



Managed Microsoft® Exchange world-class messaging

extend messaging beyond e-mail

Your corporate messaging system serves you well, but could it do more? Ensuring that it delivers top performance, efficiency and reliability is vital to the success of your business. But when your number-one priority is managing your enterprise, you shouldn't be distracted by having to manage your messaging system.

TELUS has a solution that allows you to eliminate those hassles and focus on the activities that make your business successful. With Managed Microsoft Exchange from TELUS, we assume all responsibility for infrastructure design and upgrades, system availability, scalability, performance, security and licensing. You receive upgrades as new releases are available, without interrupting service or degrading the application performance experienced by your users. Your employees will communicate more efficiently using a unified corporate address book, distribution groups, shared agendas and scheduling. Document sharing and task management enables your staff to be more effective.

Managed Microsoft Exchange from TELUS is one of our Collaboration Solutions – products and services that drive active and real-time collaboration, putting the right information in front of the right people at the right time. They are part of our collaboration services portfolio, which is designed to help you work and collaborate more effectively both within your company and externally with customers, suppliers and partners.

the best for your business

TELUS has implemented one of the largest Microsoft Exchange platforms in Canada. Leverage our expertise to:

Increase productivity. Do more than just e-mail messaging. Our solution enables the advanced features of Outlook: access a unified corporate address book and distribution groups, share calendars and documents seamlessly. Your users access the service using Microsoft® Outlook or any standard Web browser.

Improve collaboration. Your employees will work together more efficiently using folders to share sales results, inventory, price lists and more. A shared Outlook calendar lets you plan meetings effortlessly by making it easy to check the availability of every participant in real time.

Control costs. Managed Microsoft Exchange from TELUS allows you to manage your messaging system for a predictable low monthly fee. You avoid the high initial capital outlay associated with an in-house solution, and can accurately forecast and budget your costs for messaging services.

Increase security. Our secure network architecture ensures maximum protection while delivering optimal performance – redundant, multi-vendor firewall protection with separate Internet, backup and monitoring network segments. Our system automatically scans and disinfects e-mail attachments for known viruses. Our anti-spam service stops virtually all unsolicited mail from entering your system.

the TELUS advantage

- Extend your messaging beyond e-mail
- Improve performance, availability and security
- Refresh older technology painlessly
- Intercept and block spam before it reaches you
- Control and reduce costs

Managed Microsoft Exchange

stay connected

You can access your e-mail and other tools anywhere, anytime with Microsoft Outlook or Microsoft Outlook Web Access. TELUS has deployed the latest security solutions so that you do not need to configure and use a virtual private network (VPN) to access your e-mail and documents.

Microsoft Outlook Web Access features the same interface as Outlook, providing your users with a consistent experience whether they are connecting from their office computer or from a PC at a remote location. Outlook Web Access also supports more Outlook functionality such as calendaring, spellcheck, task list, folder search and junk mail rules and filters.

enhance accessibility

Your employees can stay connected even when they are away from an Internet connection. With Managed Microsoft Exchange from TELUS, they can receive real-time synchronization of their e-mail and calendar, and can add and view attachments from any Microsoft Pocket PC and Smartphone, Palm Treo or BlackBerry® mobile device. Web-enabled mobile devices can also retrieve e-mail and calendar entries via a light Web interface from anywhere.

improve reliability

Our system supports a full range of e-mail connectivity from basic POP to next generation connections, allowing Outlook® access from any Web-enabled location. The hosted environment includes redundancy and auto-alerts to proactively monitor your system allowing TELUS to identify problems before you do. TELUS experts administer the system, plan upgrades, manage security threats and perform routine maintenance to deliver exceptional service without affecting your business.

control and reduce costs

With Managed Microsoft Exchange from TELUS, you can accurately forecast and budget your costs for messaging services. You avoid the high initial capital outlay associated with an in-house solution and manage your messaging system for a predictable low monthly fee. Savings are achieved by avoiding the cost of a full-time or outsourced employee to manage your server, as well as avoiding the lost productivity from down time caused by upgrades or crashes.

Managed Microsoft Exchange from TELUS is a revolutionary alternative to in-house solutions. Our managed solution relieves pressures on overstretched IT departments – management of e-mail accounts and folder access by adding or limiting users can all be accomplished with the online administration tool. We host the solution in our world-class Internet data centres with new hardware and up-to-date software that follows Microsoft Best of Breed guidelines.

Managed Microsoft Exchange from TELUS is the premier business-quality messaging environment. You have complete control via a unified Web interface that allows administrators to:

- Create, delete, move users
- Allocate disk space dynamically based on usage needs
- Notify users by e-mail
- Manage distribution lists, public folders, external contacts, user disk usage
- Access actions logs and usage reports
- Create aliases, forwards or e-mail delivery restrictions
- Brand and customize your Web interface

TELUS also provides each of your users with access to a personalized portal to:

- Auto-configure their e-mail settings using a downloadable tool
- Enjoy single sign-on capabilities
- Change their password
- Create e-mail forwarding
- Use out-of-office assistant
- Access online help and tutorials

TELUS makes Microsoft Exchange more useful by providing a turnkey solution for infrastructure design and upgrades, system availability, scalability, performance, security and licensing. You can count on the TELUS team to work closely with your organization to create a high-performance messaging system that meets your business needs.