

Mi8 Corp. Response to RFI

Prepared for: Network
Computing



Mi8 Corporation
601 West 26th Street, Ste 1125
New York, NY 10001
+1-212-727-0911
www.Mi8.com
info@Mi8.com

Document Control

This document is controlled, and the released copy is maintained within **Mi8's Public Folders**. Printed copies are for reference only and are not controlled. If the document user elects to print a working copy, it is the user's responsibility to verify the currency of the printed document with the final copy.

Document Properties

Document Properties	Values
Document Title	Mi8 Response to RFI
Document Type	Proposal
Document Version	1
Document Approved Date	
Document Unique ID	n/a
Document Security Classification	Mi8 Confidential
Document Copyright	2006
Document Location	Mi8's Public Folders

Document Owner

The following person serves as the owner of this document.

Organization	Name	e-Mail Address
Mi8 Corporation	Hesney, Sol	Sol.Hesney@Mi8.com

Document Approvers

The following personnel are responsible for the review and approval of significant changes affecting this document. They must be notified whenever this document is updated.

Organization	Name	e-Mail Address
Mi8 Corporation	Fetterman, Patrick	Patrick.Fetterman@Mi8.com
Mi8 Corporation	Hernandez, Frank	Frank.Hernandez@Mi8.com

Document Change Reviewers

The following personnel are notified whenever this document is updated. However, formal document approval from these individuals is not required.

Organization	Name	e-Mail Address
Mi8 Corporation	Hernandez, Frank	Frank.Hernandez@mi8.com
Mi8 Corporation	Fetterman, Patrick	Patrick.Fetterman@mi8.com

History of Changes

The following documents the history of changes associated with this document. Evidence of document approval must be maintained as a quality record.

Version	Status	Version Date	Effective Date ¹	Date Approved	Author/Reviser - Remark
Draft	Draft proposal released for review and approval by Mi8 approvers.	March 20, 2006	n/a	March 20, 2006	
1	Release proposal to Network Computing	March 21, 2006	n/a		

¹ Effective Date is the date that all personnel are trained and processes/procedures are deployed. This field is optional, and required only for industries associated with the Food and Drug Administration (FDA). Retain this field for all documents and put "Not Applicable" if no FDA requirements exist.

NOTE: The information in this document is confidential and proprietary to Mi8 Corporation. This information is submitted with the express understanding that it will be held in strict confidence and will not be disclosed, duplicated or used, in whole or in part, for any purpose other than evaluation of this proposal.

© Copyright 2006, Mi8 Corporation. All rights reserved.

Mi8 and the Mi8 logo are registered trademarks of Mi8 Corporation. OnSight Exchange System is a trademark of Mi8 Corp. All other trademarks and registered trademarks are the property of their respective owners.



Mi8 Response to Request for Information

Prepared for Network Computing, March 20, 2006

Executive Summary

Mi8 Corp. is pleased to present this proposal to Network Computing, in response to the RFI issued in conjunction with an article planned for the May 25, 2006 issue of the magazine.

This proposal has five primary sections:

- I. Mi8 Corporate Information
- II. Solution Overview
- III. Response to Specific Network Computing Questions
- IV. Attachments: Acceptable Use Policy, Service Level Agreement, Mi8 Services Agreement (sales contract), Mi8 Privacy Policy

Introduction to Mi8: The Experienced Service Provider

Mi8 has been focused on Microsoft Exchange Server since the company was founded in 1997; all employees are singularly focused on Microsoft Exchange and related technologies.

Mi8's senior technical management team has a median of 14.5 years of experience in large-scale messaging and directory deployments and operations.

Company Background

Mi8 is a service provider for Microsoft Exchange. That is all we do. We do not host web sites, sell DSL, perform systems integration, or provide low-value webmail services like Yahoo and Hotmail. We were the first company in North America to provide Exchange via the software-as-a-service model, in 1997, and we are the only first-generation ASP that survived the downturn in the economy and is still around to deliver services to our customers.

