



Introduktion til Microsoft Exchange Server 2010

Session UE-03

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Strategiske forretningsudfordringer

Reducer IT-omkostninger

“Jeg skal reducere hardware omkostninger og driftsudgifter”

- IT ansvarlig



Forøg produktivitet

“Salgsafdelingen skal let kunne kommunikere med kunderne. Også når de er ude af kontoret”

- Salgsansvarlig



Risiko-styring

“Vi skal levere sikre kommunikationsværktøjer, som også bidrager til at overholde gældende love og regler”

- CIO



Hvordan sikres balancen mellem de forskellige behov?



Microsoft®

Exchange Server 2010

Flexible and Reliable

- Deployment Flexibility
- Continuous Availability
- Simplify Administration

Anywhere Access

- Manage Inbox Overload
- Enhance Voice Mail
- Collaborate Effectively

Protection and Compliance

- E-mail Archiving
- Protect Communications
- Advanced Security



Optimize for Software + Services



Microsoft Unified Communications & Collaboration



^{*)} Live Meeting klienten anvendes også til Live Meeting tjenesten

Flexible and Reliable

Flexibility to tailor deployment based on your unique needs and a simplified way to keep e-mail continuously available

Continuous Availability

- Single platform for availability, backup, and recovery
- Online mailbox moves keep users connected

Simplify Administration

- Role-based administration and user self-service
- Web-based management and remote PowerShell

Deployment Flexibility

- Choice of storage from SAN to low-cost DAS
- Modular server roles ease deployment

Flexible and Reliable

Mailbox Resiliency using Continuous Replication

New unified solution for High Availability, Disaster Recovery, and Backup



- Evolution of Continuous Replication technology
- Provides full redundancy of Exchange roles on as few as two servers
- Reduce backup frequency through up to 16 replicas of each database
- Can be deployed on a range of storage options

Flexible and Reliable

Storage Improvements



Storage Area
Network (SAN)

Microsoft®
Exchange Server 2003



Direct Attached
w/ SAS Disks

Microsoft®
Exchange Server 2007



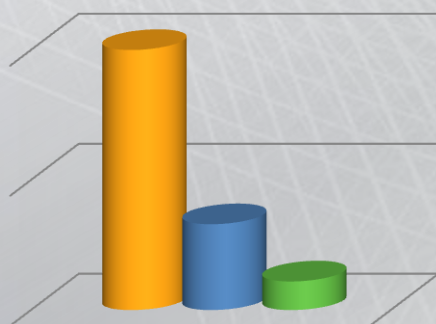
Direct Attached
w/ SATA Disks



JBOD SATA
(RAID-less)



Microsoft®
Exchange Server 2010



IOPS/Mailbox

Exchange 2010 storage enhancements

- 90% reduction in IOPS from Exchange Server 2003
- Smoother IO patterns
- Resilience against corruption

Flexible and Reliable User Self Service examples

The screenshot displays two overlapping windows from a Microsoft Outlook 2007 interface. The background window is 'Account Information - Arlene Huff', and the foreground window is 'New Group - Windows Internet Explorer'.

Account Information - Arlene Huff

General

First name:

Initial:

Last name:

* Display name:

E-mail address:

Contact Location

Contact Numbers

Work phone:

Fax:

Home phone:

Mobile phone:

New Group - Windows Internet Explorer

New Group

*Required fields

General

* Display name:

* Alias:

Description:

Ownership

* Owners:

+ Add... - Remove

☒ Arlene Huff

Membership

Membership Approval

Save Cancel

Local intranet | Protected Mode: Off

Flexible and Reliable

demo

End-user self-service management

Anywhere Access

Help users get more done with the freedom to securely access their communications from virtually any platform, browser, or device

Manage Inbox Overload

- Enhanced conversation view eases Inbox navigation
- MailTips help avoid undelivered/misdirected e-mail

Enhance Voice Mail

- Text preview of voice mail messages for faster triage
- Customizable call handling rules and menu options

Collaborate Effectively

- Full featured experience across all “three screens”
- Federation of Free/Busy details with partners

