microsoft Hosted Exchange service.

Microsoft Exchange Server 2010 focuses on four key areas of functionality:

1. *High Availability and Disaster Recovery (DR)* - While some organizations may still be skeptical about hosted solutions, especially due to concerns over possible outages, Microsoft Exchange Server 2010 has greatly improved high availability and disaster recovery features on the backend to ensure business continuity in case of an unexpected event.
2. *Control of Information Overload* - As email users are oftentimes overwhelmed with the large number of emails they receive each day, Microsoft Exchange Server 2010 now includes features that will help control the amount of information overload that builds up in users' inboxes.
3. *Anywhere Access* - Business users increasingly need access to email when they are outside the office, Microsoft Exchange Server 2010 offers multiple ways for business users to access their email, whether it be from other computers while traveling or from a mobile device.
4. *Archiving and Compliance* - Many businesses nowadays are required to comply with government rules and regulations for information retention. Microsoft's new archiving and retention features, built-into Microsoft Exchange 2010, will help businesses address this need, providing IT administrators with the necessary tools for storing historical email records.

1.0 HIGH AVAILABILITY AND DISASTER RECOVERY (DR)

Businesses may be still unconvinced of the benefits of hosted services and particularly concerned over outsourcing their business critical applications to a third party provider, especially with the large amounts of press coverage outages to Twitter and Gmail received recently.

Microsoft has greatly enhanced their high availability and disaster recovery features in Microsoft Exchange Server 2010 in an effort to minimize downtime. Microsoft Exchange Server 2010 builds on top of the high availability and disaster recovery features, Local Continuous Replication (LCR), Cluster Continuous Replication (CCR), and Standby Continuous Replication (SCR), offered in Microsoft Exchange Server 2007, introducing Data Availability Group (DAG). DAG provides automatic recovery from failure at the disk-level, server-level, or datacenter-level, and significantly improves business continuity, reducing failover time to a roughly unnoticeable time period.

2.0 CONTROL OF INFORMATION OVERLOAD

2.1 Microsoft Outlook 2010

On the client end, Microsoft has made many enhancements to its popular Microsoft Outlook 2010 application, in an effort to reduce the amount of information overload. In addition to improvements to search capabilities, shared calendaring, shared contacts, resource scheduling, and out-of-office replies, Microsoft has also introduced a new conversation view, already popular with Google's Gmail solution. Users can quickly switch their inbox over to a conversation view that allows them to easily organize their message threads through a quick overview of the email messages that have been sent back-and-forth.

Oftentimes, users are copied on email conversations. Microsoft Exchange Server 2010 adds a new "mute" button to Microsoft Outlook 2010 that allows users to opt out or ignore an irrelevant conversation. This helps to minimize the large amounts of often useless email messages entering the inbox.

One of the more innovative features is the "MailTips" feature for Microsoft Outlook 2010. This feature acts as a reminder to users before a message is sent, helping to notify senders of accidental gaffes. MailTips will alert users about a recipient that is out-of-the-office, resources

(i.e. rooms, equipment) that are unavailable, attached files that may be too big, and more, all of which helps in making email use more efficient.

3.0 ANYWHERE ACCESS

As email has become a vital part of everyday business communications, employees must have access to their emails at all times, regardless of whether they are traveling, or working from home. Microsoft Exchange Server 2010 now offers a greater experience for users on the go, providing them with multiple ways of accessing their email, voicemails, instant messages (IM), and SMS text messages, from almost any web browser using Microsoft Outlook Web Access (OWA), or a mobile device using Outlook Voice Access (OVA) or Microsoft Exchange ActiveSync (EAS).

3.1 Microsoft Outlook Web Access (OWA)

With the release of Microsoft Exchange Server 2010, OWA can now be accessed from almost any web browser, including Mozilla Firefox and Apple Safari, and offers more feature parity with the Internet Explorer web browser.

OWA also tightly integrates with Microsoft Office Communications Server to provide secure instant messaging and presence awareness capabilities, allowing users to quickly start up a live, real-time conversation with any available contacts.

Mobile device users will have the ability to remotely wipe a compatible mobile device directly from the OWA client. This allows users to remove any sensitive or valuable information stored on their mobile device without having to contact IT administrators.

OWA will also support the newly introduced features in Microsoft Outlook 2010, such as conversation view, ignore conversation button, and MailTips.

4.0 ARCHIVING AND COMPLIANCE

Microsoft Exchange Server 2010 now includes new built-in archiving and retention features, which were noticeably missing in all previous versions of Microsoft Exchange Server. For many organizations, the native archiving and retention features provided by Microsoft Exchange Server 2010 will be enough to meet government and other information retention requirements without the need for additional third-party archiving solutions.

One of the key factors for offering archiving and retention features in Microsoft Exchange Server 2010, is to replace the dependency on local Outlook data files, such as bulky personal storage files (PST). Microsoft Exchange Server 2010's newly integrated Personal Archive, allows end-users to move personal storage files (PST) from the desktop to the server, which enables users to access their PST files from both Microsoft Outlook and when away from the desktop, through Microsoft Outlook Web Access (OWA).

Microsoft Exchange Server 2010 has also improved retention policies, giving administrators more control over retention settings with features that allow them to apply settings to specific items or folders at either a user or organizational level, helping administrators control what should be archived. Compliance officers also benefit from the multi-mailbox search offered in Microsoft Exchange Server 2010 which allows them to quickly search through archived messages, based on selected attributes.

5.0 WHY BUSINESSES SHOULD CONSIDER UPGRADING TO MICROSOFT EXCHANGE SERVER 2010

Businesses should have few concerns about upgrading to Microsoft Exchange Server 2010. Microsoft Exchange Server 2010 is a top-of-the-line messaging and collaboration suite that features new and cutting-edge technology. In particular, businesses should consider upgrading to Microsoft Exchange Server 2010 for the following reasons:

- Microsoft Exchange Server 2010 added several new administrative features that help to distribute administrative duties and reduce the burden on IT administrators.

- New features in Microsoft Outlook 2010 and Microsoft Outlook Web Access (OWA) 2010, such as the conversation view, ignore conversation button, and MailTips, help to manage information overload.
- Microsoft Exchange Server 2010 enhances the experience of business users on the go, offering them multiple ways of accessing their inbox, from any web browser using Microsoft Outlook Web Access (OWA), or mobile device using Microsoft Exchange ActiveSync (EAS) or Microsoft Outlook Voice Access (OVA).
- Archiving and retention introduced in Microsoft Exchange Server 2010 gives IT administrators greater control over historical email records, necessary for compliance with government rules and regulations.
- For the first time, Microsoft Exchange Server 2010 was developed with built-in hosted capabilities, allowing service providers to offer a reliable Microsoft Hosted Exchange service to subscribers. Also, enhanced high availability and disaster recovery features minimize of unplanned downtime, ensuring that businesses will have continual access to their email accounts.

About The Radicati Group, Inc.

The Radicati Group is an independent market research firm which covers all aspects of messaging, security, email archiving, regulatory compliance, wireless technologies, web services, identity management, instant messaging, unified communications, VoIP, and more. The company provides both quantitative and qualitative information, including detailed market size, installed base and forecast information on a worldwide basis, as well as detailed country breakouts.

The Radicati Group works with corporate organizations to assist them in selecting the right products and technologies to support their business needs, as well as with vendors to define the best strategic direction for their products. We also work with investment firms on a worldwide basis to help them identify and assess new investment opportunities.

The Radicati Group, Inc. is headquartered in Palo Alto, CA, with offices in London, UK.