Why are we still here? The answer is simple: a relentless dedication to servicing our customers and continuously improving our services. While other companies were throwing millions of dollars at go-nowhere ads, Mi8 was pursuing ISO 9000 certification – an international hallmark of quality in operations. (Mi8 has been ISO 9001:2000 certified since December 2000, longer than some service providers have been in business!) When newcomers to the market were building their first Exchange servers, we had already perfected our third generation architecture. And when EDS and Telehouse, two of the world's leading IT outsourcing companies, went looking for a partner to provide their customers with hosted Exchange Services, Mi8 was the company they chose.

We have learned along the way, and we firmly believe that we are the very best Microsoft Exchange service provider in the world.

History of Innovation & Quality

Mi8 has been providing Exchange as an application service since 1997, making us the first company in North America to offer such a service. Mi8 has built upon this founding with many other industry "firsts":

- June 1997: Founded as a Hosted Microsoft Exchange provider
- August 1997: First company in the world to offer Microsoft Exchange via the software-as-a-service model, in 1997
- July 1999: First Exchange service provider to offer a Service Level Agreement guaranteeing system availability of 99.5%; increased to 99.9% in January 2003
- Sept 1999: First Exchange service provider to offer BlackBerry wireless service along with Exchange mailboxes
- December 2000: First company in the US certified to ISO 9001:2000 standard for operational excellence
- February 2002: Chosen by EDS to provide all of EDS's Hosted Microsoft Exchange services to clients worldwide.
- January 2004: Selected by Telehouse Europe in January 2004 to provide Exchange services for all European clients.
- November 2005: Named Microsoft Gold Certified Partner
- January 2006: Launched direct service to clients via European data center

ISO 9001:2000 Certification

Since its founding, Mi8 has been dedicated to continuous improvement, which led the company to become ISO 9001:2000 certified in December 2000. ISO 9001:2000 is a newly updated version of



the highly regarded ISO 9001 standard for operations and services. Mi8 was audited and registered by TÜV Management Service, one of the world's largest and most respected ISO 9000 registrars.

The ISO 9000 family of standards is concerned with "quality management". This is defined as everything the organization does to enhance customer satisfaction by meeting customer and applicable regulatory requirements, and continually improving its performance in this regard. In other words, ISO 9000 standards encompass all processes and operations in a business, with standards for process documentation, results measurement, analysis, and continuous improvement. Some of the most highly regarded businesses in the world utilize the ISO 9000 framework to ensure delivery of high quality goods and services to their customers.

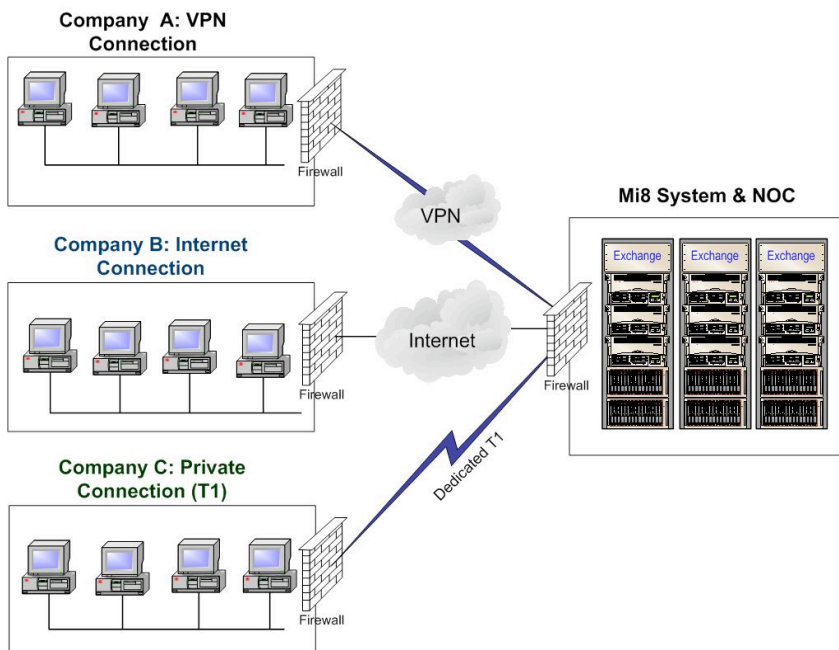
ISO 9001:2000 vs. Microsoft Gold Certification