Anywhere Access

Universal Inbox

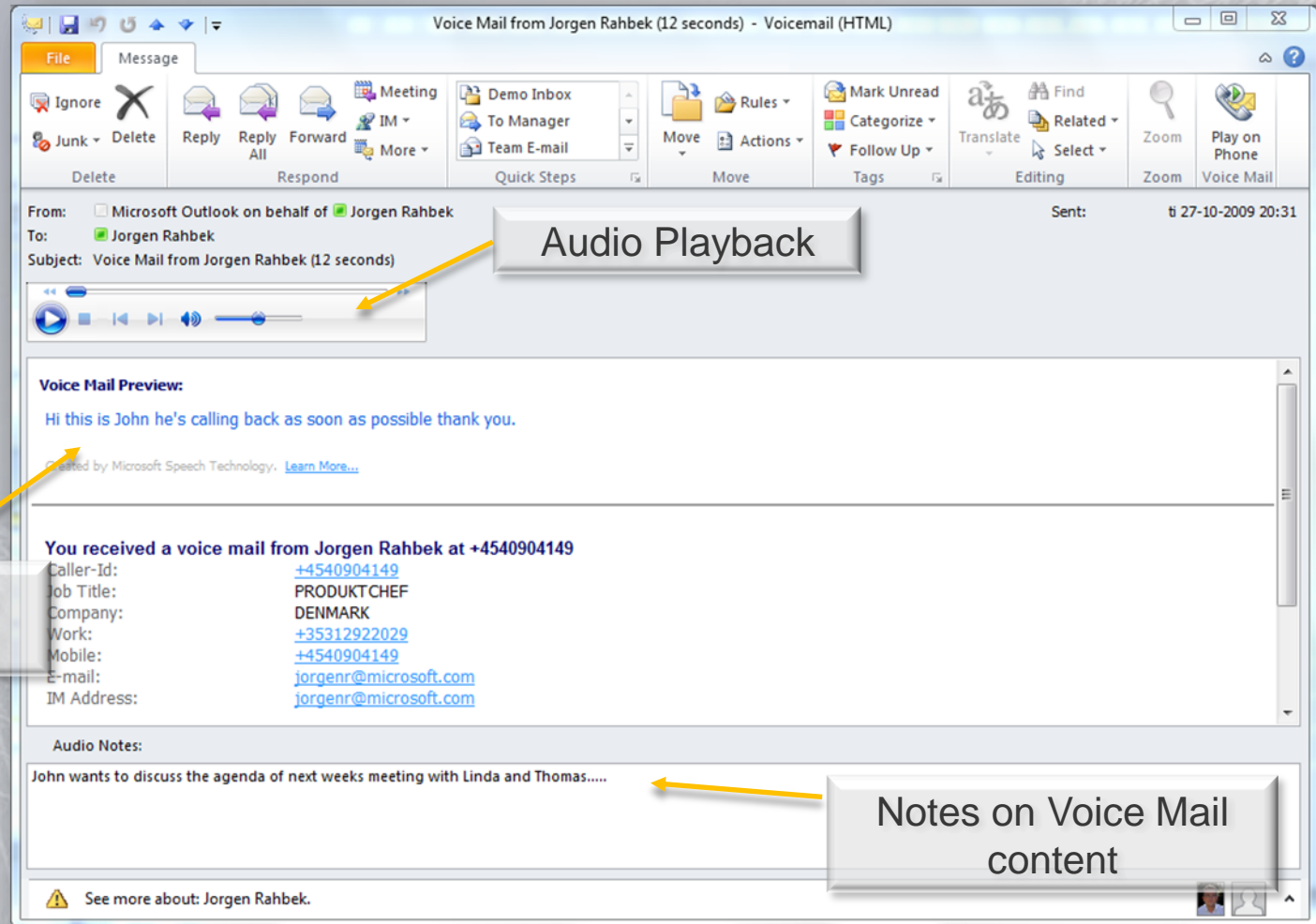
All of your information in one place...



