

Software as a Service

Key offerings

- Microsoft Exchange mail and calendar collaboration service
- Microsoft Lync (Skype for Business) unified communications (UC) service
- Mobile device integration
- Mimecast cloud-based email archiving and business continuity service
- Self-service portal

Plans and features: Collaboration services

Exchange plans	Resource	Mailbox type/size	
		Standard	Online-archive
Resource	1GB	-	-
Express	-	1GB	-
Value	-	2GB	-
Executive	-	5GB	-
Premium	-	10GB	-
Premium Plus	-	20GB	-
Platinum	-	25GB	25GB
Supported customer protocols			
Exchange Active Sync	-	✓	✓
Outlook Web App	✓	✓	✓
Outlook Anywhere	✓	✓	✓
POP3	-	✓	✓
IMAP4	-	✓	✓
SMTP	-	✓	✓
Security			
Secure ActiveSync policies	-	✓	✓
Anti-spam and anti-virus protection	✓	✓	✓
Email disclaimers	✓	✓	✓
Mobility			
Hosted Blackberry	-	✓	✓
Anywhere access from iPhones	-	✓	✓
Android and Windows phones Premium	-	✓	✓
OWA access from IE7+, Firefox 3.01+ and Chrome 3.0.195+ browsers	✓	✓	✓
Basic OWA access from IE6+, Firefox, Safari and Opera browsers	-	✓	✓
All Exchange plans			
Features	All Exchange plans		
Maximum message size	20MB		
Productivity features			
Corporate address book	✓		
Distribution groups	✓		
Contacts	✓		
Mailbox permission management	✓		
Calendar sharing	✓		
Delegate access	✓		
Tasks	✓		
Shared mailboxes	✓		
Multiple email domains	✓		

Compliance and email archiving	
Mimecast email archiving integration	✓
Journaling to any SMTP email address	✓
Reliability and recovery	
Service uptime	99.99%
Site resiliency	✓
PST import and export	✓
Deleted item retention period	30 days
Deleted mailbox retention period	30 days
Active directory sync	
Single sign-on	✓
User directory synchronisation	✓
Hybrid configuration (Co-existence with on-premises)	
Rich co-existence	
Directory synchronisation	✓
Free/busy sharing	✓
Unified global address list	✓
Online mailbox moves between on-premise organisation and Datacentrix cloud	✓
Trusted email delivery	✓
Supported features	
Features: Lync unified communications service	
Instant messaging	✓
Presence	✓
Lync to Lync audio conferencing	✓
Lync to Lync video conferencing	✓
Web conferencing	✓
Dial-in conferencing (Lync and Web app customer only)	✓
Application sharing	✓
Federation with other Lync federated organisations	✓
Mobility (optional)	-
Enterprise voice integration (optional)	-
Single sign-on with cloud services credentials	✓
Group/persistent chat (optional)	-
Archiving IMs to Exchange	✓
Support	
Email support	✓
Telephonic support	✓
Optional email migration service	✓
User directory synchronisation	✓

Datacentrix' cloud services portal

Datacentrix' cloud services portal integrates with existing business systems and offers powerful tools to automate operational workflows and customer service functions such as self-service, on-boarding, automated provisioning, usage metering, billing and how-to support to run your cloud services. Dashboards enable complete visibility into performance and usage and ensure that service levels are met.