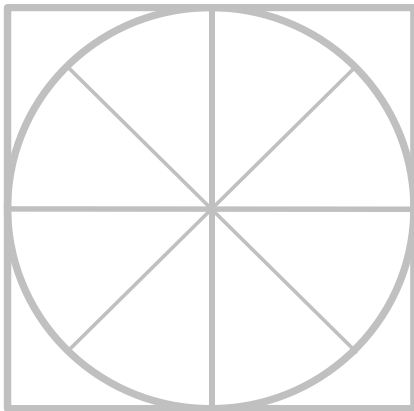




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Hosted Microsoft Exchange - Market Quadrant 2013



*An Analysis of the Market for
Microsoft Hosted Exchange,
Revealing Top Players, Mature Players,
Specialists and Trail Blazers.*

August 2013

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RADICATI MARKET QUADRANTS EXPLAINED

Radicati Market Quadrants are designed to illustrate how individual vendors fit within specific technology markets at any given point in time. All Radicati Market Quadrants are composed of four sections, as shown in the example quadrant (Figure 1).

1. **Specialists** – This group is made up of two types of companies:
 - a. Emerging players that are still very new to the industry and have not yet built up much of an installed base. These companies are still developing their strategy and technology.
 - b. Established vendors that offer a niche product.
2. **Trail Blazers** – These vendors offer cutting edge technology, but have not yet built up a large customer base. With effective marketing and better awareness, these companies hold the power to dethrone the current market leaders. “Trail blazers” often shape the future of technology with their innovations and new product designs.
3. **Top Players** – These are the current leaders of the market, with products that have built up large customer bases. Vendors do not become “top players” overnight. Most of the companies in this quadrant were first specialists or trail blazers (some were both). As companies reach this stage, they must fight complacency and continue product innovation, or else they will be replaced by the next generation of “trail blazers.”
4. **Mature Player** – These vendors have large, mature installed bases of customers, but no longer set the pace for the rest of the industry. These vendors are no longer considered “movers and shakers” as they once were.
 - a. In some cases, this is by design. If a vendor has made a strategic decision to move in a new direction, it may slow development on one product line and start another.

- b. In other cases, a vendor may simply become complacent as a top vendor and be out-developed by hungrier “trail blazers” and other top players.
- c. Companies in this stage either find new life and revive their R&D, moving back into the “top players” segment, or else they slowly fade away as legacy technology.

Figure 1, below, shows a sample Radicati Market Quadrant. As a vendor continues to develop its product, it will move horizontally along the “x” axis. As market share changes, vendors move vertically along the “y” axis. It is common for vendors to move between quadrants over the life of a product, as their products improve and market requirements evolve.

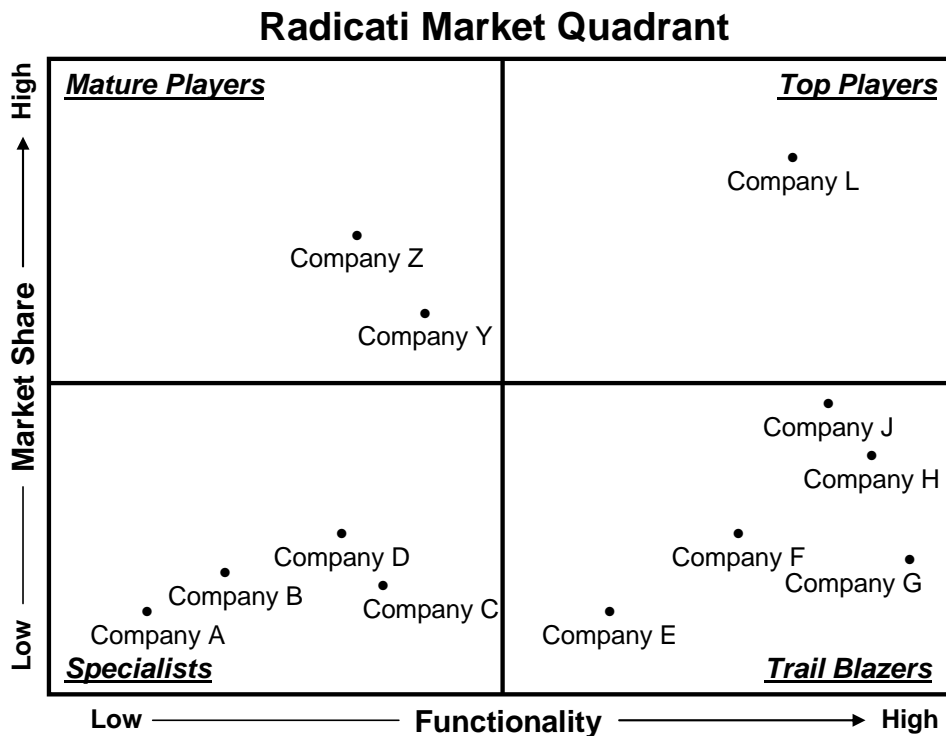


Figure 1: Sample Radicati Market Quadrant

- **Functionality** – is rated from 1 to 10, with 10 being the highest, and 1 – the lowest.
- **Market Share** – is assigned according to the company’s ranking in our latest annual reports, based on its user Installed Base (e.g. the company with the largest installed base market share is number 1, the one with the second largest installed base market share is number 2, etc.).

MARKET SEGMENTATION

This edition of Radicati Market Quadrants covers the **Hosted Microsoft Exchange** market. The Hosted Microsoft Exchange market is a sub-set of the Cloud Business Email market.

- **Hosted Microsoft Exchange Providers** are a sub-segment of Cloud Business Email providers, which offer Hosted Microsoft Exchange services to their subscribers. These Hosting Providers are responsible for managing the Hosted Microsoft Exchange service in their own data centers. Some of the more widely known Hosted Microsoft Exchange Providers include: *AppRiver, Apptix, Ceryx, FuseMail, Go Daddy, Intermedia, mindSHIFT, Microsoft, NaviSite, Rackspace, SherWeb, SilverSky*, and others.
- Microsoft develops the core technology used in this market, Microsoft Exchange Server. Customers and organizations looking to deploy cloud mailboxes based on Microsoft Exchange Server have three different options:
 - *Microsoft* offers its own Hosted Exchange solution via the Microsoft Office 365 suite. Microsoft Office 365 is based on Microsoft's 2013 server technology, which includes Microsoft Exchange Server 2013, SharePoint 2013, Lync 2013, and much more. This channel also includes Microsoft Office 365 Education, which is offered to educational institutions for free or at a heavily discounted price, as well as Microsoft Office 365 for Government, which is offered to federal, state, local, and other government entities.
 - *Syndication Partners* own the rights to the customer, and are responsible for billing the customer, providing Tier 1 and Tier 2 support, while Microsoft hosts the service in its data centers. Customers relying on a Syndicated Partner can typically receive more focused customer service and other value-added services. Current Syndication Partners that offer Microsoft Office 365 are *Mamut, Orange, Telefonica, Telstra, Vodafone, StarHub*, and

others.

- *Hosting Partners* offer cloud email services based on Hosted Microsoft Exchange services to their subscribers. These Hosting Partners are responsible for managing the Hosted Microsoft Exchange service in their own data centers. Some of the more widely known Hosted Exchange partners include: *AppRiver, Apptix, Ceryx, FuseMail, Go Daddy, Intermedia, mindSHIFT, NaviSite, Rackspace, SherWeb, SilverSky,* and others.
- Many providers in this market space also offer more basic, POP-based cloud email services. However, this Market Quadrant examines only the Hosted Microsoft Exchange portion of their business. This report evaluates market share based solely on a provider’s total installed base of Hosted Microsoft Exchange mailboxes.
- The Hosted Microsoft Exchange market currently accounts for approximately 28% of worldwide Cloud Business Email mailboxes. Figure 2, below, shows the Hosted Microsoft Exchange installed base as a percent of the total Cloud Business Email market.