- E-mail
- Calendar
- Contacts
- Global address list
- Notes
- Tasks
- Voice mail
- SMS text messages
- RSS feeds
- Instant messages
- Personal archive
- (FAX)

Anywhere Access

Enhance Voice Mail



Anywhere Access

Enhance Voice Mail

Microsoft® Outlook® Web App

Ian Hameroff
Sign out

Account
Organize E-Mail
Settings

Phone
Block or Allow

Voice Mail Mobile Phones Text Messaging

Call Answering Rules

Choose how your calls will be handled when you do not answer, callers leave a voice message, transfer the call, or

New Rule Edit... Delete

Enabled	Name
<input checked="" type="checkbox"/>	1 Vacation Coverage

Vacation Coverage

Rule Description

If all the following conditions are met:

- ☒ Automatic replies are turned on

Provide the caller with this menu:

- ☒ for My Manager, press 1 to transfer to Michael Atalla
- ☒ Press # to record a voice message

Add Conditions

- If the caller is...
- If it is during this period...
- If my schedule shows that my status is...
- If automatic replies are turned on

Add Actions the Caller Can Select

- Find me at the following numbers...
- Transfer the caller to...
- Leave a voice message

Greeting and Prompts

- ☒ Call the Play on Phone number to play or record a greeting for this call answering rule...
- ☒ Let callers interrupt the greeting while it's being played

Save and Close Cancel

Managing Call Answer Rules

Defining a Custom Voice Mail Menu

Anywhere Access

demo

Enhanced Voice Mail

Anywhere Access

Manage Inbox Overload

Enhanced Conversation View and Filtering

Microsoft® Outlook Web App

Bob Kelly Sign out

Options Find Someone Expand All Newest on Top

Mail

Inbox (30 Items, 24 Unread)

Search Inbox

Arrange by: Date Newest on Top

Come One, Come All! (12)

Samantha Smith 3/12/2009

Richard Carey 3/12/2009

Alan Shen 3/12/2009

Dan 3/12/2009

Axe 3/12/2009

Aa 3/12/2009

Pe 3/12/2009

Be 3/12/2009

Ke 3/12/2009

Le 3/12/2009

Go 3/12/2009

Est 3/12/2009

Fat 3/12/2009

Bri 3/12/2009

Bri 3/12/2009

Cat 3/12/2009

Lunc 3/12/2009

Jill Sh 3/12/2009

Acq 3/12/2009

Tom 3/12/2009

Voic 3/11/2009

Bob Kelly 3/11/2009

Confidential Information 3/9/2009

Shane Kim 3/9/2009

Confidential Information 3/9/2009

Bob Kelly 3/11/2009

Come One, Come All!

Please remove me from this list!

From: Oleg Anashkin
Sent: Thursday, March 12, 2009 3:05 PM
To: Ben Miller; Kelley LeBeau; Leah Clelland; Karan Khanna; Goran Mihelcic; Esther Engstrom; Fabien Hernoux; Britta Simon; Cat Francis; All_Users
Subject: RE: Come One, Come All!

Yes, you're making a mess. Just ignore the messages and they will stop!!

Richard Carey ME TOOO!! From: Karan Khanna Sent: Thursday, M... 3/12/2009

In response to the message from Goran Mihelcic, 3/12/2009

Alan Shen

Thursday, March 12, 2009 3:12 PM

To: Karan Khanna; Goran Mihelcic; Esther Engstrom; Fabien Hernoux; Britta Simon; Cat Francis; All_Users

I need to be removed too. I cannot work with this type of distraction.

From: Karan Khanna
Sent: Thursday, March 12, 2009 3:02 PM
To: Goran Mihelcic; Esther Engstrom; Fabien Hernoux; Britta Simon; Cat Francis; All_Users
Subject: RE: Come One, Come All!

Please remove me from this list.

