

# Business Software On-demand.



 **yncmymail**™

[www.syncmymail.co.za](http://www.syncmymail.co.za)

# The benefits of hosted software

Hosted business software gives you great advantages over in-house server software. It requires no IT-investment. You can upscale and downscale without paying for overcapacity. The service availability is higher and you have much less IT-hassle. With hosted software you can focus on your core business.

## High adoption

Hosted software applications are available from any computer or any device — any time, anywhere. As hosted software apps have an interface similar to the internet, users are comfortable to make themselves familiar with the applications.

## Lower initial costs

Hosted software applications are subscription based. No license fees mean lower initial costs. Having the hosted software provider manage the IT infrastructure means lower IT costs for hardware, software, and the people needed to manage it. all.

## Painless upgrades

Because SyncMymMail manages all updates and upgrades, there are no patches for customers to download or install. SyncMyMail also manages availability, so there's no need for customers to add hardware, software, or bandwidth as the user base grows.

## Cost efficient

You don't need to worry about exceeding IT budget for new software, upgrades, new hardware, the costs of unexpected fall outs, maintenance and support. All our hosted software applications have fixed prices - no unpleasant surprises. The Total Cost of Ownership with hosted software is typically 8 (!) times lower than an in-house deployment and the IT hassles is clearly lower with hosted business software.

## Reliable service availability

Hosted software delivers a more powerful and secure solution than in-house solutions. A few large organizations can match the infrastructure, security and knowledge that is invested in our datacenter.

## Dedicated support

All users have direct access to our certified 1st line support helpdesk. So in case you have a problem or question regarding the service, you have a direct line to our dedicated helpdesk.



# Microsoft Hosted Exchange

## The solution

Email is now a critical application for business, but delivering a feature-rich messaging service is challenging: regulatory requirements are becoming increasingly complex; merger and divestiture activities require rapid adjustment of service capacity; good technical expertise is in high demand; and the “buy versus build” economics are changing.

A compelling solution to this challenge is Microsoft Hosted Exchange, a hosted enterprise messaging service based on Microsoft Exchange Server 2007. Hosted Exchange helps deliver the messaging protection your company demands and the anywhere access employees want. Hosted Exchange leverages the knowledge of Microsoft products, best practices developed with customers and partners, and experience operating Microsoft internal corporate messaging to deliver a world-class, mission-critical service. Certified Microsoft engineers handle setup, provisioning, ongoing maintenance and upgrades of the Exchange Server infrastructure, reducing your team’s IT workload and freeing resources, so you can focus on your core business.

## How it works

The Exchange servers house in a reliable, redundant data centre. Hosted Exchange helps simplify IT management by removing your need to deploy, configure, monitor and update/upgrade an e-mail solution on premises. SyncMyMail provides migration tools that help move your existing mailbox data into the Hosted Exchange environment, which means your enterprise can be up and running with Hosted Exchange quickly.

## Key features

- 3 GB or unlimited storage capacity
- Shared calendar, contacts, and tasks
- Free copy of Outlook or Entourage
- Browser-based Outlook Web Access
- Virus/spam filtering
- Free Push e-mail, calendar, contacts and tasks for Windows Phone & iPhone
- BlackBerry Enterprise Server integration
- Business continuity & disaster recovery
- 99.99% guaranteed uptime
- HTTPS connections
- Full integration with our other services: SharePoint, Dynamics CRM, Office Communications Server



## Microsoft Hosted Exchange

	Personal Exchange	Standard Exchange	Unlimited Exchange
Mailbox storage	1 GB	3 GB	Unlimited
Shared Calendar, Contacts & Tasks			
Global Address List			
Group Scheduling			
Distribution lists			
Self-Service Portal			
SMTP / MAPI / POP / IMAP			
Outlook Web Access			
Free Outlook or Entourage license			
Free iPhone / Windows Phone Sync			
Full BlackBerry sync (BES)		Optional	Optional
Anti spam/virus			
Mac and PC support			
Live phone Support			
Free SharePoint site			
Month-to-month contract			
Data Protection Service			
Regular security assessments			
99.99% guaranteed uptime			
Mailbox import & export tool			
Daily backups			
Tier 3 datacenter			
Split Domain	Optional	Optional	Optional
E-mail archiving	Optional	Optional	Optional



# Microsoft Hosted SharePoint

Find organizational resources, search for corporate information, manage content and workflows, and leverage business insights to make better-informed decisions.

Having a communication and collaboration solution that helps people work better together is essential for every organization. Finding the right platform to enable collaboration is critical. Communications technologies change quickly. Security concerns are rampant. And company IT resources may be spread thin.

That is why many organizations today are turning to Microsoft hosted SharePoint. Hosted SharePoint provides a single, integrated location where employees can efficiently collaborate, find organizational resources, search for information, manage content and workflow, and leverage business insight to make better-informed decisions. This hosted solution enables you to easily create and manage custom team and project-focused sites for collaboration, including security-enhanced document sharing. Users get the flexibility and customization they need to truly work efficiently across teams.

SyncMyMail handles the setup, provisioning, ongoing maintenance and upgrades of your the SharePoint infrastructure. This reduces the IT workload and frees your IT staff to work on core strategic initiatives that can help move your business forward.

## Key features

- Shared document and meeting workspaces.
- Content management features for documents and Web content.
- Document libraries with version control.
- Seamless integration with Microsoft hosted Exchange and Office 2007.
- Standard templates including wikis, blogs, and surveys.
- E-mail alerts when documents or other items have been changed or added.
- RSS feeds for libraries and lists.
- Use of a secure HTTPS connection.
- 99.99% guaranteed uptime.
- Live phone support.