Some organizations ask why Mi8 chose to pursue ISO certification prior to Microsoft Gold Certified status, and to us the differences are clear, as detailed in the chart below. Microsoft is undisputedly an expert in Microsoft Exchange Server architectures and system design - they are, after all, the designers of the system - and Mi8 has followed the Microsoft Exchange Server Prescriptive Architecture recommendations when building and updating our service platforms. However, when researching the impact of standards on the performance of organizations, Mi8 decided to seek a standard for company-wide quality processes, rather than limiting the scope to our technology systems. And the ISO 9000 family of standards is widely recognized as the most important international reference for quality processes in business, with a direct impact on efficiency and customer satisfaction.

After we built an ISO 9001:2000 registered organization, we easily won Microsoft Gold Certified Partner status in late 2005, (after Microsoft revamped the program considerably).

Overview of Mi8's Microsoft Exchange Application Service

Mi8 delivers Microsoft Exchange Server 2003 as a network-based "application service," an innovative approach that provides Fortune-500 class IT infrastructure, operations and services to any size company, offloading internal IT departments and helping companies focus on their core businesses. The software-as-a-service approach transforms Microsoft Exchange Server from software and hardware that an organization must purchase and maintain into a pay-as-you-go service delivered over public and private networks, utilizing Internet and Web technologies.



The Exchange Application Service enables users to utilize Mi8's world-class Exchange architecture, accessing the system through a variety of connectivity options.

World-Class Exchange Architecture

In order to provide Exchange as a service to our subscribers, Mi8 has deployed an advanced Exchange Server architecture with clustered, redundant servers configured in automatic fail-over mode. The accompanying storage system is based on an industry-leading Storage Area Network (SAN), which is backed up nightly.

These servers are housed in a world-class data center facility, which provides redundant electrical, cooling, and fire suppression systems, and maintains tight physical security through the use of biometric (hand-scan) door locks, electronic key cards, signature matching systems, locked-down floor tiles, and security-louvered windows.

In other words, we've built a world-class system that any Global 2000 company would be proud of, and we've staffed it with some of the world's leading experts on enterprise Exchange systems. This enables us to provide Exchange to you with a service guarantee: 99.9% availability, around the clock.

Standard Mailbox Features:

- _ 99.9% service guarantee
- _ SMTP mail
- _ Shared calendars
- _ Shared contacts
- _ Shared tasks
- _ Group Scheduling (including viewing free/busy times of others)
- _ Access to public folders
- _ Access to global address list
- _ Outlook 2003
- _ Outlook Web Access (OWA)
- _ Anti-virus screening for messages inbound from/outbound to the Internet
- _ Private domain names
- _ Integration with provisioning/admin toolset

All required licenses are included in the service, including Outlook 2003 client licenses.

Mi8 Service Description

Mi8's services are based on Microsoft Exchange Server 2003, with support for all of the robust user features of Microsoft Exchange Server, described in the table below.