Instant Messaging

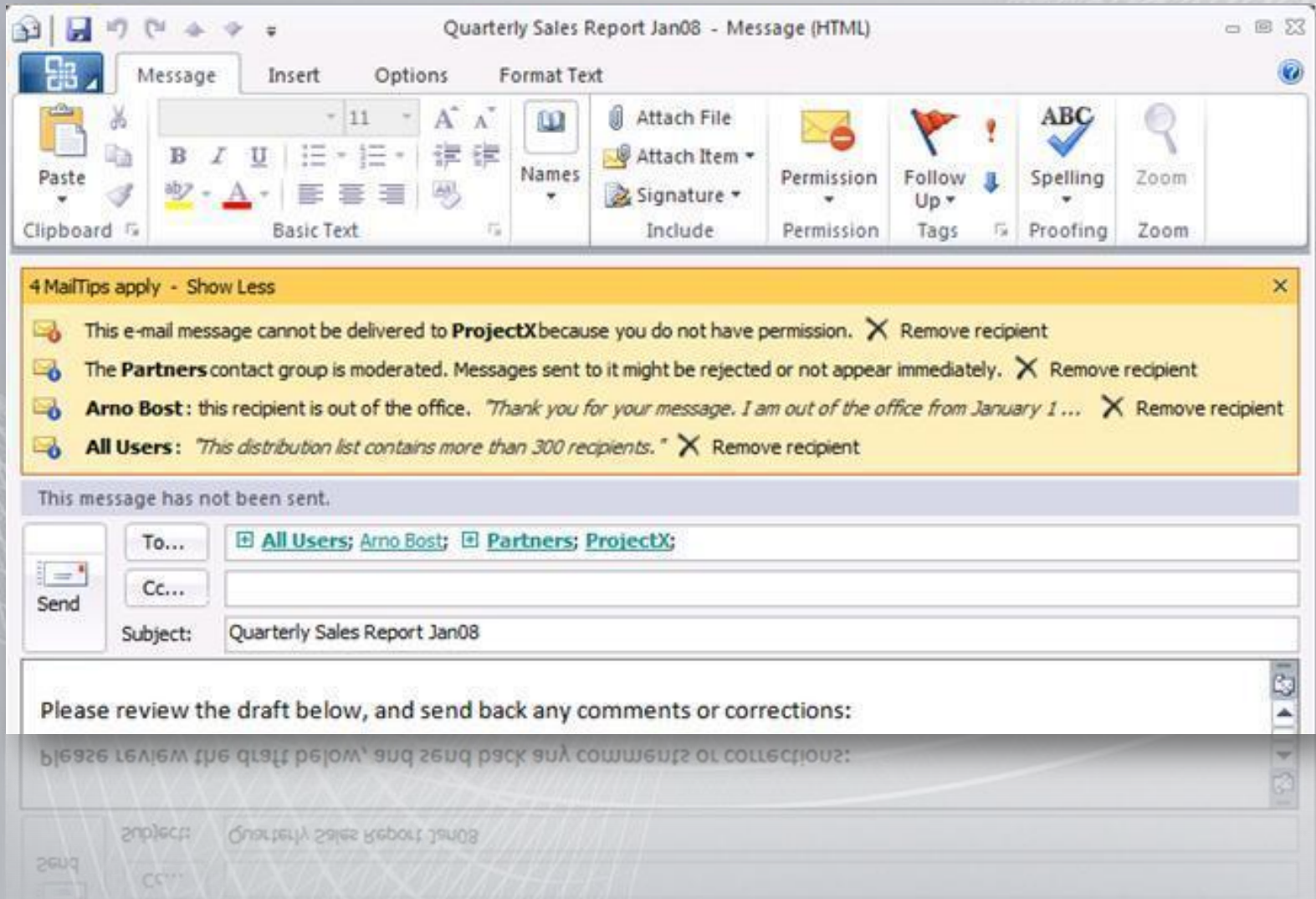
Conversation View

Ignore Conversation

Anywhere Access

Manage Inbox Overload

Reduce Unnecessary and Undeliverable E-Mail Through New Sender MailTips



Anywhere Access

demo

Manage Inbox Overload

Communicate and Collaborate

Anywhere Access

Collaborate Effectively

Desktop

Microsoft®
Outlook® 2010

Microsoft®
Office Outlook® 2007

Microsoft®
Entourage®:mac 2008

Web

Microsoft®
Outlook® Web App



Mobile

Microsoft® Office Outlook® Mobile Windows Mobile®

Microsoft®
**Exchange
ActiveSync**

DataViz
Compatibility. Instantly.

