



Bizo Mail Standard Service Description

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1. What is BizoMail Standard?

Email is now one of the most important business tools. Small businesses rely on email for cost-effective communication with customers, suppliers, partners and their employees.

Many new businesses initially cope with cheap ISP-type POP Email from their Internet Service Providers. However, before long, the lack of features offered by ISP Email, such as the capability to share calendars and documents across multiple staff and email storage and enhanced security, hampers business and frustrates staff, customers, and suppliers.

BizoMail Standard has been developed to provide a more richly featured Email service without requiring the expense and technical expertise necessary for a full in-house email system.

BizoMail Standard is more than just email; it includes the ability to schedule meetings, manage contacts and tasks, share documents and to reinforce your brand and identity.

While many basic email services include some forms of entry-level security, they don't protect against today's sophisticated attacks. These include SPAM (unwanted "trash" mail), viruses, spoofing (someone using your email address to send SPAM to other users).

The BizoMail Standard service is built around Microsoft Exchange™, third-party SPAM and Anti-virus tools, and the EMS-Global Cortex™ Provisioning for Microsoft Exchange engine.

It is a business email service hosted in a secure data centre. The rich service features include:

- Includes Customer and Supplier Address books.
- Includes Calendar-based appointment scheduling.
- Includes Task management.
- Includes server-based anti-virus.
- Includes Bizo Email Filter anti-SPAM technologies.
- Includes access from anywhere.
- Includes capability to share documents, email, calendars and task lists across your business.
- Includes online administrative control to add, change and remove users.
- Includes online usage reporting.
- Monitored, backed up 24 x 7, and kept current with updates and patches.

2. What are the benefits of BizoMail Standard?

BizoMail Standard allows your employees to easily communicate, from home, on the road, or in remote offices, with each other and your customers. BizoMail Standard allows your staff to review and coordinate schedules, manage and assign tasks, easily share documents, and much more.

BizoMail Standard is much more than just email.

- Easily Scalable – your user base can grow with no hardware or software investment required.
- Easy to Use - intuitive, user-friendly interface; with access to timely technical support.
- Predictable Monthly Cost – each month you know exactly what your email will cost. You will have no emergency new equipment bills or huge excess data charges.
- Cost Effective – there are no hidden or unexpected support, maintenance or upgrade costs.
- Easy to Manage - administration of all accounts is controlled online through the Bizo Self Service Portal web interface.
- Business-grade Anti-SPAM and Anti-virus protect you from inbound threats and from inadvertently sending infected messages to your customers and business partners.
- Secure - using SSL, and/or VPN, email is secure during viewing and is automatically removed from the browser cache, so it is inaccessible to unauthorised users.
- Collaborative Abilities - access to powerful collaboration tools including shared calendars, group scheduling and shared mailboxes.
- Stay in Charge – Your staff administrators can control every aspect of activating, provisioning and managing the email accounts
- Online Usage Reports – Email usage reports are automatically available via the Bizo Self Service Portal access. Find out who your top users are and where their email is going.
- No Technical Expertise Required – Bizo provides email services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. BizoMail Standard is delivered with a quality of service that few organizations can enjoy:
 - Our services are monitored 24 hours a day, every day.
 - We keep spare parts on hand for rapid replacement in case of hardware issues.
 - All software updates and security patches are thoroughly tested in our testing environment before production deployment.

- Automated Intrusion detection systems are active day and night to ease your worries.
- The Bizo Self Service Portal offers a sophisticated web-based interface to ease administration, without risk.
- SPAM and Anti-virus filtering is included in the base service. Additional more advanced forms of SPAM and virus control are also available as upgrade services.

3. How does BizoMail Standard work?

BizoMail Standard is based on Microsoft Exchange 2003 Server with a number of associated third-party services and tools integrated to provide additional features, management, reporting and security. This section describes the service offering in further detail.

3.1 Service Description

Two access methods are offered to BizoMail Standard – Online Web Access and Outlook Client Access. The Outlook Client Access version provides a range of access options including POP, IMAP, MAPI, and WEB.