Exchange Feature	Description
Enhanced Email	Support for Microsoft Outlook 2000, XP/2002 and 2003 for Windows, Entourage for Macintosh, and UNIX. Text, Rich Text, and HTML mail, as well as rich media formats. Mailboxes for resources (conference rooms, etc.), public folders, and 3 rd party applications are also available.
Individual and Group Calendars	Schedule personal events, view calendars for resources and co-workers, plan and schedule meetings.
Contact Management	Individual lists and group lists that can be private or shared. Support for drag & drop of data between lists. Distribution Lists and Global Address List can also include addresses outside the organization.
Task Tracking	Organize and delegate tasks, monitor progress. May be integrated with Microsoft Project.
Notes	Virtual "sticky" notes for questions, ideas, reminders, directions or text for re-use in other items or documents.
Public Folders	Public folders and their contents are stored on the Exchange mail server, and can be shared with any individual that has an email account. (The contents are also backed up on a nightly basis.) Administrators have complete control over who can view, access, change, and delete the contents of each public folder. Public folders can be email-enabled so that messages are sent directly to that folder. Additionally, public folders may be set up as a list of contacts, either internal to the company or external contacts. Another way that public folders can be used is as a mailbox that permits several people to check the contents. These e-mail-enabled public folders can further be enhanced if one or more people are given the "send as" rights for that folder.
MAPI, POP/IMAP, and OWA Access	Access mailboxes through a wide variety of connectivity options, including full MAPI access, POP and IMAP for low-bandwidth environments, and Microsoft's Outlook Web Access for Web browser access from anywhere to email, scheduling/ calendaring, contacts and public folders.
Advanced Security	Complete protection from a wide range of threats, including advanced anti-virus software, content scanning, anti-intrusion systems, and much more. Optional Virtual Private Network connections for additional protection.

Response to Network Computing Questions

A. Purpose

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on **outsourced e-mail** products for publication in Network Computing on **May 25, 2006**. Participating vendors must meet the minimum requirements for participation described in Section B and agree that any information returned to Network Computing in response to this RFI **will be published** in print and electronic form on our Web site, www.networkcomputing.com.

Please note that we reserve the right to examine a test unit of any product submitted for review in our Lab or at a customer site.

B. Instructions

The following minimum product requirements are necessary to participate in this review of hosted e-mail applications. Please check all that apply.

- ☒ Product is available to customers on or after **March 15, 2006** and is not in beta form
- ☒ Supports Windows XP Pro with Internet Explorer
- ☒ Has a Web-based e-mail client that does not require plug-ins beyond the default included with Windows or a Java runtime engine.
- ☒ Supports POP or IMAP clients as well as Microsoft Outlook
- ☒ Supports at least the following languages: English, French, Italian and German.
- ☒ Support MSE's existing domain name and e-mail address format (first initial last name @mse.com).
- ☒ Must guarantee 99.9% uptime.
- ☒ Must ensure that MSE will meet all regulatory and data retention requirements as described below.

VI. Review Criteria

The proposed offerings will be graded on the following criteria:

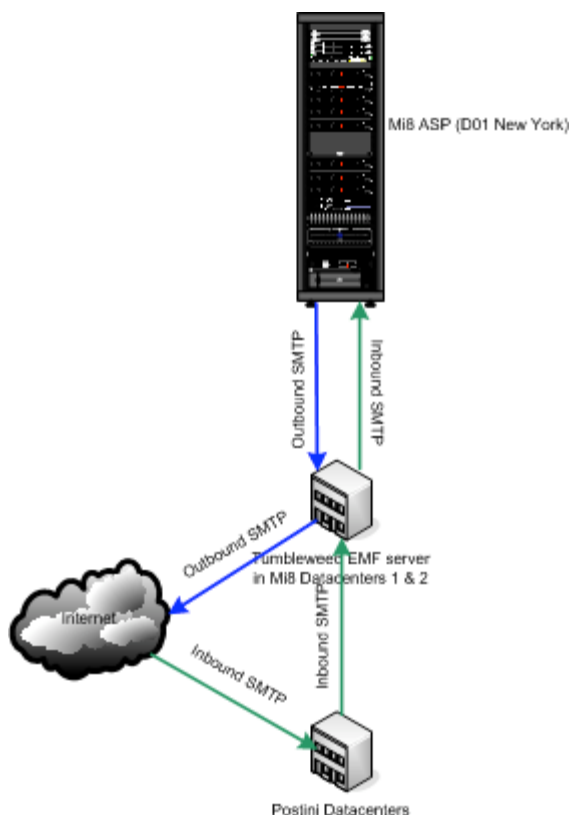
A. General Architecture

1. Provide a diagram of major hardware and software components and how they are interrelated and interconnected.

Mi8 Microsoft Exchange Messaging Architecture

- Mi8's Messaging system architecture provides continuous availability.

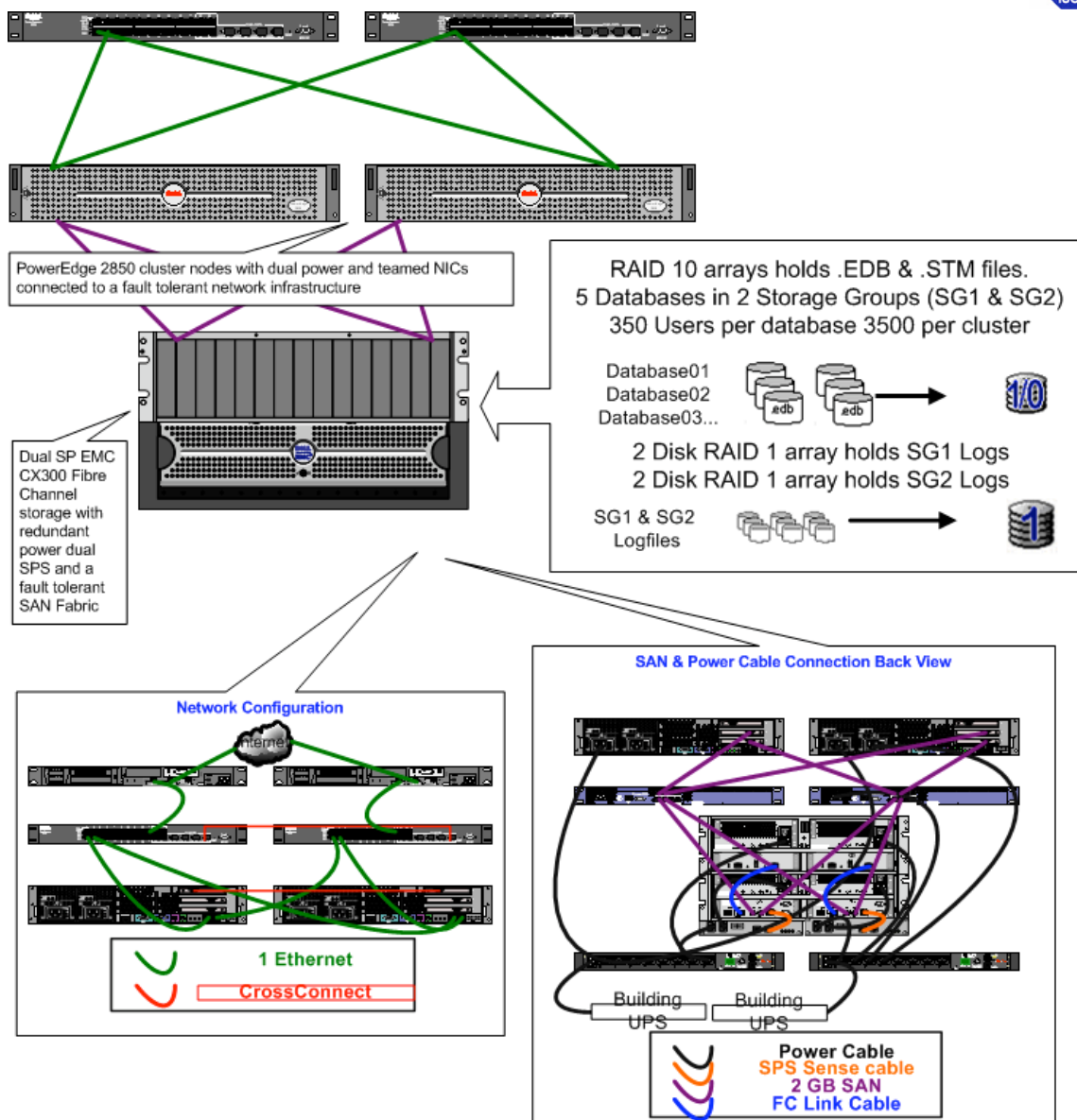
Mail flows to Mi8 through Postini, to the Mi8 perimeter then to the Exchange SMTP bridgehead servers then to the backend clusters. Mail flows out through Exchange SMTP bridgehead servers to the Tumbleweed EMF server and out to the receiving host.