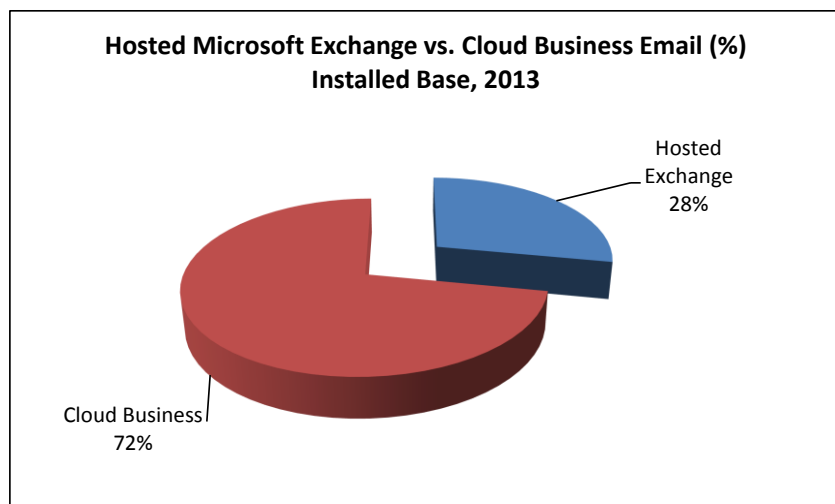


Figure 2: Hosted Microsoft Exchange vs. Cloud Business Email IB (%), 2013

Note: This Market Quadrant deals only with Microsoft Hosted Exchange providers in North America.

EVALUATION CRITERIA

Hosted Microsoft Exchange providers are positioned in the quadrant, according to two criteria: Market Share, and Functionality.

Market Share – is based on the installed base published in our “Cloud Business and Consumer Email Market, 2013-2017” report. The Hosted Microsoft Exchange provider with the largest installed base has a market share of 1, the one with the second largest installed base has a market share of 2, etc. In order for a provider to be positioned in the Top Player or Mature quadrants, they need to have a market share of 1 to 4. Hosted Microsoft Exchange providers with smaller installed bases are positioned either in the Trail Blazer, or Specialist quadrants.

Functionality – we assess each Hosted Microsoft Exchange provider’s service based on a number of key service differentiators.

In order for a Hosted Microsoft Exchange provider to be on the right side of the quadrant (*Top Player* or *Trail Blazer*), their service should have the following capabilities:

- **Microsoft Exchange Server 2013** is the latest version of Microsoft Exchange available today. Despite this, nearly all major Hosted Microsoft Exchange providers still offer Hosted Microsoft Exchange 2010 to customers, and some providers have not yet made the transition to Microsoft Exchange 2013. In addition, many providers still have customers on legacy versions of Microsoft Exchange 2003 and Exchange 2007, but do not actively sell these versions. Prospective customers should ensure that their hosting provider offers the latest version of Microsoft Exchange.
- **Mailbox size** should accommodate to organizations’ growing number of mailboxes, as well as allow for large attachments. Hosted Microsoft Exchange providers typically offer various plans with different mailbox sizes. While most vendors still place some limitations on mailbox size, it is becoming increasingly common for vendors to offer an unlimited mailbox size option.
- **Management consoles** should provide administrators with a centralized interface to manage user mailboxes, as well as granular controls over various services.

While some Hosted Microsoft Exchange providers utilize Microsoft Exchange's default management console, other providers offer a proprietary management console to grant administrators control over all deployed cloud services.

- **Migration support** should include anything from migration tools to dedicated teams that guide organizations through each step of the migration process, to allow for a much smoother transition from on-premise or another provider.
- **Customer support** typically ranges from a support team that customers can reach via telephone or email 24x7, to a dedicated customer support specialist that assists customers during the first few months of service. In addition, Service Level Agreements (SLAs) are standard among Hosted Microsoft Exchange providers, and should come with a minimum 99.9% uptime guarantee.
- **Hosted Microsoft Sharepoint** is a document management and collaboration platform that allows users to store and share information with other users. Microsoft Sharepoint allows for greater productivity, collaboration, and communication across an organizations. Some Hosted Microsoft Exchange providers offer a Hosted Microsoft SharePoint site for free. For those vendors that do not, Hosted Microsoft SharePoint is typically available as an add-on service.
- **Hosted Microsoft Lync** is a real-time communications platform that provides instant messaging (IM), video calls, and online meetings functionality. Similar to Hosted Microsoft SharePoint, Hosted Microsoft Lync is sometimes bundled for free with a Hosted Microsoft Exchange service, or available as an add-on.
- **Active Directory (AD) synchronization** allows the cloud service's directories to be managed centrally through the customer's existing local AD. This enables simplified management of users and groups, and extends single sign-on capabilities to users.
- **Security features** include anti-spam and antivirus protection for each mailbox. Many providers leverage multiple technologies from third-party vendors, allowing for multi-layered security. Some providers also offer more advanced security features, such as Mobile Device Management (MDM), email encryption, email data loss prevention (DLP), and more.

- ***Mobility features*** should provide an optimized experience for mobile devices, as well as offer over-the-air (OTA) email synchronization to mobile devices via different protocols, most notably Microsoft Exchange ActiveSync (EAS) or BlackBerry Enterprise Server (BES).
- ***Cloud storage*** has become increasingly more common over the past year, and allows users to synchronize documents, pictures, and other files to the cloud. Cloud storage services are often tightly integrated with email, enabling users to quickly synchronize files within the email service's interface.
- ***Cloud Document Management and Editing*** features should work in conjunction with cloud storage services to allow for real-time editing and collaboration on files that have been synchronized in the cloud. In some cases, multiple users can edit a document simultaneously.
- ***Cloud Productivity Tools*** offer customers a cloud productivity suite, allowing for a web-based experience that more closely resembles the desktop. These cloud-based productivity suites should integrate with a cloud storage service to provide users with robust editing and collaboration functionality in the cloud.

Add-On services include instant messaging (IM), hosted PBX, hosted archiving, unified communications (UC) and other related features, and are commonly deployed by customers alongside their base cloud email packages. These services add additional functionality, and typically integrate seamlessly with the cloud email service. Less common features, such as IP acceleration technology, can sometimes also serve as a differentiator.

- ***Flexible deployment options*** allow businesses to choose between a multi-tenant or dedicated deployment. While multi-tenant remains the most common deployment option for the Hosted Microsoft Exchange market, dedicated deployments are becoming much more common, as they provide organizations with greater customization.
- ***Strong track record*** from Hosted Microsoft Exchange providers, such as actual uptime, timely software upgrades, and more, should be researched by potential customers.