# Hosted Microsoft Dynamics CRM

Microsoft Dynamics CRM combines your Microsoft Office applications with powerful customer relationship management (CRM) software accessed over the internet to rapidly improve marketing, boost sales and bolster customer service interactions.

Customer Relationship Management (CRM) is a company-wide business strategy focused on improving interactions with customers. Organizations looking for technology to improve these customer experiences are often hampered by lengthy and costly implementations, inflexible software and poor user adoption. Microsoft Dynamics CRM helps solve these challenges with powerful, easy-to-use CRM software delivered over the internet to help organizations get up and running quickly and cost-effectively with the flexibility to meet the unique needs of any business.

## **Sales: Close deals fast**

Enable salespeople to create a single view of the customer with tools that streamline and automate everyday sales processes promoting shorter sales cycles, higher close rates and improved customer retention. Microsoft Dynamics CRM gives sales professionals fast access to customer data and history when connected to the internet or while working offline so they can work smarter and spend more time selling.

Wizard-driven communications tools help keep sales prospects and customers informed of new product and service offerings.

## **Marketing: Generate demand**

Provide marketing professionals with intuitive data organization and segmentation tools, powerful campaign management features and insightful marketing analytics to increase the effectiveness of marketing programs, generate demand and better track key performance indicators. Dynamics CRM provides a comprehensive set of marketing capabilities so you can better understand customers and target your resources to the areas of highest return.

## **Service: Deliver responsive**

Deliver customer information, case management, service history and support knowledge to the desktops of customer service personnel, giving them the tools to deliver consistent, efficient service that enhances customer loyalty and profitability. Dynamics CRM provides a comprehensive customer service solution that is familiar to users, and is completely customizable to match your support process.



# Microsoft Office Communications Server

Office Communications Server 2007 delivers streamlined communications for your users so they can find and communicate with the right person, right now, from the applications they use most.

## Enterprise IM solution

Agility is a cornerstone of business success in today's rapidly changing marketplace. Agile organizations can react swiftly and respond effectively to opportunities and challenges. They utilize robust tools that allow prompt communication and real-time collaboration with co-workers and decision-makers. Yet many companies today are held back by their reliance on yesterday's communications technologies.

## Improve collaboration

Hosted Microsoft Office Communications delivers robust instant messaging (IM) and presence functionality that enables real-time person-to-person communication across your organization. Through presence awareness, workers can quickly detect a colleague's availability for a time-sensitive consult or business-critical decision – and then connect rapidly using a reliable, security-enhanced IM solution.

Whether team members are in the next room or on the next continent, the powerful combination of presence awareness and IM can help improve productivity, drive business efficiencies and build a more agile organization.

## Key features

- Ability to display and detect presence availability of other users
- Encrypted instant messaging
- Integration with Microsoft Office
- Presence integration with SharePoint
- Users can add distribution lists to their Contact Lists and IM with individuals or the entire list
- Person-to-person audio and video inside a company LAN environment
- Remote access to the service
- Increased network security with the Intelligent Instant Message Filter
- Sign In application installed on users' computers to provide a single sign-in point

# Mobile Synchronization



BlackBerry smartphones are an ideal way to stay connected to everything that matters to your business and life. The seamless, wireless integration with your e-mail, address book, calendar, tasks, notes and Global Address Lists makes the BlackBerry the ultimate business device. The security of wireless data transfer is uncompromised and in case your BlackBerry is lost or stolen, you can easily wipe the device remotely within our Control Panel.



With our Exchange ActiveSync service you can wirelessly push email, calendar events, and contacts to your iPhone. And with enhanced features like searching your inbox and server, creating calendar invitations directly from iPhone, and dialing out from calendar events; it's easy to stay on top of your business. iPhone synchronization is a free add-on service to our Standard Exchange and Unlimited Exchange offering.



With our Exchange ActiveSync service you can wirelessly push email, calendar events, and contacts to your Windows Phone. And with enhanced features like searching your inbox and server, creating calendar invitations directly from Windows Phone, and dialing out from calendar events; it's easier to stay on top of your business. Windows Phone synchronization is a free add-on service to our Standard Exchange and Unlimited Exchange offering.

# Google™ apps

Google Apps include email, calendar and instant messaging that helps you communicate and stay connected, wherever and whenever you work. These web-based services can be securely accessed from any browser or your mobile devices like BlackBerry and iPhone



**Google Mail** offers 25 GB storage per user, powerful spam filter, BlackBerry and Outlook interoperability and a 99.9% uptime SLA. Gmail is securely powered by the web, so you can be productive from your desk, on the road, at home and on your mobile phone, even when you're offline.



**Google Docs** is an online document editor with real-time collaboration. Docs lets users edit the same file at the same time so you always have the latest version. Docs works in the browser on PC, Mac, and Linux computers, and supports popular formats like .doc, .xls, .ppt, and .pdf.



**Google Calendar** is a web-based calendar application that enables employees to work together efficiently. Overlay multiple calendars to see when people are available, access your calendar on your PC or with your BlackBerry or iPhone, and share company wide calendars with co-workers.



**Google Site** is an easy way to create secure web pages for intranets and team projects. No coding or HTML required. Use Google Sites to centralize documents, spreadsheets, presentations, videos, slideshows and more to help keep teams organized.



**Google Talk** is a web-based application for instant messaging and voice over internet protocol (VOIP). You can send and receive voicemails to other users, transfer files without any file restrictions, and see and hear others in the high quality video chat.



**Google Video** lets you post and embed videos, tag them, and leave comments – just like having your own mini YouTube. Share more information in less time, making company content like trainings and executive communications more personal, visual, and engaging.

## Contact

Tel. 087.6250.519

Fax 086.5205.130

[info@syncmymail.com](mailto:info@syncmymail.com)

[www.syncmymail.co.za](http://www.syncmymail.co.za)

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