Mi8 has deployed a scalable enterprise deployment of Exchange that is built entirely of clustered backend servers and redundant client access components (firewall, network, SMTP and Web servers). The components can all be scaled quickly by adding capacity to existing components, or adding more components. All stateless components are hosted on arrays of load balanced servers providing fault tolerance and easy expansion. All state full data is hosted on clustered servers using Dell PowerEdge servers and Dell/EMC storage.

- System architecture diagram with description

Mi8 clusters all servers using redundant SAN switches, Network switches and PDUs, Mailboxes reside in many backend clusters and access is provided through redundant firewalls, network switches and front end servers for all supported protocols.



- Continuous availability:

Microsoft Clustering for all backend data and redundant load balanced devices for all Exchange FE services (OWA, OMA, POP, SMTP and RPC/HTTPS), load balanced firewalls and redundant networking components provide redundant network paths for all servers.

All maintenance and upgrades are scheduled according to SLA and notifications are sent. The only downtime incurred for any maintenance is to failover cluster resources, all other maintenance is staggered such that there is no client impact. All Backups are run using CommVault Galaxy and are done without incurring downtime or performance degradation.

2. Provide the business case for your proposal based on MSE's goals, objectives, and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.

Microsoft Exchange Server is the world's most popular software for business-class messaging and collaboration, and Mi8 Corporation is the world's largest, most experienced provider of hosted and managed Microsoft Exchange solutions. Today, Mi8 provides Exchange services to over 1,800 client organizations around the world and manages more than 50,000 seats.

Mi8's proposed solution for the MSE company is based on the Hosted Exchange System, Mi8's standardized platform for delivering Exchange solutions to small, medium and large enterprises. The Hosted Exchange System includes powerful, field-proven system architecture for Microsoft Exchange Server, tied to Mi8's world-class Network Operations Center staffed with experts in security and performance management for the systems.

The MSE Company is seeking to obtain email services for approximately 800 users growing approximately 10% per year. They will be supported by Microsoft Exchange 2003 combined with Microsoft Office Outlook® 2003 to offer mobile, remote, and desktop email access with state-of-the-art productivity, security and privacy, as well as a guaranteed service delivery level of 99.9% and predictable costs. Mi8 will provide a 10-day evaluation/test of our environment as a proof of concept. This document will also describe the functionality of the end user's mailbox, mailbox storage requirements, security, including virus and spam scanning, access methods and all the additional service issues that are requirements for this proposal.