BES
The Best System Corporation

NOKIA



HELIO™

palm.

Remoba

Sony Ericsson

symbian

Integrated E-mail Archiving

Integrated e-mail archiving capabilities offer customers tools to **preserve** and **discover** e-mail data, without changing the user or IT professional experience

Preserve

Personal Archive

- Secondary mailbox with separate quota
- Appears in Outlook and OWA
- Managed through EMC or PowerShell

Move and Delete Policies

- Automated and time-based criteria
- Set policies at item or folder level
- Expiry date shown in e-mail message

Hold Policy

- Capture deleted and edited e-mail messages
- Offers single item restore
- Notify user on hold

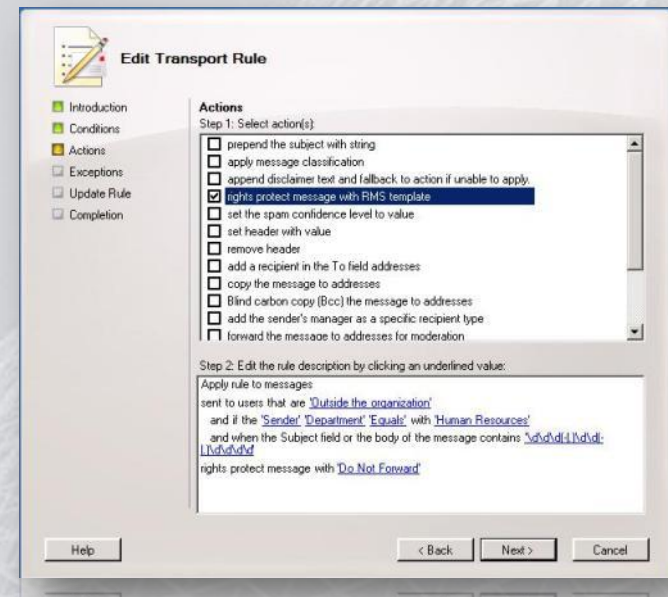
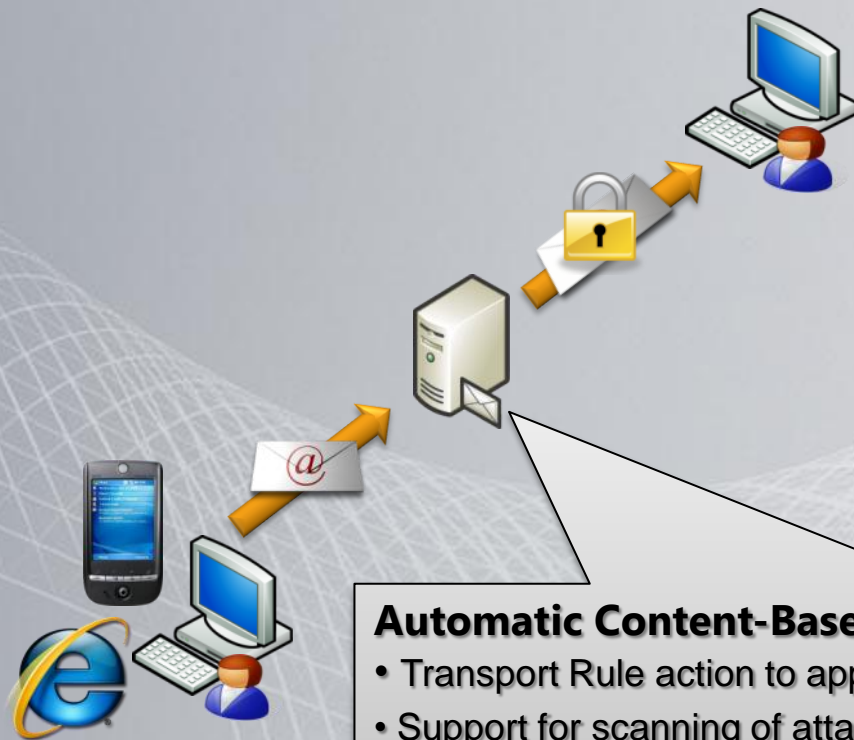
Discover

