

# FACT SHEET

## EMAIL AS A SERVICE

**PROVIDING YOU WITH EMAIL MANAGED SERVICE; REMOVING THE RESPONSIBILITY OF DAILY EMAIL MANAGEMENT AND ALLOWING YOU TO FOCUS ON YOUR CORE BUSINESS.**

### FEATURES

- Microsoft Exchange platform hosted on a non-dedicated shared hardware infrastructure
- 24/7 live customer support, an industry-leading uptime 100% SLA
- Mobile device synchronization with expanded services
- Advanced anti-spam and anti-virus defense with expanded services
- Robust email archiving and compliance capabilities with expanded services

### THE CHALLENGE

Email is the major form of communication in today's business environment with billions sent out each day. Organizations use email to communicate with customers, partners, and employees. With the use of email increasing, operating costs and complexities in managing mail platforms also builds up.

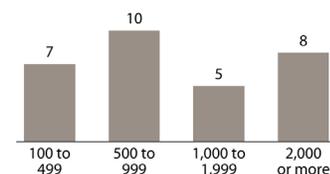
Most in-house solutions typically involve heavy upfront infrastructure costs for servers, storage and licenses, with recurring license charges every year. The set up and configuration of email systems can be difficult and deployment for new users or workgroups can take extensive time. Email backup and recovery systems, as well as anti-virus and anti-spam systems, are just as expensive and complex to implement. Email and attachment volumes can quickly spiral, eventually stretching server and storage capacities and making even more capital expenditures necessary. But simply increasing the capacity of the email system may not be a viable option in some cases where the limits of the physical data center space itself have been reached.

To lower operating costs, organizations are beginning to employ hosted email services provided by IT services vendors. Hosted email services provide businesses with email collaboration and group scheduling via tools such as Microsoft® Outlook, Entourage and Outlook Web Access (OWA). A hosted solution is much more economical than building your own solution. No initial upfront commitments for infrastructure, hardware or licensing are required and ongoing IT costs are minimal. So the returns are immediate,



which results in much faster payback periods. It lets you refocus your IT resources on more strategic initiatives to help grow your business, instead of merely maintaining the systems required to operate it.

### HOW MANY MAILBOXES DO YOU RUN PER SERVER?



Base: 30 IT professionals responsible for providing email at North American and European businesses

Figure 1-3

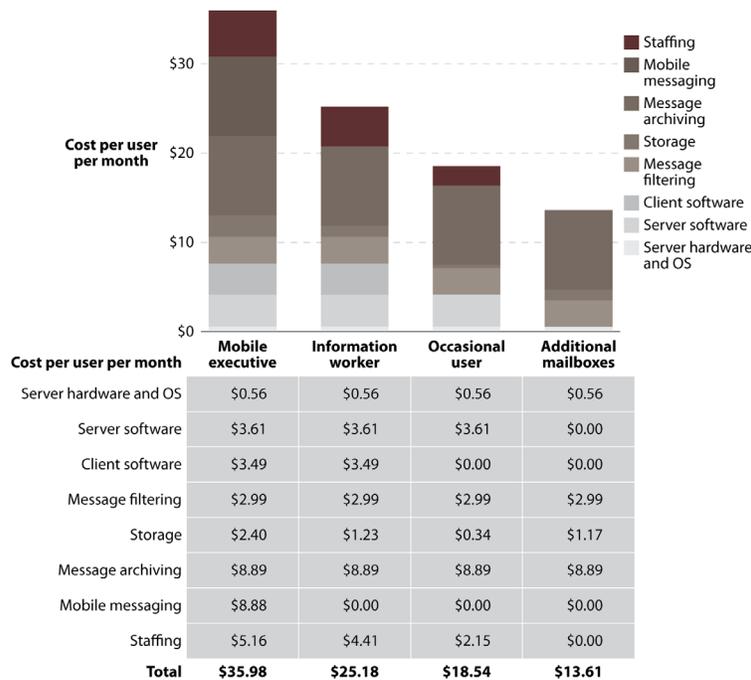
Source: Q3 2008 North America and Europe Email Architecture Online Survey 46302

Source: Forrester Research, Inc.

### Many Firms Underestimate Email's Full Cost

Forrester also asked about how many servers and mailboxes our respondents are supporting today. The responses reflect the range of firms that we surveyed, and when we calculated the number of mailboxes per server, the results were not surprising – they were all over the map (see Figure 1-3).