Mi8 strongly believes that this proposed solution meets or exceeds all of The MSE Company's current requirements, and provides the best possible architecture to meet their future growth plans:

- **Complete Solution:** The Hosted Exchange System includes all required hardware and software and licenses components for a complete Microsoft Exchange System, monitored and managed by Mi8's experts.
- **Highly Scalable:** Mi8 will utilize the Hosted Exchange System to deploy Microsoft Exchange 2003 for The MSE Company's approximately 800 users; the architecture can scale far beyond that by adding servers and storage components as required.
- **High Performance:** By deploying performance-sensitive system components, and closely monitoring the components of the system, Mi8's solution provides an excellent user experience. Performance will be enhanced with the deployment of Outlook 2003 for end users, due to improvements in compression and communications with Outlook 2003 and Exchange 2003.
- **Guaranteed Reliability:** The Hosted Exchange System includes fully redundant systems, including clustered servers that are configured with redundant power supplies, fans, processors, etc. Mi8 has eliminated virtually all single points of failure in the system, and provides a 99.9% uptime guarantee for the Hosted Exchange System.
- **Reduced Risk:** Mi8's proposed solution – and our history of successful management and uptime with this solution - drastically reduces the risk involved with the implementation of an enterprise-class technology deployment such as The MSE Company requires. You will benefit from Mi8's field-proven, standardized design for high capacity, highly available Microsoft Exchange systems.
- **Outstanding User Experience:** The Hosted Exchange System supports all standard messaging and collaboration features of Exchange Server 2003 for all users, including rich email, shared calendars, shared contacts, group scheduling (including viewing free/busy times of others), shared tasks and Global Address List access for all users. The user interface will be

Microsoft Outlook 2000, 2002, and/or 2003 software, with Outlook Web Access included for all users to utilize when they are away from their primary PC.

B. Platform & Protocol Support

1. Which operating systems are supported?

- ☒ Windows 2000
- ☒ Windows XP
- ☒ Mac OS (**via any standards based IMAP/POP client or OWA**)
- ☒ Linux (**via any standards based IMAP/POP client or OWA**)
- ☒ Solaris (**via any standards based IMAP/POP client or OWA**)
- ☒ Windows CE (**via any standards based IMAP/POP client or OWA**)
- ☒ Blackberry
- ☒ Palm OS

2. Which Web browsers are supported?

- No** Internet Explorer 5.5, Windows
- ☒ Internet Explorer 6, Windows
- ☒ Internet Explorer, Mac OS X
- ☒ Safari, Mac OS X
- ☒ Firefox, Windows
- ☒ Firefox, Mac OS X
- ☒ Firefox, Linux
- ☒ Konquerer, Linux
- ☒ Mozilla, Linux
- ☒ Lynx
- ☒ Opera

3. Which e-mail clients do you support?

- ☒ Outlook
- ☒ Eudora
- ☒ Notes
- ☒ Apple Mail
- ☒ Thunderbird
- ☒ Any standards based IMAP/POP client

3. Languages supported? Note: You must be able to display the entire character set of a particular language, and the GUI needs to be fully translated as well.

- ☒ English
- ☒ French
- ☒ Italian
- ☒ German
- ☒ Spanish
- ☒ Portuguese
- ☒ Russian
- ☒ Chinese
- ☒ Japanese
- ☒ Korean
- ☒ Vietnamese
- ☒ Arabic
- ☒ Hindi

☒ Hebrew

4. Is the online help fully translated into any or all of these support languages? **English only**
5. Do you offer an integrated method of translating e-mail messages from one language to another? Describe how translation services work. (limit response to 200 words) **No**
6. Do you support any other configurations?
OS: (list)
Browsers: (list)
Email client: (list)
Languages: (list)
7. Which of the following protocols do you support for e-mail access?
☒ HTTP
☒ HTTPS (Encrypted)
☒ POP3
No POP3S (Encrypted)
☒ IMAP
No IMAPS (Encrypted)
☒ MAPI
8. Do you support e-mail storage quotas? **Yes**
9. Describe your storage space management. If storage space is limited or charged by the byte, how can an organization keep storage under control? (limit response to 250 words)
Storage is assigned individually to each mailbox or to groups of mailboxes, and is aggregated together for billing purposes.

