

V2 SYSTEMS

IT PROFESSIONALS

V2 SYSTEMS'S EXCHANGE 2010 VS MICROSOFT ONLINE SERVICES

Feature	V2 Systems Exchange 2010	Microsoft Online
Exchange 2010	You get the latest version – hosted Exchange 2010; provides access to Outlook Web Application (OWA) 2010 – a more robust version of OWA 2007.	Latest version available – Exchange 2007.
Enterprise-Level System Access and Security	Personal user ID and password provide secure access to services.	Standard MS Live ID used to access all services.
No Contracts to Sign	Month-to-month agreements	Yearly commitments and early termination fees
Fully Customizable Mobile Device Policies	BlackBerry Enterprise Server and ActiveSync for iPhone and Windows Mobile devices. We don't require you to purchase BlackBerry license, it's included, and V2 SYSTEMS helps you set up the service and provides support for it.	Only support for certain BES functionality. Microsoft offers basic BES connectivity; certain features are disabled and many are prescribed, leaving little ability for customers to choose policies and other critical aspects of the offering.
Enterprise-Grade SLA	Higher availability 99.999% uptime; V2 SYSTEMS allows for notification of an issue up to the month immediately following the month for which a customer is seeking credit.	99.9% uptime; from MS Online SLA; "In order to be able to submit a claim...the customer must first have notified Customer Support...within five business days following the incident."

V2 SYSTEMS

IT PROFESSIONALS

Expert Support	Less than one minute is the average hold time to reach a MS-certified technician.	Long wait times and more difficulty in hosted Exchange-specific offshore support. From Gartner; "...when customers call with a problem, it may be the first time that Microsoft is encountering it."
Message Disclaimer	Yes	No
Public Folders	Yes	According to Gartner, Microsoft shared Exchange offering does not support this.
Proprietary Control Panel	Our Control Panel, designed for SMBs, makes account administration easier and less time consuming; 4th generation platform that is far more stable and feature-rich than the Microsoft sub-contracted 1st generation generic system. From ZDNet, "...simplify administration tasks via a custom control panel...instead of using the generic Microsoft-provided admin tools."	Standard HMC solution provides less control over user and mailbox settings. According to Gartner, "The [MS Online] administration console has no granularity — all administrators can delete domains and change MX records, for example. The need for role-based permissions in the administration experience will be addressed in our next major service release."
Split Domain Support	Very useful and cost effective for organizations that have only a partial number of users that require an Exchange email environment, while simple and inexpensive POP email is sufficient for others. With Enterprise plans, V2 SYSTEMS customers can host some mailboxes on Exchange and some on POP.	No

V2 SYSTEMS

IT PROFESSIONALS

Flexible Site Selection	Our four US datacenters are strategically located on the East and West coasts. Customers located in the East will store data in the East coast datacenter to reduce latency; fifth datacenter in the UK for European-based customers.	No
SAS 70 Type II and PCI Compliance	SAS 70 Type II audited, ensuring we adhere to the highest professional standards and strict internal controls required for service organizations. PCI Compliant to ensure the highest security for online payment account data.	Microsoft Online Services does not have this same level of certification and compliance and therefore they are not qualified to support finance, insurance, legal and healthcare companies.