3.1.1 Online Web Access - OWA

The OWA option is designed for the e-mail user that connects via any PC that is able to be connected to the Internet. This ensures that the users e-mail, calendar, contacts, shared files and task lists can be accessed from any Internet-connected PC anywhere in the world. Being able to retrieve their messages from any remote location with a computer and Internet connection, means employees can keep up with ongoing business communications. A more informed workforce is more productive, more efficient and executes superior work. Remote workers from home offices or on the road will always have access to the same information as on-location employees. OWA provides convenient access to e-mail, scheduling (including group scheduling), address book and contact information and all shared information stored in public folders. You can be confident that using the Online Web Access will be as easy as using any other Microsoft Application. The User Interface is very similar and incorporates new drag-and-drop capability, pop-up menus and toolbars.

3.1.2 Outlook Client Access – OCA

The OCA option is designed for users that want to download copies of their e-mails, calendars, contacts, and tasks to a local PC or laptop so that they can continue to work while not connected to the Internet. This service is ideal for the travelling user that wishes to work on a plane or remote locations where Internet access is not readily available. When the user next connects to the Internet the system will synchronise his local copy with the server copy to send any messages that have been created while working offline and to download any new messages that are waiting to be read.

3.1.3 POP Email

The POP option is designed for e-mail only access to mail hosted by Bizo. E-mail can be accessed via any POP-compliant mail client that the customer currently owns. The Bizo POP service still allows a customer to have his mail under his own company domain name, and also benefits from the Bizo anti-virus and SPAM management features.

3.2 What's Included

BizoMail Standard includes:

- MS Outlook Client license (OCA option only)
- VPN Client
- Mailbox
- Install
- Support
- Backup/Restore
- Bizo Self Service Portal Access to Mailbox Administration and Online Reports

3.3 Domain Names and MX Records

We recommend, if you don't already own a unique domain name for your business that you subscribe to one. We can assist you to arrange this. The benefit to you is that it remains yours, that you are in control of it, and that it is portable.

Once this is arranged we will configure an MX Record in our mail server environment to ensure email is routed through us to your staff and customers.

3.4 Mailbox Disk Space

150MB of mailbox disk space is provided with your BizoMail Standard hosting (that's about 1,200 messages each). Disk space for each mailbox is aggregated between all mailboxes - you control allocations and limitations through Online Office Manager. This also allows you to set delivery/forwarding options, restrictions and limitations of your e-mail.

Additional mailbox storage is available but we recommend that you archive your old email to your local PC and keep your mailbox within 150MB.

3.5 Custom Email Footers

Each Customer can include a customised Email Footer for their email. Usually this includes a legal disclaimer for personal opinions not expressed on behalf of the company. You can edit and update the Email Footer via the Bizo Self-Service Portal.

Under the "Service Administration" Menu select the "Get Working" sub-menu, and under "BizoMail Standard, you will find the "Add or change Email Footer" Menu.

3.6 Address Book and Contact Manager

- Share customer contact information
- Employee contact information
- Create and organize all your contacts

With the BizoMail Address Book and Contact Manager you can increase your efficiency by reducing redundancy. Keep all your contact information in one central location where it can be updated in one place and shared company wide.

Your administrators can create Distribution lists so users have easy access to a pre-selected group of people. The address book is accessible at any time and from anywhere – via any Internet-connected PC. The Address book and Contact Manager keep contact information at your fingertips. You can automatically select needed e-mail addresses from the contact book to send e-mails or use it when creating a meeting schedule through the calendar and invite team members as required.

3.7 Public Folders / File Sharing

- Share files - documents, customer contact information, correspondence, e-mail, meeting notes
- Standardise and share forms
- Create teams for collaboration on projects and set rules so that only team members can gain access to the folder
- Assign e-mail addresses to your public folders to share e-mail content (such as sales@yourcompany.com for lead distribution)
- Store and share company policies, guidelines and procedures

Set up workplaces for everyone in your company or for selected group of team members to share project-related messages, files, schedules, tasks and applications. Store important files, such as spreadsheets, reports, sales presentations, company policies and more in public folders - a central location where all appropriate parties can access them. Never again will team members say they had no access to files or ask you to E-mail another copy of your company policies and procedures. Store standardized forms, vacation requests, timecards, etc. in a public folder for everyone to share. You can also search through public folders to find information.