Multi-Mailbox Search

- Web-based UI
- Search primary, archive, and recoverable items
- Delegate through roles-based admin

Protection and Compliance

Automatically Protect Messages With Centralized Rights Management Rules

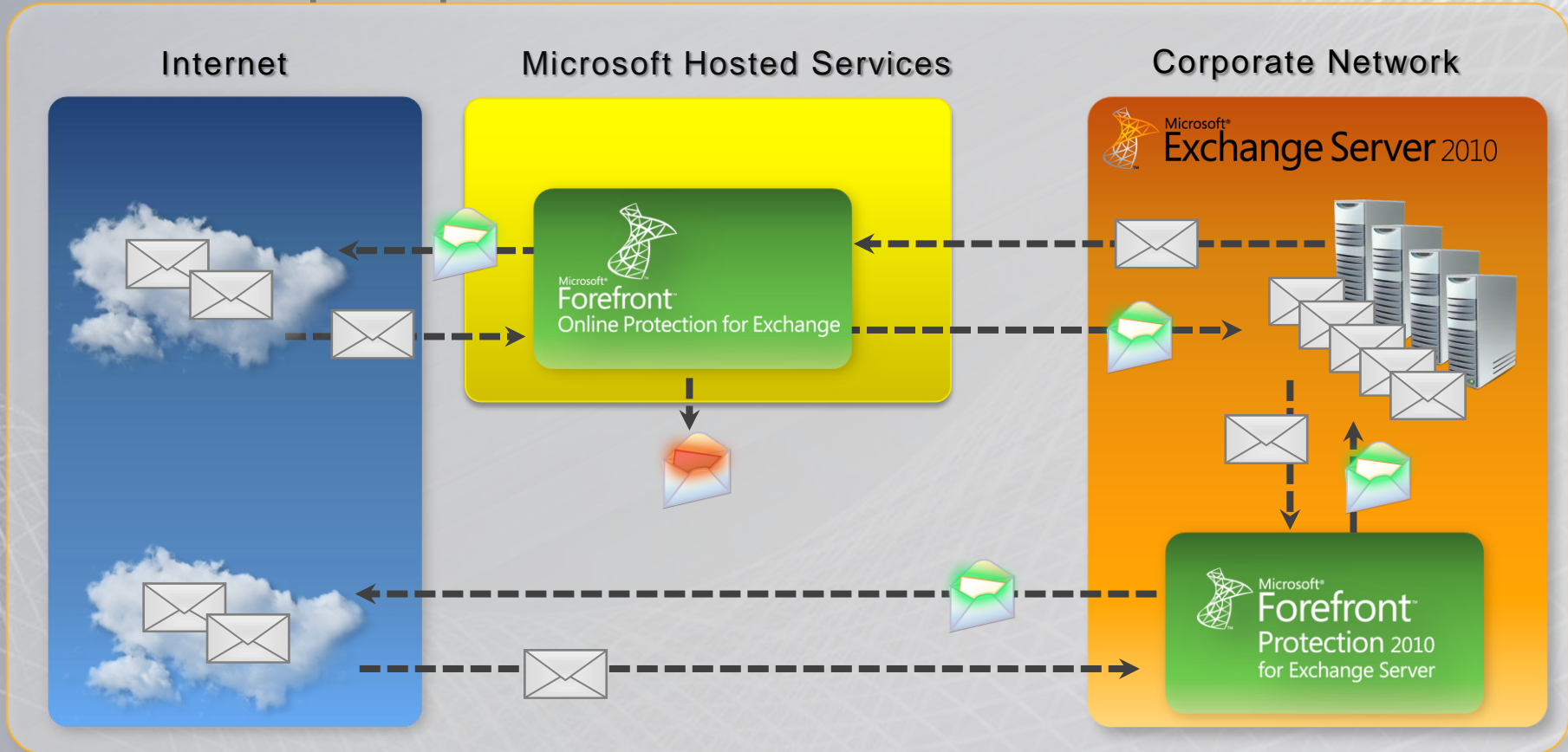


Automatic Content-Based Protection:

- Transport Rule action to apply RMS template to e-mail or voice mail
- Support for scanning of attachments and searching of protected mail
- *Internet Confidential* and *Do Not Forward Policies* available out of box
- Information protection cross PC, web, and mobile device

Protection and Compliance

Virus and spam protection choices



- Choice between “on premise” or “hosted service”
- High-accuracy spam filtering + Multiple virus-scanning engines
- Covers inbound, outbound, and internal messages
- Included in Exchange E-CAL+SA and E-CAL Suite+SA

Optimized for Software + Services

Deliver powerful productivity tools to your users, in a way that best fits your business or technology needs

Coexistence

On-Premises

Microsoft®
Exchange Server

Cloud Services

Microsoft®
Exchange Online



Seamless User
Experience



Microsoft®

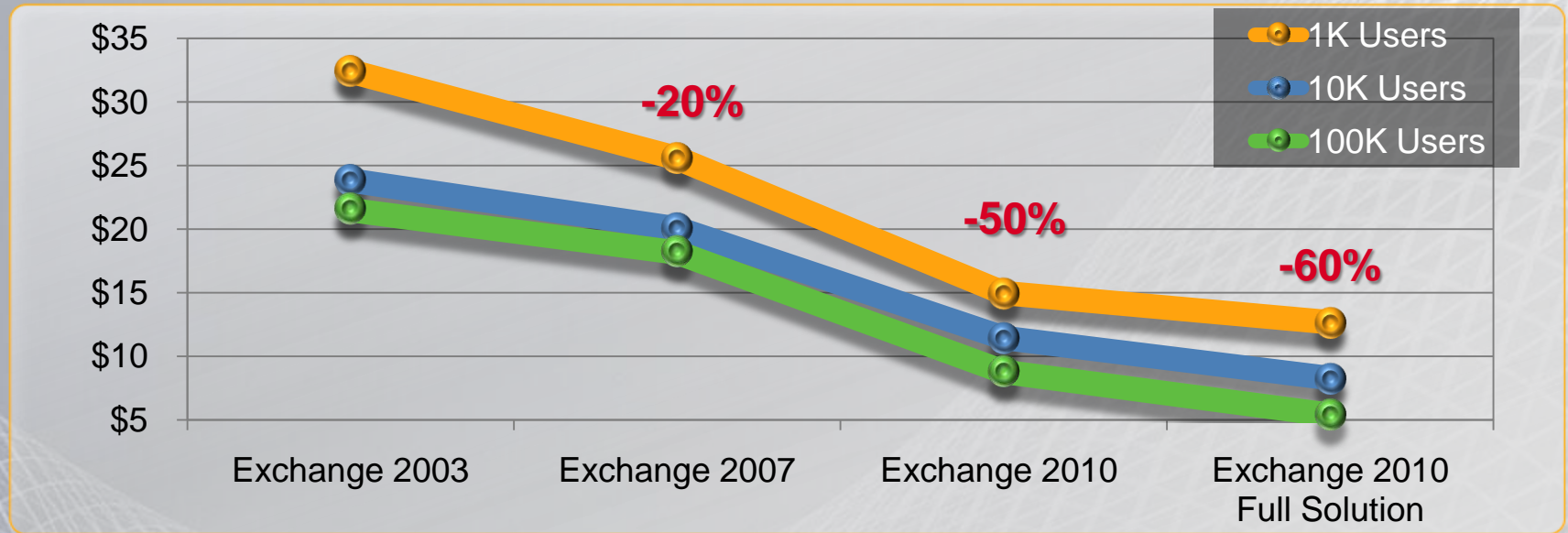
Exchange Server

Exchange 2010

Kan det betale sig at opgradere?

