

Microsoft Exchange 2010 FAQs



I'm currently using Microsoft Outlook with a POP3 or basic webmail account. Why would I want to upgrade to Microsoft Exchange 2010?

Microsoft Outlook connected to a POP3 or webmail email account enables each user to manage their personal information (contacts, calendars, folders, documents etc.), but does not allow you to share it with anyone. With Microsoft Exchange 2010 all of this information can be shared among your business, making you faster at responding to requests, helping you instantly find files and emails, and taking the headache out of communicating with your employees, clients, and vendors. It also enables every user to access their information from any internet connection, keeping you connected and in sync wherever you go.

I am currently using an on premise email solution. Why would I want to I upgrade to Microsoft Hosted Exchange?

Microsoft Hosted Exchange 2010 enables you to maintain control of your email solution while outsourcing the headache of maintaining the server and the costly software and hardware upgrades. The single sign-on Management Console allows an administrator to turn mailboxes on and off, set permissions, set passwords, create distribution lists, create and manage email rules, and set mailbox size and limits. These features, as well as many others, enable an IT administrator to maintain complete control of the email solution, while outsourcing the 24x7 support responsibility.

Is it cheaper to have an on-premise email solution?

Microsoft Hosted Exchange from savvisdirect is on average 50%-90% more cost effective than an on-premise Microsoft Exchange server when all costs are considered. Ask your savvisdirect sales support executive for the ROI calculator to find out just how much you can save.

Can I use my current email address and domain with Microsoft Hosted Exchange 2010?

Yes, Microsoft Hosted Exchange enables you to send and receive email with your current email address. It does not require that you host your domain with savvisdirect. You can choose to use the assigned savvisdirect subdomain or continue using your current domain, free of charge.

Can I keep my Email, Contacts, and Calendars if I upgrade to Microsoft Hosted Exchange 2010 with savvisdirect?

Yes, you can keep your existing email, contacts and calendars. Our Cloud Engineers will show you how to migrate all of your information seamlessly into Microsoft Outlook. Once it is stored on our secure servers in the cloud, your information will be accessible, even if your computer, laptop or mobile device gets lost or damaged.

How long does it take to get up and running?

Following the recommended steps, the average user can activate and be using the service in under an hour. savvisdirect's FastForward Onboarding offers complimentary Guided Activation phone support to help you become familiar with your services, your Management Console, and the available resources. You can schedule a Guided Activation appointment by using our FastForward Onboarding online calendar accessible via a link within your Management Console. If you prefer to navigate things on your own, we've provided helpful Self-Service Activation resources like FAQs, searchable Knowledgebase articles and Product Manuals.



If I want to migrate myself, can I contact support if I run into an issue while upgrading?

savvisdirect has a team of Microsoft trained support representatives that you can call at any time for help with upgrading to Microsoft Hosted Exchange, free of charge.

Does Microsoft Hosted Exchange come with the full version of Outlook?

Microsoft Hosted Exchange from savvisdirect comes with the full professional versions of Microsoft Outlook 2010 with all future upgrades and patches included, free of charge.

How many computers can I install Outlook on?

Every Mailbox comes with a volume license for Outlook and Entourage. This allows Outlook or Entourage to be installed on as many computers as are connected to that Mailbox.

Can I sync my Contacts, Calendars, Email, and Tasks with my mobile phone?

ActiveSync, an included feature with Microsoft Hosted Exchange from savvisdirect, offers real time sync on any Windows Phone, iPhone, Android, and many other types of mobile devices, with more being added all the time. All of your important information is easily accessible from any internet connection or from any Active Sync enabled mobile device. For an additional charge, you can also sync your BlackBerry devices.

Where is my information (Emails, Calendars, Contacts, and Documents) stored?

Your information and email is stored in Top Tier Secure Data Centers across the country. Your Data is backed up regularly and if you accidentally delete an item, we can retrieve it for you... even up to 14 days after it was deleted. Our data centers are located in multiple geographic locations, so if there is a disaster in one area, your invaluable information is safe and accessible.

Who has access to my information when it is stored in your Data Centers?

Public access to data centers is expressly forbidden. Only qualified technicians who have undergone extensive background checks have access to your data. Every time your information is accessed, the activity is tracked and recorded. (Disgruntled employees within your company are more likely to misuse your sensitive information than a Qualified Technician in a data center).

Does Microsoft Hosted Exchange come with Anti-Spam/Anti-virus protection?

Microsoft Hosted Exchange runs enterprise class Anti-Virus/ Anti- Spam protection.

Visit us online at www.savvisdirect.com to learn more, or call us at 855.459.5121.



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