***Note:** On occasion, we may put a player on the right side of the quadrant by giving them a higher than typical Functionality Score, even if they are missing one or two of the features mentioned above, if we feel that the other aspects of their service are particularly unique and innovative.*

MARKET QUADRANT – HOSTED MICROSOFT EXCHANGE PROVIDERS

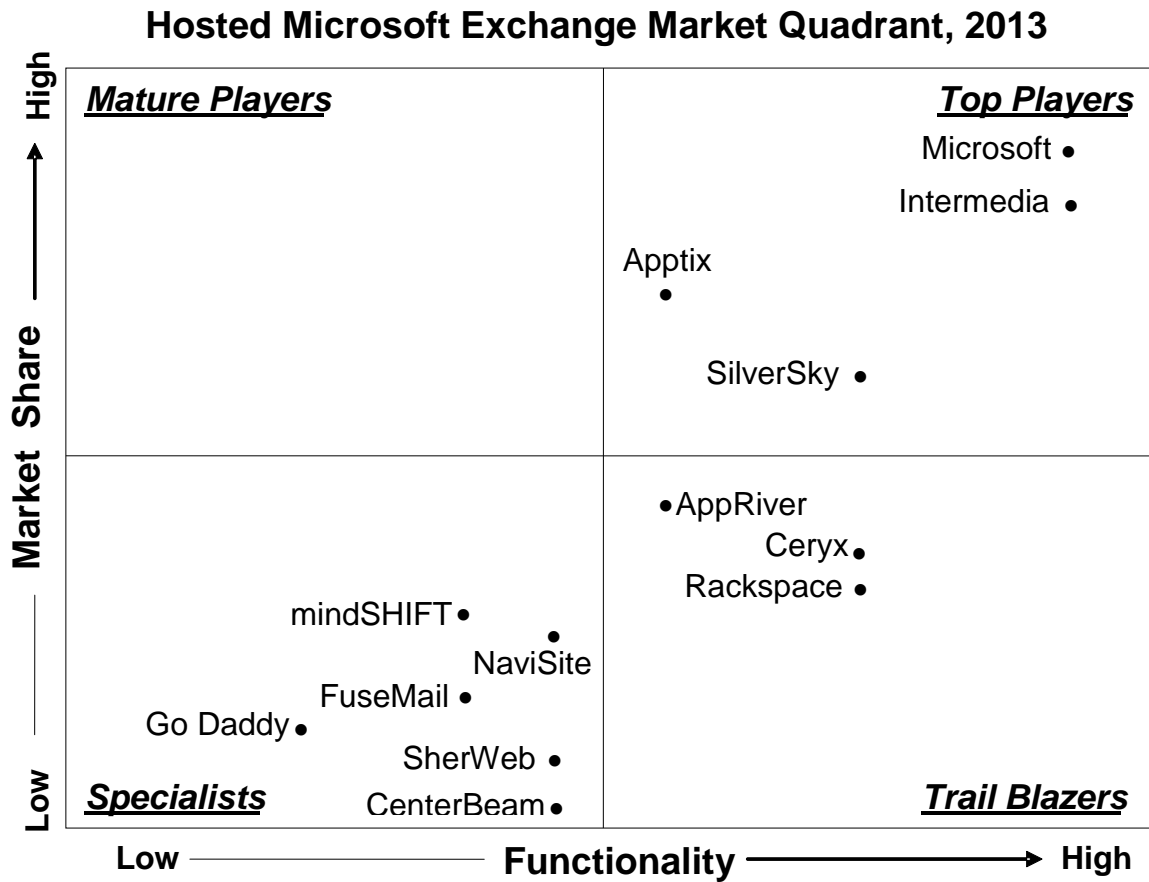


Figure 3: Hosted Microsoft Exchange Market Quadrant, 2013

Note: This Market Quadrant deals only with Hosted Microsoft Exchange providers in North America. It ranks Hosted Microsoft Exchange providers by their Hosted Microsoft Exchange installed base (i.e. seats), not any alternative POP/IMAP mailboxes the provider may also offer.

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KEY MARKET QUADRANT TRENDS

- *Microsoft, Intermedia, Apptix, and SilverSky* rank as **Top Players** in the Hosted Microsoft Exchange services market.
 - *Microsoft* Office 365 utilizes the latest Microsoft server technologies, which include Microsoft Exchange Server 2013, Microsoft SharePoint Server 2013, and Microsoft Lync 2013. The latest version of Microsoft Office 365 provides customers with a more social experience via Skype and Yammer integration, as well as a number of new plans with varying degrees of functionality to cater to the needs of organizations of all sizes.
 - *Intermedia* provides Hosted Microsoft Exchange services to the SMB sector. Intermedia's Hosted Microsoft Exchange package offers a wide range of built-in features, which include instant messaging (IM), document management, single-sign on capabilities, mobility, Hosted VoIP, and unified communications (UC). Intermedia also offers customers a wide variety of plans, ranging from basic to much more feature-rich options. Intermedia's Hosted Microsoft Exchange service delivers an enterprise-grade experience that most closely resembles Microsoft Office 365.
 - *Apptix* is a leading Microsoft Hosted Exchange provider, and offers Hosted Microsoft Exchange, as well as a wide range of other cloud email services to customers. Apptix's Unified Communications service combines Hosted Microsoft Exchange, SharePoint, Lync, and hosted VoIP, allowing customers to take advantage of a full suite of cloud email and collaboration services under a single infrastructure.
 - *SilverSky* combines assets of Perimeter E-Security and USA.NET into a unified brand, which strives to deliver a highly secure Hosted Microsoft Exchange service that integrates tightly with SilverSky's growing number of security services. SilverSky also offers Hosted Microsoft SharePoint and Lync for customers' communication and collaboration needs, as well as more advanced services, such as Mobile Device Management.

- *AppRiver*, *Ceryx*, and *Rackspace* rank as **Trail Blazers**. These vendors offer a comprehensive range of services and are innovators in the Hosted Microsoft Exchange market, but do not yet have the large market share to position them as Top Players. However, as they build momentum and grow their installed base, these vendors are likely to move into the Top Player quadrant.
 - *AppRiver* offers its Secure Hosted Exchange service to the SMB sector, which has proprietary anti-malware technology built-in with every mailbox. In addition, AppRiver also offers Exchange 2010 Lite for customers with more basic email needs. AppRiver also resells Microsoft Office 365 packages via Microsoft's syndication model.
 - *Ceryx* targets the mid-market, and offers both multi-tenant and dedicated versions of Hosted Microsoft Exchange. Ceryx also offers a wide range of more advanced services, such as email encryption, archiving, and more, which can all be integrated with Hosted Microsoft Exchange. Ceryx allows customers to manage all of its services from its centralized Cloud Control platform.
 - *Rackspace* offers Hosted Microsoft Exchange 2010 to customers, as well as Hosted Microsoft SharePoint and Lync. In addition, Rackspace allows customers to combine its Hosted Exchange offering with its proprietary email service, which creates a low cost cloud email alternative that many other vendors in this market space do not offer.
- *mindSHIFT*, *NaviSite*, *FuseMail*, *Go Daddy*, *SherWeb*, and *CenterBeam* are in the **Specialist** quadrant. These providers have a loyal client base, but have been less aggressive in terms of keeping pace with the latest features and functionality. In addition, their overall market share is fairly limited.
 - *mindSHIFT* offers both a multi-tenant and dedicated version of its Hosted Exchange 2010 service, as well as Microsoft SharePoint 2010. In addition, mindSHIFT also offers a wide range of additional services, including virtualization, security, storage, hosted VoIP, and more.

- *NaviSite* offers a multi-tenant version of Hosted Microsoft Exchange, as well as a dedicated version in a virtualized environment via its NaviCloud Managed Cloud Services (MCS) platform. The NaviCloud MCS allows NaviSite to offer a dedicated version of Hosted Microsoft Exchange at a lower, competitive price. NaviSite also offers Hosted Microsoft SharePoint and Lync for customers' real-time communication and collaboration needs.

