

## Managed E-Mail Service Overview

This document describes the Getronics Managed E-Mail Service.

### Service Overview

Using this Service the Customer will be able to:

- Send and receive mail both inside and outside the customer organisation
- Access a personal mailbox
- Use and share a functional group mailbox with co-workers
- Give reading and writing access to co-workers in the personal mailbox
- Plan appointments by using the address list of the organisation
- Plan meetings by using the address list of the organisation
- Use the calendar, including standard functionalities which are provided by Outlook
- Print messages, appointments and calendars
- Make use of the additional secondary functionalities for example: distribution lists, tasks list, archiving, etc

The Service includes:

- Use of the e-mail infrastructure
- Support for defined desktop clients and extended Exchange services to mobile devices (Outlook Anywhere) or Unified Messaging
- All necessary licences via an SPL agreement (if required)
- Implementation of the users' mailboxes
- Operational management of the infrastructure to ensure the following:
  - performance of the infrastructure components defined by the service level
  - appropriate security, data backups and resilience
  - maintenance of Active Directory with regards to mailboxes and contacts including the setting up, moving and deleting of mailboxes
  - answering e-mail related questions
  - monitoring the e-mail environment
  - monitoring and implementation of the Getronics security policy concerning e-mail, with some Customer specific changes
  - e-mail security (e-mail filtering/SPAM etc). The prevention of receiving virus infected email messages and unwanted e-mail (SPAM) through maintenance of the SPAM filters; plus e-mail vetting to remove abusive e-mails etc; and, if applicable, the quarantine of virus infected data
  - management, support, reporting and administration of the e-mail application and ancillary software against pre-defined SLAs

- providing Service Desk support for Incident, Problem, Change and escalation of incidents / problems to Software Providers
- access to the service provided through Customer networks and through the Internet
- retrieval of deleted mailboxes or mail items
- defined recovery in case of a disaster
- the systems utilised will be patched up to date, with security patches applied immediately, and other patches within one month. Software used on the service will always be either the current release or the previous one
- data protection compliance
- integration with other Microsoft Applications – SharePoint, Office Communicator, Identity Integration Server

### Optional Services

- Service Transition from an existing e-mail service
- DR services
- E-mail archiving (user driven or automatic) with extensive de-duplication for both mailboxes and public folders
- E-mail journaling for SOX compliance, covering all externally received or externally sent e-mails
- Archiving extensions to other services such as file services and SharePoint

### Hours of Service

The service will be available as follows:

- Sending and receiving of e-mail 24 x 7
- Service desk 24 x 7
- E-Mail administration 09:00 to 17:30 M-F excluding UK Bank Holidays

### Commercial Proposal

All charging will be based on:

- Price per Mailbox
- Usage of storage for mailboxes or archived mail items
- Price for optional services, such as archiving
- SLA / Hours of Service

The minimum number of mailboxes that a customer may utilise on the service is 100. The price per mailbox per user will reduce as the number of mailboxes utilised by that Customer grows.

### Tiered Services Description

In the tiered services description, the Base or Bronze level of service will map to the Microsoft Basic Exchange Service, while the Silver level will map to the Standard level of the Microsoft Exchange Service and the Gold service will map to the Extended Microsoft Exchange Service.

Functionality	Base / Bronze Level	Silver Level	Gold Level
Inbox	✓	✓	✓
Mailbox Size	100MB	200MB	500MB
99.95% Guaranteed Service Level	✓	✓	✓
Daily Data Backup	✓	✓	✓
24*7 Technical Support	✓	✓	✓
Anti-Virus Scanning	✓	✓	✓
Spam Protection	✓	✓	✓
Company Domain Name	✓	✓	✓
Company Address Book	✓ *	✓	✓
Out of Office Messages	✓ *	✓	✓
Spell Check	✓ *	✓	✓
Auto-signature	✓	✓	✓
Personal Folders	✓ *	✓	✓
Notes	✓ *	✓	✓

Functionality	Base / Bronze Level	Silver Level	Gold Level
Public Folders	✓*	✓	✓
Personal Calendar	Via E-mail Client	✓	✓
Personal Contacts	Via E-mail Client*	✓	✓
Windows Mobile Access	E-mail Only*	✓	✓
BlackBerry Access	E-mail Only	✓	✓
Outlook Web Access	✓	✓	✓
POP3/IMAP Access	✓	✓	✓
Tasks		✓	✓
Mail Enabled Public Folders		✓	✓
Mailbox Rules		✓	✓
Search Folders		✓	✓
Shared Folders		✓	✓
Shared Contacts		✓	✓
Shared Calendar		✓	✓
Group Scheduling		✓	✓
Outlook/Entourage License		✓	✓
MAPI Access		✓	✓
Journaling		✓	✓
Full Offline Working		✓	✓
Offline Address Book		✓	✓

\*Available with Outlook Web Access only

Version Number: 6.0

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Date: 15<sup>th</sup> July 2009

### Global Reach

Getronics employs 25,000 IT professionals in over 25 countries and has extended coverage through the Getronics Global Service Delivery Model into 80 countries. This enables Getronics to deliver upon our commitments and provide truly global solutions.

### Managed Service

Getronics can provide a full Managed Service to organisations that do not have the capability to provision and maintain Microsoft infrastructure internally within their business. Getronics has invested heavily within our Infrastructure Services to enable customer solutions to be hosted within our Data Centres. This offers customers guaranteed levels of service and quality.

### Consultancy Services Practices

Getronics Consultancy Practice model enables us to meet all of our customer needs in the delivery of ICT solutions. The breadth of Getronics Consultancy practices include;

- Enterprise Content Management
- Business Intelligence
- IT Service Management
- Best Practice Consulting
- Business Process Management
- Solutions Architecture
- Communications Consulting
- Storage Consulting
- Programme Management