Reduce Total Cost of Ownership

Monthly TCO per user



Breaking Down the Cost*

Efficiency Savings

- Storage: \$2.34
- Admin: \$1.5
- Datacenter: \$0.66
- Helpdesk: \$0.22



**\$4.71 per
user/month
saving**

Consolidating Add-on Solutions

- Mobility: \$7.00
- Voice Mail: \$4.17
- Backup: \$0.69
- Security: \$0.15



**\$12.01 per
user/month
saving**

*10,000 user organization

Total Economic Impact of Exchange 2010

Forrester Study Shows < 6 months Pay-Back



The study shows 48% ROI just on hard cost savings for a 1,500 employee organization over a 3 year period:

FORRESTER®

Benefit	Savings
Cost Avoidance of Storage	\$128,000
Reduced cost of High Availability & Disaster Recovery	\$ 49,700
Savings in Backup Systems and Staff	\$ 33,200
Fewer Helpdesk and Support Calls	\$ 35,400
Cost Reduction of Extending Mobility	\$ 27,100
Enhanced Message Filtering	\$ 65,300
Simplified Compliance and Legal Discovery	\$ 41,400
Voice Mail Cost reduction	\$ 56,000
Cost Avoidance of Exchange Enterprise Edition	\$ 19,300
Total	\$456,000



Microsoft®

Exchange Server 2010

Summary



**Flexible and
Reliable**



**Anywhere
Access**



**Protection and
Compliance**



**Optimize for
Software + Services**



Øvrige UC sessioner

Sessionsnr.	Session
Session UE-03	Opgradering til Exchange 2010 - sessionen er på engelsk. Få overblik og indsigt i de nødvendige processer og erfaringer med en succesfuld opgradering fra Exchange 2003 og Exchange 2007 til Exchange 2010. Torsdag, 14. januar kl. 17.00
Session UE-06	Exchange 2010 Arkivering og journalisering - sessionen er på engelsk. Få en dybdegående introduktion til Exchange 2010 arkivering og journalisering med fokus på nye funktioner og produkt forbedringer. Fredag, 15. januar kl. 9.00
Session UE-04	Implementering af OCS 2007 R2 Voice i praksis Bliv præsenteret for hvordan en stor OCS R2 VoIP implementering håndteres og hvad man skal være opmærksom på i et integreret miljø. Sessionen tager udgangspunkt i Novozymes implementering af Unified Communication og viser bl.a., hvorledes VoIP implementeres og håndteres i praksis i et OCS miljø. Vi kommer rundt om design, båndbredde betragtninger, QoS, normaliseringsregler, routing, klienthåndtering, Internet adgang og integration med Nortel og Exchange UM. Fredag, 15. januar kl. 10.45- OBS: Ny dato samt klokkeslæt
Session UE-01	Unified Communications - Vision og Roadmap Oplev Unified Communications reducerer kompleksiteten ved at sætte mennesket i centrum. Sessionen giver inspiration til hvordan vi kan integrere alle de måder, vi er i kontakt med hinanden på i ét enkelt miljø, med én enkelt identitet og tilstedeværelsesinformation. Fredag, 15. januar kl. 14.30
Session UE-05	Udvikling og automatisering med Unified Communication Bliv introduceret til hvilke nye muligheder der opstår, når man implementerer OCS 2007 R2s kommunikations-egenskaber ind i dagligdagens applikationer. Sessionen gennemgår et End-2-End scenarie, hvor emner som "Contextual collaboration", "Business Process Communication" og "Anywhere Information Access" vil blive behandlet. Lørdag, 16. januar kl. 10.45

Yderligere information

- Dansk Unified Communications hjemmeside:
<http://www.microsoft.dk/uc>
- Exchange Server 2010 hjemmeside:
<http://www.microsoft.com/exchange>
- Forrester Total Economic Impact of Exchange 2010 rapport
<http://go.microsoft.com/?linkid=9694416>
- Prøv Exchange Server 2010:
<http://www.microsoft.com/exchange/2010/en/us/try-it.aspx>
- Exchange launch site med bl.a. webcasts:
<http://vepexp.microsoft.com/thenewefficiency>
- Exchange Server 2010 licensering
<http://www.microsoft.com/exchange/2010/en/us/Licensing.aspx>



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