- *FuseMail* offers a number of security services that complement its Hosted Microsoft Exchange service, which include ScanSmart, anti-malware technology that is included with every Hosted Microsoft Exchange mailbox. Despite this, FuseMail has been slow to offer more basic add-on services that other vendors in this space typically have, such as Hosted Microsoft Lync.

- *Go Daddy* offers a more basic Hosted Microsoft Exchange experience to customers. Customers also receive a free Microsoft SharePoint site for collaboration. However, Go Daddy's Hosted Microsoft Exchange service lacks additional functionality, and is best suited for organizations with more basic email needs.

- *SherWeb* offers both Hosted Microsoft Exchange 2010 and 2013 to customers. In addition, to providing customers with a choice of Microsoft Exchange services, SherWeb also offers free migration to ease the transition to the cloud. While SherWeb's add-on services are numerous, they lack a few advanced services that are becoming more common offerings, such as hosted PBX and unified communications.

- *CenterBeam* offers Hosted Microsoft Exchange via the CenterBeam 365+ platform, which also provides customers with Microsoft SharePoint and Microsoft Lync. Despite not yet offering Hosted Microsoft Exchange 2010, CenterBeam 365+ provides a full and highly secure email and collaboration suite under the Microsoft brand.

HOSTED MICROSOFT EXCHANGE PROVIDERS - VENDOR ANALYSIS

TOP PLAYERS

MICROSOFT

1 Microsoft Way

Redmond, WA 98052-6399

www.microsoft.com

Microsoft's Office Division is responsible for Microsoft Office 365, its cloud-based productivity suite. **Microsoft Office 365** is based on Microsoft's 2013 server technology, and was released in February 2013. Microsoft Office 365 includes the following services:

- **Microsoft Office 365 ProPlus** – includes Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft OneNote, Microsoft Outlook, Microsoft Lync, Microsoft Access, as well as a number of other productivity applications. Microsoft Office 365 subscribers also gain access to SkyDrive, a cloud storage service.
- **Microsoft Office Web Apps** – provide a web-based experience for Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft OneNote.
- **Microsoft Exchange Online** – is a cloud-based version of Microsoft Exchange Server 2013, which supports many of Exchange's new features, such as the Exchange Administration Center, built-in DLP features, and more.

Microsoft Office 365 also includes **Microsoft SharePoint Online** for document management and team collaboration, **Microsoft Lync Online** for instant messaging (IM), video calls, and online meetings, **Skype** federation with Microsoft Lync, and **Yammer Enterprise**, an Enterprise social networking platform.

FUNCTIONALITY: 9

MARKET SHARE: 1

KEY STRENGTHS:

- All of Microsoft Office 365's services guarantee 99.9%, financially backed, service uptime.
- Microsoft's recognizable brand name may help organizations that have concerns with migrating to a cloud deployment. These organizations may prefer to acquire cloud services from a large, well-known provider rather than a smaller, less-familiar service provider.
- Microsoft Office 365 now runs on 2013 server technology, granting users access to many of Microsoft Exchange, SharePoint, and Lync's new, advanced functionality, which includes an eDiscovery Center, Microsoft OWA enhancements, and much more.
- Microsoft Exchange Online includes advanced security features, such as Microsoft Exchange Online Protection (EOP) for anti-spam and automated deletion of infected messages. This is a major draw for organizations that have concerns with the safety of sensitive data in a cloud deployment.
- Microsoft Office 365 includes Skype federation as part of Microsoft Lync Online, a feature that many Enterprise customers have been demanding since Microsoft's acquisition of Skype.
- Microsoft Office 365 allows users to access Microsoft's productivity suite directly from the cloud, and on a subscription basis.
- Microsoft Office 365 includes Yammer, an Enterprise social networking platform that allows users to communicate and collaborate from nearly anywhere.
- Microsoft Office 365 recently released a native mobile app for Apple iPhone, allowing iPhone users to access Microsoft's productivity tools, including Microsoft Word, PowerPoint, and Excel, directly from their mobile devices. In addition, users' Microsoft Office 365 accounts allow them to download the app on up to five Apple iPhone devices.

- Microsoft Office 365 has integrated SkyDrive Pro into the cloud services suite, allowing users to easily store and access files in the cloud.
- Microsoft SharePoint Online now includes site mailboxes, allowing users to maintain a single data store for files and emails from both Microsoft Exchange and SharePoint.
- Microsoft Office 365 has expanded its packages to include separate offerings for small business, midsize business, and Enterprise customers to accommodate organizations of all sizes.
- Microsoft recently announced plans to release incremental upgrades for Microsoft Office 365 on a more regular, monthly basis, whereas before, the service received a single, major update every one or two years.

KEY WEAKNESSES:

- Migration to Microsoft Office 365, as well as upgrades from one version to another, still require too much customer IT involvement for what should be a cloud-based service as too many desktop components are invariably affected and need to be verified or manually upgraded.
- Microsoft has been in constant upgrade mode in an effort to release new features, which puts a strain on customer IT organizations as each upgrade involves too much extra work on the customer side.
- The administrative interface to Microsoft Office 365 is confusing and poorly designed. While Microsoft continually tries to improve on it, it still falls far short of what customers would expect for an easy to manage cloud-based experience.
- Microsoft customer support tends to be inconsistent and not always fully up to speed with the vendor's latest features and functionality.
- While Microsoft has made much of its Skype and Yammer integration, both are still lagging in too many aspects of their integration as to be truly useful.

- Microsoft's much touted common Microsoft Office 365 experience across Windows 8 workstations and phones is still lagging far behind as access to functionality from Windows 8 mobile devices tends to be spotty and inconsistent.
- Microsoft currently offers a dedicated option only for very large customers with over 30,000 user seats. Many other Hosted Exchange providers' requirements are not as rigid, and they offer a dedicated option at a much lower user seat count.
- While the latest version of Microsoft Office 365 has made strides to accommodate to the needs of organizations of all sizes, it still may not be suitable for organizations that require a more customized deployment. However, these organizations can turn to Microsoft's large ecosystem of Hosted Microsoft Exchange providers, which can typically offer a greater level of customization and support.
- Microsoft's proprietary Office 365 offering is limited to Microsoft-brand solutions only. Organizations looking to integrate third-party features, such as greater security or compliance, will need to turn to Microsoft's hosting partners.
- Microsoft Office 365 performs best in a Microsoft Windows environment. The Mac OS X and Linux communities are not receiving the same level of attention from Microsoft.

INTERMEDIA

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Founded in 1995, Intermedia is a provider of cloud services to small and medium-sized businesses. Intermedia's **Office in the Cloud** suite comprises a choice of Microsoft services, which include Microsoft Exchange 2010 and 2013, SharePoint 2010 and 2013, and Lync 2010 and 2013. Intermedia offers four plans to customers:

- **Basic Plan:** Includes Microsoft Outlook Web App (OWA) access, 24x7 email support, Exchange ActiveSync (EAS), 1 GB of SecuriSync storage for the account, remote mobile device management, conference calling, 99.999% uptime, single sign-on, daily account-level backups, PC Backup, Outlook Backup, SpamStopper, VirusStopper, and many other services.
- **Professional Plan:** Includes all of the features of the Basic Plan plus hosted SharePoint. The Professional Plan also adds unlimited user storage, datacenter site selection, increased storage for PC Backup and Outlook Backup, one resource mailbox per account, one public folder per account, fax & voicemail, SpamStopper Pro, and UserPilot for Active Directory sync.
- **Enterprise Plan:** Includes all of the features of the Basic and Professional plans plus hosted Lync Chat and Conferencing. The Enterprise Plan also adds increased allotments for fax & voicemail, resource mailboxes, public folders, PC Backup, additional SecuriSync storage and Outlook Backup.
- **Enterprise Plus Voice Plan:** Offers all features in the Enterprise Plan plus Hosted PBX and click-to-call functionality. This plan also includes increased allotments for fax & voicemail, resource mailboxes, public folders, PC Backup, and Outlook Backup.