COMPARING THE ON-PREMISE COSTS FOR DIFFERENT WORKER SEGMENTS.



46302

Source: Forrester Research, Inc.

Should Your Email Live In The Cloud? A Comparative Cost Analysis,” Forrester Research, Inc., January 2009.

When Forrester asked the firms what they thought their email cost them, we were surprised by the lowball estimates and the lack of consistency. These execs think that email costs them anywhere between \$2 and \$11 per user per month, with the majority guessing \$10. When we spoke with these executives, their reasons were many: “Our system is fully depreciated,” “Hardware and support are in someone else’s budget,” “We get email for free in our enterprise client license.”

But even a rough calculation shows that the monthly cost for email hardware and software alone is more than that. And when you add in the costs of staff, maintenance, storage, archiving, mobile email, and financing, it can be four times higher. So while the cost to an individual budget holder might look low, the fully loaded cost of email is surprisingly high.

**Fujitsu Solution**

Fujitsu provides an email managed service to customers. This removes the responsibility of daily email management from the client to Fujitsu, allowing customers to focus on their core business.

Fujitsu offers email as a service for a predictable monthly fee with a quick and proven migration and implementation so that clients achieve savings as quickly as possible. This service removes the burden of the management and compliancy issues related to email away from the client. It allows organizations to reduce costs based on IT staff savings, hardware refreshes, software updates/patches and software licenses. The service is equipped with anti-virus/anti-spam services from an industry leading provider and helps companies make email a manageable operating expense.

**EMAIL OFFERING**

Fujitsu provides clients with an electronic mail system using the Microsoft Exchange platform hosted on a non-dedicated shared hardware infrastructure. Our Microsoft Exchange offering enables companies of all sizes to have flexible, easy-to-use, business-class email, as well as collaboration and group scheduling – via Microsoft Outlook.

The base email service provided to our customers is a Tier 1 - 1 GB mailbox accessed through Microsoft Outlook Web Access. Fujitsu also includes calendar, all applicable licenses, and an anti-virus solution within this service.

For clients who require a fully functional Microsoft Outlook client for offline email preparation and who want to start with a bigger mailbox, Fujitsu provides a Tier 2/ 3/ 4 – 1.5/ 3/ 5 GB mailbox plus shared calendars, personal and group scheduling, global address and distribution functionalities, journal, and task lists on top of the defined offering.

In times of planned or unplanned outage, Fujitsu Email Defense with Continuity protects your email with a combination of proven spam filters, leading anti-virus engines, content and attachment emailing filtering, and fraud detectors. Fujitsu Email Defense also provides Message Continuity, which is a comprehensive managed disaster recovery service. This service allow for full email functionality (read, compose, reply, forward and delete) via a Web-based client during planned or unplanned outages.

**ASSURED RELIABILITY**

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We feature 24/7 live customer support, an industry-leading uptime 100% SLA, and secure connectivity via HTTPS. Plus, our customer support team is entirely U.S.-based.

**24/7 live customer support**

- Featuring the industry's premier 24/7 live telephone support—we are there when you need us
- Integrated service management platform and customer support system
- Implementation consultants are available—free of charge—to help with initial set-up and implementation

**Service Level Agreement**

- State-of-the-art, fully redundant servers
- Fully redundant clustered Exchange servers are mirrored in real-time to a secondary cluster of Exchange servers (continuous cluster replication)
- 64-bit architecture

**Security**

- Secure connectivity SSL and RPC over HTTPS (even behind a firewall)
- 30-day data retention service, including daily backup and weekly offsite backup
- 14-day self-service recovery of deleted items

**OPTIONAL ADD-ON SERVICES**

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Expanded services include mobile device synchronization for most major handhelds, advanced anti-spam and anti-virus defense, and robust email archiving and compliance capabilities.

**Mobile email: Stay in synch while on the go—we support most major handheld devices and protocols, including:**

- BlackBerry® mobile devices (BlackBerry Enterprise Server)
- Windows® mobile devices (ActiveSync)
- Apple® iPhone® (ActiveSync)
- Good Mobile Messaging

**Exchange email security**

- Advanced spam blocking
- Triple virus and worm scanning
- Inbound and outbound content & email attachment filtering
- Fraud protection from phishing

**Email compliance & archiving**

- Advanced compliance and archiving service: addressing today's strict regulatory, legal, and business requirements for email archiving and compliance

**ABOUT FUJITSU AMERICA**

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Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>

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