3.8 Company Calendar for Group Scheduling

- Keep a calendar of appointments
- Share schedules to easily plan meetings
- Check availability of co-workers and resources (meeting rooms, equipment, etc.) to schedule meetings efficiently and quickly
- Delegate schedules to administrative assistants to keep you up to date

Regardless of location or proximity, your staff can readily access each other's calendars to schedule meetings or help each other make informed decisions. Employees can check calendars and give timely feedback even when key project participants are in different office locations. This virtual connection can facilitate seamless scheduling. And with new technologies, your traveling employees can retrieve this data through many devices - even wireless personal organizers.

3.9 Task Management

- Create a to-do list
- Assign tasks to others for team collaboration
- Track tasks through to completion

Enable yourself and every one of your team members to create their own to-do lists on a daily basis. Now everyone in your team can delegate and assign tasks to others via e-mail.

3.10 Email Security

- Uses 19 different SPAM management techniques on all inbound messages
- Uses two Anti-virus scanners across inbound and outbound emails.
- Virus scans and protection on all inbound and outbound messages and attachments
- Virus Scans on all stored messages and attachments
- Daily backup of all stored e-mails
- Global company disclaimer footers
- Unique personal email signatures
- Fault tolerant environment to maximize the service availability and protection of information
- 24 x 7 Service monitoring to ensure the early detection of unusual behaviors or potential system failure

BizoMail Standard includes an advanced level of security protection built-in to the standard service. Each day an email is sent to all mailboxes listing quarantined files with a choice of automated actions

3.11 BizoMail Standard Self Service Portal Administration

- Create mailboxes instantly
- Create and manage e-mail properties and top level public folders
- Create and manage distribution lists
- Set size limits on inbound/outbound e-mails and capacity limits on mailboxes
- View your account billing history, edit your contact and billing information
- Change mailbox password
- Manage email addresses (aliases) of the mailbox
- Manage Delivery options and Delivery restrictions

The Bizo Self Service Portal online interface allows your administration staff a range sophisticated set of web-based management features that allows mailbox owners to manage their mailbox settings.

The Bizo Self Service Portal has been designed to put maximum control at your fingertips. Performing administrative duties has never been easier. Tasks like setting up new mailboxes are completed in seconds.

Note: You can either manage your own mailbox and the mailboxes of your co-workers, or you can allow mailbox owners to manage their own mailboxes.

3.12 Mailbox Restore

If you accidentally delete email we can restore your data. All you have to do is email or call the Bizo Support Desk (see the Bizo website for further details). A mailbox restore fee applies.

3.13 BizoMail Standard Reporting

The Bizo Self Service Portal also provides access to vital information about your business's email usage. The reports are simple to use, secure, integrated, and online access means you can securely view your reports from anywhere with Internet access. Reports include:

- User Reports
 - Top Users (choose time period)
 - Top Users By MB Sent
 - Top Users By MB Received
 - Top Users By Msgs Sent
 - Top Users By Msgs Received
 - User Profile
- Department Reports
 - Top Departments (choose time period)
 - Top Departments By MB Sent
 - Top Departments By MB Received
 - Top Departments By Msgs Sent
 - Top Departments By Msgs Received
- Mailbox Usage
 - Top Mailboxes with Least Free Space By MB
 - Top Mailboxes with Least Percent Free Space
 - Mailboxes not used in x Days

3.14 BizoMail Standard Feature Summary

The following table summarises the service functions provided by BizoMail Standard:

BizoMail Standard	Online Web Access	Outlook Client Access	
	OWA	Full OCA	POP Access
Online Access	√	√	√
Offline Access and synchronisation to a local PC		√	√
Full Business e-mail functionality	√	√	√
Support for attachment of large files – up to 20Mb	√	√	√
Ability to create and manage personal e-mail rules	√	√	
Long-term storage of e-mails	√	√	√
Full Personal Calendar Support	√	√	
Group Scheduling, including ability to see free/busy times of other users	√	√	
Ability to share your calendar and view other users shared calendars		√	
Full Personal Contact list Support	√	√	
Ability to share your contacts and view other users shared contacts		√	
Full Task List Support	√	√	
Ability to share your task list and view other users shared task lists		√	
Full Public Folder Support	√	√	
Virus protection on all e-mail traffic (inbound and outbound)	√	√	√
Virus protection on all stored e-mails	√	√	√
SPAM protection on all inbound and outbound e-mails	√	√	√

contd

Function	OWA	Full OCA	POP Access
Daily back-up of all e-mails	√	√	√
Company Domain name support	√	√	√
Ability to easily change own passwords	√	√	√
Ability for administration to create and manage user accounts	√	√	√
Ability for administration to create and manage distribution lists	√	√	√
Ability for administrator to view online reports	√	√	√
Inclusion of Outlook client license		√	
Infrastructure includes full fail-over for critical systems within the BizoMail Standard Service Infrastructure	√	√	√
24x7x365 monitoring of BizoMail Standard Service infrastructure	√	√	√

3.15 Integration with other Bizo services

BizoMail Standard is one of a number of Bizo services. While you can subscribe to BizoMail Standard by itself, for ease of use BizoMail Standard integrates tightly with the other Bizo services.

Bizo also offers a variety of pre-packaged managed services from single subscription-based hosted services such as Bizo Backup, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

The available Bizo service suites are described as follows. "Get Connected" is the Bizo network connectivity suite; "Get Secure" is the Bizo security suite, and the final section summarises the Bizo "Get Working" suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.15.1 Get Connected

- Bizo Internet
- Bizo Metro
- Bizo National

3.15.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.15.3 Get Working

- BizoMail Standard
- BizoMail Lite
- Bizo Virtual Reception
- Bizo Payroll

3.16 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

3.17 Ongoing System Supervision and Performance Monitoring

The Bizo Service Delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is BizoMail Standard for you?

BizoMail Standard is ideal for businesses that have outgrown the limited functions and security of ISP-type email and for those businesses that have invested in an in-house Email system and have discovered that the high costs of licensing, support, hardware, upgrades, security, backups and technical support are drawing capital away from areas that would help grow the business.

BizoMail Standard is a great fit for your business if:

- You have outgrown the limited features of ISP-type email accounts and need shared calendaring, folders, contact management etc.
- You have an in-house email system that is expensive to license, support, maintain, backup and upgrade.
- You need the security of better SPAM and virus control but can't justify the expense and hassle of having in-house technology and expertise.
- You rely on email but can't justify the expense of a corporate-style fully resilient data-centre housed design.
- You want better management of staff email volumes and content but can't justify the in-house expense.

5. What are Your Responsibilities?

To make the most of BizoMail Standard it is important that you familiarise yourself with Bizo support and service policy and processes. The key policies and processes are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

5.2 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.3 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com) and describes our commitment to the privacy and security of your information.

5.4 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Self Service Portal online interface.

5.5 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing BizoMail Standard

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Self Service Portal.

The Bizo Self Service Portal offers access to Installation, Configuration, and Reporting information for all Bizo services.

For all BizoMail Standard plans installation instructions are in the BizoMail Standard Setup Guide. This document is available online, or to download, from the Bizo Self Service Portal on our website (www.bizoservices.com).

7. Online Configuration of BizoMail Standard

The BizoMail Standard Setup Guide also introduces you to the Bizo Self Service Portal service configuration screens. The Bizo Self Service Portal allows you to complete a wide range of Service administration tasks for your staff.

For both the OWA and OCA plans for BizoMail Standard the configuration instructions are available as online help from the Bizo Self Service Portal on our website (www.bizoservices.com).

8. On-line Reporting

The Bizo Self Service Portal also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

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