Centralized control panel – Management of all of Intermedia's cloud services is centralized into Intermedia's HostPilot control panel, which provides a single access point for IT administrators.

FUNCTIONALITY: 9

MARKET SHARE: 2

KEY STRENGTHS:

- Intermedia offers a broad range of cloud-based services, which include hosted Microsoft SharePoint, Microsoft Lync, hosted PBX, email encryption, email archiving, file sharing and synchronization, and others.
- Office in the Cloud provides customers with complimentary migration, as well as an assigned dedicated contact from its Cloud Concierge team for each new customer's first 60 days. Intermedia's premium services are backed by 24/7 phone support and a 99.999% financially-backed SLA for Hosted Exchange related products.
- As an early provider of Hosted Microsoft Exchange, Intermedia has a wealth of experience managing this type of service.
- Intermedia focuses solely on SMBs and delivers solutions that are well integrated from both a user and administrator perspective, thus making it easier for SMBs to deploy business-grade cloud services without having to have skilled IT resources in-house.
- The HostPilot Control Panel gives administrators control of all of an organization's services from a single portal, and My Services grants end-users some control over their cloud services. Intermedia also provides mobile applications for both of these portals.
- As a Microsoft Authorized License Mobility Partner, Intermedia can receive the transfer of customers' Microsoft Exchange or Lync Software Assurance licenses, allowing them to move to the cloud without needing to purchase additional licenses.
- Intermedia offers dedicated deployments of cloud-based Microsoft Exchange on an as-needed basis for unique customer scenarios.

KEY WEAKNESSES:

- Compared to other cloud-based Microsoft Exchange providers, Intermedia prices are at a slight premium.
- While Intermedia offers a cloud storage service, it does not currently have any document management and editing tools to work on files in the cloud.

APPTIX

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Herndon, VA 20171

www.apptix.com

Founded in 1997, Apptix provides a wide array of cloud services, including **Hosted Microsoft Exchange**, which is based on the Enterprise edition of Microsoft Exchange Server 2010. Apptix offers mailboxes ranging from 5 GB to 25 GB, with an option for unlimited email storage. Apptix plans to release Hosted Microsoft Exchange based on 2013 server technology in late 2013. **Microsoft SharePoint 2010 and 2013** are available in a dedicated environment only to meet customers' unique needs. Apptix also offers **Hosted Microsoft Lync** and **Business Voice. Unified Communications** combines Hosted Microsoft Exchange, Hosted Microsoft Lync, Hosted Microsoft SharePoint, and Apptix Hosted VoIP into a single infrastructure. For administrators, Apptix provides a centralized, web-based control panel, as well as an Active Directory (AD) Management tool.

Apptix's environment is housed in Tier IV, SSAE 16 Type II audited, and geographically dispersed data centers. Apptix offers a 100% financially backed uptime SLA. Apptix offers its customers 24x7 U.S.-based support, and also provides a dedicated account manager for mid-market and enterprise customers.

FUNCTIONALITY: 6

MARKET SHARE: 3

KEY STRENGTHS:

- Apptix provides a complete security and compliance suite of services including spam, virus, and content filtering, mobile device management, archiving, and encryption, enabling organizations to meet regulatory and industry requirements such as SOX, HIPAA, and FINRA.
- Apptix offers both dedicated and multi-tenant deployments of its cloud-based Microsoft Exchange offering.

- Apptix leverages Parallel's provisioning and management platform to deploy the Enterprise version of Microsoft Exchange Server 2010, which enables the rapid deployment of additional solutions and allows for the added support of public folders.
- Apptix has an experienced migration team that assesses a customer's need to determine which options are the best to transfer users and data to its platform. In addition, Apptix provides a project manager for certain migrations.
- Apptix includes disaster recovery and data center failover for email continuity in the event of a system failure as a standard feature in all versions of its Hosted Microsoft Exchange service.
- Apptix offers a powerful Active Directory (AD) Management ID and access management solution that enables administrators to centrally manage Apptix's service through the existing local AD. This is especially useful for many mid-market and enterprise organizations that have already invested in AD.
- Apptix is an authorized participant in Microsoft's License Mobility program, which allows organizations to cut costs by applying certain legacy server licenses towards Apptix's cloud-based services.
- Apptix offers third-party SharePoint applications, such as Axceler Control Point, and Nintex Forms and Workflows as well as Bamboo Web Parts for enhanced capabilities. The vendor also includes an extensive library of online tutorials and industry specific templates.
- Apptix offers a Hosted Unified Communications (UC) platform which includes Hosted Microsoft Exchange, Hosted Microsoft Lync, and its Hosted VoIP service. Most of Apptix's competitors do not include Microsoft's full suite of productivity tools in their UC offerings to customers.

KEY WEAKNESSES:

- Apptix's cloud-based Microsoft Exchange plans do not include unlimited storage, a feature that many competitors offer in their premium packages.
- Microsoft Exchange ActiveSync (EAS) is not included for free with any of Apptix's Hosted Microsoft Exchange plans. Apptix's competitors typically offer EAS to customers for no additional charge.
- Apptix does not currently offer Hosted Microsoft Exchange 2013 to customers, although it is working to add this later in 2013.

SILVERSKY

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SilverSky combines assets of Perimeter E-Security and USA.NET into a unified brand focused on delivering a comprehensive Security-as-a-Service platform and end-to-end messaging services. SilverSky offers **Managed Email Services**, which include **SilverSky Hosted Exchange**, a comprehensive cloud service based on Microsoft Exchange Server 2010. Additionally, SilverSky offers SilverSky Hosted Microsoft Lync 2010, SilverSky Hosted Microsoft SharePoint 2010, Directory Synchronization, and Mobile Device Management.

For IT administrators, the SilverSky Management Console provides a unified interface and policy engine. SilverSky services guarantee 99.9% availability (100% with Email Continuity service) and are backed by 24x7 support. SilverSky is also AICPA SOC 2 Type 2 certified and under FFIEC oversight.

FUNCTIONALITY: 7

MARKET SHARE: 4

KEY STRENGTHS:

- SilverSky has combined the assets of Perimeter E-Security and USA.net to create a wide range of cloud messaging services, as well as a highly robust Security-as-a-Service platform.
- SilverSky guarantees 99.9% availability for all of its services. In addition, the company also includes 100% SLAs for email delivery and 100% SLA virus-free guarantees.

- Cloud-based Microsoft Exchange mailboxes can be paired with SilverSky mail to allow customers to cut down costs.
- The SilverSky management console provides organizations with a unified management tool, which is especially useful for customers that have deployed both SilverSky Hosted Exchange and SilverSky Mail.
- SilverSky offers a wide range of security and compliance services that other service providers in this market do not, including web security, vulnerability management, log management, brand protection, event monitoring and response, and UTM management to round out the SilverSky Network Protection Suite.
- SilverSky is the only major cloud messaging provider under strict FFIEC (Federal Financial Institutions Examination Council) oversight.
- SilverSky has focused on the mid-market, allowing the company to become an expert in deploying highly scalable and customizable Microsoft Hosted Exchange solutions.
- SilverSky provides 24x7 support for all of its services. SilverSky Hosted Exchange customers are assigned a dedicated technical account manager for no additional charge.
- SilverSky has developed a number of proprietary email-related services in their Email Protection Suite, including the SilverSky Archive Anywhere and Email DLP solutions. These services help drive down the overall costs for organizations deploying multiple email services from SilverSky.
- SilverSky offers a robust MDM solution that delivers a fully customizable experience to customers, and is compatible with a wide range of mobile devices, including Apple iOS, BlackBerry, Google Android, and more.

KEY WEAKNESSES:

- SilverSky has been slow to offer services based on Microsoft Exchange 2013. The company has plans to address this in the near future.
- SilverSky's Mobile Device Management's interface is not fully unified with the management console for its other cloud services.
- SilverSky lacks a few of the add-on services that some of its competitors offer, such as hosted PBX and cloud storage.

TRAIL BLAZERS

APPRIVER

1101 Gulf Breeze Parkway

Suite 200

Gulf Breeze, FL 32561

www.appriver.com

Founded in 2002, AppRiver offers **Secure Hosted Exchange**, which is based on Microsoft Exchange Server 2010. The service provides each mailbox with unlimited email storage and SecureTide, AppRiver's proprietary spam filtering and virus protection technology, for no additional charge. Secure Hosted Exchange provides users with Microsoft Outlook Web App (OWA), as well as Microsoft Exchange ActiveSync for mobile device access. In addition, users can access these services via Microsoft Outlook 2013, Microsoft Outlook 2010, or Microsoft Outlook 2011 for Mac. AppRiver also offers **Exchange 2010 Lite**, which comes with 2GB of mailbox storage and is accessible via a POP or IMAP client.

All of AppRiver's services are managed via AppRiver's Customer Portal. Customer service is provided via AppRiver's Phenomenal Customer Care, which is U.S. based support available 24x7. AppRiver is also a syndicated partner for Microsoft Office 365. AppRiver offers a 99.9% financially backed SLA for the service.

FUNCTIONALITY: 6

MARKET SHARE: 5

KEY STRENGTHS:

- Unlimited mailbox storage is a standard feature for AppRiver's Secure Hosted Exchange. Other cloud email vendors typically require customers to pay an additional fee for greater storage.

- AppRiver's Secure Hosted Exchange leverages technology from Akamai to accelerate network performance, allowing for the cloud service to more closely resemble an on-premises solution.
- The AppRiver Customer Portal allows IT administrators to manage their AppRiver email security settings, as well as AppRiver Hosted Exchange service, all from a single management interface.
- AppRiver's proprietary security service, SecureTide, is included in every Secure Hosted Exchange deployment at no additional cost.
- AppRiver also offers the Exchange Lite package for customers who do not require the full functionality of Secure Hosted Exchange.
- AppRiver's integrated Microsoft SharePoint 2013 allows for unlimited users.

KEY WEAKNESSES:

- AppRiver's Secure Hosted Exchange service is priced higher per mailbox in comparison to other cloud-based Microsoft Exchange providers.
- AppRiver does not offer some of the more advanced services that some organizations require, such as Active Directory (AD) integration, for its own Hosted Exchange service. AppRiver does however offer Active Directory (AD) synchronization with certain packages of Microsoft Office 365 through a Microsoft tool.
- AppRiver's management interface is not as web-friendly on mobile devices, a feature that many administrators are demanding. However, AppRiver is working to create a more optimized mobile management experience for the near future.

CERYX

2200 Yonge Street,

Suite 1400,

Toronto, Ontario

M4T 2Y3 Canada

www.ceryx.com

Ceryx is an enterprise-class email provider that offers multi-tenant and dedicated email and collaboration solutions to customers. **Private Dedicated Cloud** delivers Microsoft Exchange Server 2013, Microsoft Lync 2013, and Microsoft SharePoint 2013 in a dedicated environment. Ceryx's Private Dedicated Clouds are maintained in secure, dedicated IT environments managed by Ceryx, and can also be integrated into the customer's IT environment to enable native single-sign-on capabilities. **Private Managed Cloud** provides services for enterprises that have an existing in-house infrastructure for Microsoft Exchange Server, Microsoft SharePoint, and/or Microsoft Lync, but need to increase their operational efficiencies and reduce costs. **Enterprise Multi-Tenant** targets organizations with less than 3,000 employees. Ceryx offers unified management of all of its services via its proprietary **Cloud Control** platform.

FUNCTIONALITY: 7

MARKET SHARE: 6

KEY STRENGTHS:

- Ceryx has a strong development team that provides deep integration between Ceryx's Hosted Exchange offering and customers' business critical applications, such as CRM, ERP, archiving, document management, portal integration, PBX, and support for non-Microsoft based UC systems.
- Cloud Control provides organizations with a single management portal for its services. It also allows Ceryx to provide either a dedicated or a multi-tenant platform to customers and unlock native features in Microsoft Exchange Server 2010 and 2013, as well as manage other third-party services for a consistent support and user experience. Cloud Control also offers a range of essential

services, such as provisioning automation (moves, adds, changes, deletes), user-plan administration, identity management, self-serve password reset, and other features critical to managing Microsoft Exchange applications.

- Ceryx's support capabilities are capable of handling the complex needs of large enterprise customers. Its Tier 2 support desk provides experts to support customer help desks and systems administrators. In addition, larger customers are assigned a dedicated Service Delivery coordinator to ensure smooth operations and communications. Service desk and operations management are customized to mesh well with these customers' IT policies.
- Ceryx's model is data center and infrastructure agnostic. Ceryx can offer services entirely out of their own geographically dispersed major datacenters, or can also provide services out of partner data centers, customer data centers, or by leveraging partner Infrastructure-as-a-Service offerings.
- Ceryx's professional services provide new customers with migration or co-existence services from Microsoft Exchange Server, IBM Lotus Notes/Domino, Google Apps, Novell GroupWise, and open-source platforms.
- While Ceryx does not have proprietary tools for network and server management, it does provide network and server management services for its customers through tools such as Systems Center Operations Manager, as well as through partners that offer the full multi-tier outsourced stack including desktop security, end user support, network management, server management and other services.
- Despite Ceryx's physical data centers being in North America, Ceryx sells primarily through global channels and utilizes the data centers of these providers, satisfying global customers' performance needs.

KEY WEAKNESSES:

- Ceryx's services targeted at mid-market customers may not be ideal for single-location enterprise organizations with less complex email needs.

- Although Ceryx targets the mid-market, the company has a limited portfolio of cloud-based services to complement email, such as hosted PBX or unified communications. However, Ceryx is currently looking to provide these additional services in the future.
- Ceryx does not yet offer cloud storage and cloud document editing and management services to customers, which has quickly become a highly demanded add-on service.

RACKSPACE

9725 Datapoint Drive, Suite 100

San Antonio, TX 78229

www.rackspace.com

Rackspace's Email & Apps division is responsible for Rackspace's growing number of cloud-based email and collaboration services. Rackspace offers **Hosted Exchange**, which is based on Microsoft Exchange Server 2010 SP2 and comes with 25 GB of email storage per user. Rackspace also provides each account with a free 250MB Microsoft SharePoint site. Rackspace also offers **Microsoft SharePoint**, which is based on Windows SharePoint Services (WSS), and the **Rackspace Control Panel**, which provides IT administrators with centralized management of all of Rackspace's services.

FUNCTIONALITY: 7

MARKET SHARE: 7

KEY STRENGTHS:

- Rackspace offers a 100% Uptime Guarantee for its managed and hosted cloud services.
- Rackspace allows customers to mix Rackspace Email and Rackspace's Hosted Microsoft Exchange into a hybrid service that cuts costs and better fits their individual needs.
- Rackspace provides new customers with a dedicated Transition Team representative to assist with migration to Rackspace's services. In addition, each customer also gains access to Rackspace's Fanatical Support Team, a team of IT experts that are available 24x7x365.
- Rackspace offers a unified management portal via the Rackspace Control Panel, allowing IT administrators to manage all of an organization's services from a centralized location.

- Rackspace offers flexible deployment options, including Software as a Service (SaaS), Dedicated, Managed, and Co-location, which allow customers to pick whichever option best suits their individual needs.
- Rackspace Cloud Drive allows organizations to collaborate on files stored in the cloud. In addition, this service enables users to edit a single file simultaneously.
- Rackspace Cloud Drive is available via a web-based interface to enable productivity from any time and at any location.

KEY WEAKNESSES:

- Rackspace Email's collaboration features, such as contacts, calendars, and tasks, are available only in the webmail client. Users accessing Rackspace Email via a desktop client are only able to view and manage mail. Customers must upgrade to Hosted Microsoft Exchange in order to attain these collaboration features on a desktop client.
- Rackspace does not currently have a cloud-based Microsoft Lync offering, a service that many of its competitors offer. This may disappoint organizations looking for a secure IM and presence service to complement their messaging and collaboration services.
- Despite Rackspace's multi-layered anti-malware approach, its security offerings do not currently include email encryption capabilities.
- Organizations that choose to create a hybrid Rackspace Email and Hosted Microsoft Exchange deployment will only have read-only access to shared calendars.

SPECIALISTS

MINDSHIFT

www.mindshift.com

Founded in 1999, mindSHIFT Technologies, Inc. offers cloud computing, managed IT, data center and professional services, including virtualization, security, storage, VoIP, managed hosting, archiving, email, collaboration, and other cloud applications to SMBs. mindSHIFT's mindSHIFTOnline.com site offers **Hosted Exchange 2010**, which is available as a multi-tenant or dedicated offering. The service includes up to a 25 GB mailbox and a 50 MB attachment limit, with Microsoft Exchange ActiveSync, premium spam filtering, and a 200MB SharePoint site provided at no additional cost. mindSHIFT offers licenses for Microsoft Outlook 2010 or Microsoft Entourage 2008 for Apple Mac OS X for an additional cost.

Other services offered by mindSHIFT Online include **Microsoft SharePoint Foundation 2010, Email Archiving, Email Encryption**, and more.

FUNCTIONALITY: 4

MARKET SHARE: 8

KEY STRENGTHS:

- mindSHIFT includes a 200 MB Microsoft SharePoint site for no additional fee for all customers.
- mindSHIFT's Hosted Microsoft Exchange offering is available as a multi-tenant or dedicated offering.
- mindSHIFT offers a number of additional services to customers, which include archiving and email encryption capabilities.

KEY WEAKNESSES:

- mindSHIFT does not currently have a centralized control panel for management of all of its cloud email offerings.
- While mindSHIFT does offer add-on services to customers, these do not include cloud storage, Active Directory (AD) sync, and other additional services that competitors offer.
- mindSHIFT does not currently offer Hosted Microsoft Exchange 2013 to customers.

NAVISITE

400 Minuteman Road

Andover, MA 01810

www.navisite.com

Founded in 1997, NaviSite provides a wide range of cloud-based services via its Managed Applications suite of services. All of NaviSite's Managed Applications are deployed on the NaviCloud Managed Cloud Services (MCS) Platform. NaviCloud MCS allows NaviSite to offer a dedicated version of Microsoft Exchange Server in a virtualized environment. NaviSite offers up to a 99.99% SLA for all of its Managed Applications.

Hosted Exchange provides customers with Microsoft Outlook 2007 for Microsoft Windows or Microsoft Entourage 2008 for Macintosh OS X for free, as well as Microsoft Outlook Web App (OWA). Trend Micro technology is used for gateway and server-side anti-virus protection. **Microsoft SharePoint** is based on Microsoft SharePoint 2007 technology, and grants customers a 1 GB Microsoft SharePoint site with each Hosted Exchange account for free. NaviSite also offers **Microsoft Lync** for instant messaging (IM) and presence awareness.

FUNCTIONALITY: 5

MARKET SHARE: 9

KEY STRENGTHS:

- NaviSite offers enterprise-grade anti-spam and antivirus technology in all services. NaviSite is Sarbanes Oxley (SOX) compliant, and can meet PCI and HIPAA compliance requirements on behalf of a specific customer if required.
- NaviSite offers both dedicated and multi-tenant deployments of its services, and does not have a minimum seat count for dedicated deployments.

- NaviSite's NaviCloud Platform is a robust proprietary platform that allows the vendor to deploy virtualized dedicated Hosted Exchange and Hosted Notes/Domino services at highly competitive prices.
- NaviSite provides each Hosted Microsoft Exchange account with a free Microsoft SharePoint site.
- NaviSite provides customers with a wide range of mobility services, including Good Mobile Messaging, Microsoft Exchange ActiveSync (EAS), and BlackBerry Enterprise Server (BES).
- NaviSite's focus on dedicated deployments allows the vendor to build and support complex environments for organizations that require a highly customized cloud service. NaviSite's development team can seamlessly integrate the vendor's services with active directory (AD) and unified communications (UC) services.
- NaviSite offers a wide range of IT and managed hosting and cloud services on top of its cloud-based email and collaboration services. These include business applications for Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) via IBM, Kronos, Lawson, Microsoft, and Oracle.

KEY WEAKNESSES:

- NaviSite has been slow to update its multi-tenant offerings, such as Microsoft Exchange, which is currently running Microsoft Exchange 2007 technology.
- NaviSite's primary focus is providing dedicated services, which may not appeal to organizations that do not require a highly customized package.
- NaviSite only offers a more recent version of Microsoft Exchange as a dedicated offering, which is running on Microsoft Exchange 2010 technology.
- While NaviSite does offer a Microsoft SharePoint site with its Hosted Exchange for free, these sites come with only 1 GB, which is relatively small compared to competitors that also provide a free Microsoft SharePoint site.

- NaviSite's optional services do not include a Mobile Device Management (MDM) solution, a service that many of NaviSite's competitors offer.

FUSEMAIL

www.fusemail.com

Founded in 1994, FuseMail provides hosted email and fully integrated email security, secure archiving, continuity, and encryption services to organizations of all sizes. **Hosted Microsoft Exchange 2007/2010** includes up to 25 GB of email storage and licenses for Microsoft Outlook 2010 or Microsoft Outlook 2011 for Apple Mac OS X. Every mailbox is protected with **ScanSmart** spam filtering and email virus protection.

FUNCTIONALITY: 4

MARKET SHARE: 10

KEY STRENGTHS:

- FuseMail offers a unified control panel that consolidates management of all of its services to a single interface.
- FuseMail offers customers a wide range of cloud security services, such as ScanSmart with each Hosted Microsoft Exchange and Email Hosting mailbox, as well as the Email Security service.
- FuseMail offers customers optional archiving support, as well as an email continuity service.

KEY WEAKNESSES:

- FuseMail does not currently offer Microsoft Lync, a service that many of its competitors offer.
- FuseMail's Hosted Microsoft Exchange offering does not yet support Microsoft Exchange 2013.

- While FuseMail offers customers Microsoft SharePoint, it is not included with its Hosted Microsoft Exchange offering. Other cloud email providers often include a free Microsoft SharePoint site in their packages.

GO DADDY

www.godaddy.com

Founded in 1997, Go Daddy is a leading provider of Web hosting, domain names, and new SSL Security Certificates. Go Daddy's **Hosted Exchange** is based on Microsoft Exchange 2010 server technology. Go Daddy offers Hosted Exchange in individual and group plans, and ensures 99.9% availability and redundancy. All mailboxes are protected with spam filtering and antivirus protection. Each Hosted Exchange mailbox also comes with Microsoft Outlook 2010 or Microsoft Outlook 2011 for Apple Mac OS X for no additional charge, as well as Microsoft Exchange ActiveSync (EAS). Go Daddy's Group Plan includes a Microsoft SharePoint 2010 site for team collaboration and document management. Go Daddy also offers BlackBerry Enterprise Server (BES) as an optional service at an additional fee.

FUNCTIONALITY: 3

MARKET SHARE: 11

KEY STRENGTHS:

- Go Daddy offers both Hosted Microsoft Exchange and a proprietary, POP email service, allowing customers to pick which cloud email service best fits their needs.
- Go Daddy's group plan for its Hosted Microsoft Exchange service provides customers with a free Microsoft SharePoint 2010 site.
- While Go Daddy's Hosted Exchange does not offer more advanced functionality, this service is ideal for customers with more basic email needs.

KEY WEAKNESSES:

- Go Daddy does not currently offer a Microsoft Lync service to customers.

- Go Daddy's services cannot be controlled from a centralized control panel, a feature that is becoming increasingly common in the Cloud Business Email market.
- Go Daddy does not offer many add-on services to customers when compared to competitors. Go Daddy lacks additional functionality, such as hosted archiving, unified communications, and more.

SHERWEB

www.sherweb.com

Founded in 1998, SherWeb has been offering Hosted Microsoft Exchange since 2005. **Hosted Exchange 2010** provides anti-virus and spam filtering protection, and mailbox sizes ranging from 1 GB to unlimited space. For mobile device access, Hosted Exchange 2010 includes Microsoft Exchange ActiveSync (EAS) with all plans. Additional features include Microsoft Active Directory (AD) Sync, custom transport rules, mail-enabled public folders, email redirection, and SherWeb's proprietary SkyNox Online Backup solution. SherWeb also provides its MIDAS migration service to all customers. SherWeb offers a free onboarding service to all customers, as well as 24/7 telephone technical support. **Hosted Exchange 2013** offers 25 GB of mailbox storage per user, and 2 GB of public storage space. Hosted Exchange 2013 also includes SharePoint 2013 integration and BlackBerry Enterprise Server (BES) support.

SherWeb's customers have 24x7, multilingual customer care and technical support provided by Microsoft-certified experts.

FUNCTIONALITY: 5

MARKET SHARE: 12

KEY STRENGTHS:

- SherWeb offers Hosted Microsoft Exchange 2010 and 2013 to customers, allowing customers to choose which best fits their individual needs.
- SherWeb offers a centralized control panel for unified management of all of its services.
- SherWeb offers free migration for all customers via its MIDAS migration service, which greatly simplifies the transition to the cloud for customers.

KEY WEAKNESSES:

- Despite offering both Microsoft Exchange and SharePoint 2013 to customers, SherWeb's Microsoft Lync offering is still running on 2010 server technology.
- While SherWeb offers a number of additional features to customers, it lacks hosted PBX and unified communications capabilities.
- SherWeb's base Hosted Microsoft Exchange mailbox size is 1 GB of storage, whereas many competitors offer an introductory mailbox with more storage.

CENTERBEAM

www.centerbeam.com

Founded in 1999, CenterBeam is a Managed Service Provider (MSP) and Cloud Service Provider that delivers hosted collaboration, cloud computing, and hosted IT services to mid-sized businesses. **CenterBeam 365+** includes Microsoft Exchange, Microsoft SharePoint, and Microsoft Lync. All services are protected with both ForeFront Security as well as security and compliance technologies from Symantec e.Cloud, and come with US-based 24x7 phone support. CenterBeam 365+ has support for any version of Active Directory (AD) with integrated Real Single Sign-On. CenterBeam 365+ is managed through a Web-based control panel. CenterBeam 365+ is backed by a 99.95% SLA, and it is both SSAE 16 and SOC-2 Type II audited.

FUNCTIONALITY: 5

MARKET SHARE: 13

KEY STRENGTHS:

- CenterBeam 365+ provides customers with a nearly complete suite of cloud-based Microsoft services, including Microsoft Exchange, SharePoint, and Lync.
- CenterBeam 365+ supports Active Directory (AD) synchronization, allowing for single sign-on capabilities.
- CenterBeam 365+ offers both ForeFront Security and Symantec e.Cloud technologies, granting customers a cloud service with multi-layered security.

KEY WEAKNESSES:

- CenterBeam 365+ does not offer a cloud storage and synchronization service, a feature that some of its competitors offer.

- CenterBeam has not yet updated its CenterBeam 365+ service to offer Microsoft's 2013 server technology to customers.
- CenterBeam does not offer a dedicated option for Hosted Microsoft Exchange.

THE RADICATI GROUP, INC.
<http://www.radicati.com>

The Radicati Group, Inc. is a leading Market Research Firm specializing in emerging IT technologies. The company provides detailed market size, installed base and forecast information on a worldwide basis, as well as detailed country breakouts, in all areas of:

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- **Security**
- **Instant Messaging**
- **Unified Communications**
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- **Web Technologies**

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Currently Released:

Title	Released	Price*
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Corporate Web Security Market, 2013-2017	May 2013	\$3,000.00
Email Statistics Report, 2013-2017	Apr. 2013	\$3,000.00
Microsoft SharePoint Market Analysis, 2013-2017	Mar. 2013	\$3,000.00
Microsoft Exchange, Office 365, and Outlook Market Analysis, 2013-2017	Mar. 2013	\$3,000.00
Content-Aware Data Loss Prevention Market, 2013-2017	Mar. 2013	\$3,000.00
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Email Market, 2012-2016	Oct. 2012	\$3,000.00
eDiscovery Market, 2012-2016	Oct. 2012	\$3,000.00
Messaging Platforms Market, 2012-2016	Oct. 2012	\$3,000.00
Corporate IT and Business User Survey, 2012-2013	Sept. 2012	\$3,000.00
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Title	To Be Released	Price*
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MANAGEMENT STAFF

Sara Radicati, PhD

President & CEO

Sara is a computer scientist, author, entrepreneur and industry analyst. Sara was a pioneer in the early development of unified communications, email, directory services and security systems. She played an active role in the development of several international standards for networking and communications, and served on the board of directors of various industry associations, as well as Interop.

In 1993, she founded The Radicati Group an analyst firm specialized in tracking emerging communication and collaboration technologies. The company provides quantitative and qualitative market research, as well as advises corporate clients on procurement issues, and works with vendors and network operators to help them define their business strategy and product direction. The company also works frequently with investment funds to perform due-diligence and evaluate new opportunities.

Prior to founding The Radicati Group, Sara was lead architect for network protocols at Xerox Corporation and held management positions at 3Com and Novell.

Sara holds Computer Science degrees from Queens College CUNY, and the California Institute of Technology.