Private and Public Storage Policy

Storage is allocated based on the overall needs of the organization. Public Folder storage is automatically increased or decreased as needed when information is moved in and out of the Public Folders. Private Mailbox storage is allocated on a per user basis without size restrictions. The initial private mailbox storage allocation can be set by Mi8 at mailbox creation, or, storage can be allocated by The MSE Company using Mi8's Q Administration tool.

C. Attachments

1. Can users attach any file to an e-mail message? **No**
2. If no, what type of files are permitted or restricted? **Messages that contain the attachments "PIF, SCR, CMD, BAT" are automatically deleted.**
3. Can the administrator disallow specific files? **Yes**
4. Is there a limit to the size of a particular attachment? **Yes**
If so, what is the limit? **25MB**
5. Can the administrator specify an attachment size limit? **No**
6. How is attachment policy enforced? (limit answer to 200 words)

Mi8 uses a multi-level security model for all mail transfer. Mail is initially handled and scanned by Postini, then transferred to Mi8's perimeter service which uses Tumbleweed Email Firewall. The mail is then transferred to Exchange for local delivery to mailboxes. Individual email messages (including attachments) inbound from the Internet or outbound to the Internet are limited to 25 Mb. Internet email messages including attachments greater than 25 Mb will not be moved through Mi8 gateways, and instead will generate an error message to the sender. If users require the ability to send Internet email messages over 25 Mb, Mi8 can, upon request, make special arrangements for such users. Additionally, Mi8 will assist Clients in understanding how to reduce the size of, or separate, large documents so that they can be transmitted via the Mi8 Service. There is no limit on the size of messages sent within an organization.

7. How does the service handle non-permitted files that are located inside compressed or password-protected compressed files? (limit answer to 200 words)

Content Filtering

Mi8's standard "content filtering" is based on capabilities of gateway software from Tumbleweed, the Tumbleweed MailGate Email Firewall. By default, Mi8 scans only for specific threats and attachment types and removes those; custom keyword filtering and attachment type filtering can also be configured. Mi8's default attachment filtering is as follows:

Security Threat:	Description:	Standard Actions: Inbound	Standard Actions: Outbound
Known Viruses	Viruses that have been identified and for which anti-virus definitions are available.	Messages are deleted with no notification to sender or recipient.	Messages are deleted with no notification to sender or recipient.
Password-Protected Attachments	Messages include attachments that are password protected (Excel, Zip, etc.). The password protection on the attachment prevents the message from being scanned for threats.	Password encrypted Zip files are commonly used by viruses. These files are quarantined, and notification is sent to the intended recipient. Other password protected files are not scanned, and are not blocked. Also, Zip files that are not encrypted are not blocked; they are treated the same as any other attachment type, including examining the contents to look for known viruses, blocked file types, etc.	Password encrypted Zip files are commonly used by viruses. These files are quarantined, and notification is sent to the sender. Other password protected files are not scanned, and are NOT blocked. Also, Zip files that are not encrypted are NOT blocked; they are treated the same as any other attachment type, including examining the contents to look for known viruses, blocked file types, etc.
New Threats	Mi8 employs text scanning (searching for specific phrases or words within messages and attachments) in circumstances where a new threat has been identified, but anti-virus definitions have not been updated to include the new threat or possible variations.	Messages are not delivered; notification is sent when the text to be scanned for is vague enough that legitimate messages could be blocked.	Messages are not delivered; notification is sent when the text to be scanned for is vague enough that legitimate messages could be blocked.
Attachments to Emails	Mi8 blocks messages with certain file types attached, which are common formats for worms, Trojan horses, or viruses. The standard list is: BAS, BAT, COM, CHM, CMD, CPL, EXE, HLP, INF, JS, JSE, LNK, MSC, PCD, PIF, REG, SCR, VB, VBE,	Messages are not delivered. No notification is sent.	Messages are not delivered. No notification is sent.

Security Threat:	Description:	Standard Actions: Inbound	Standard Actions: Outbound
	VBS, WSC, WSF, WSH		
Unknown Attachment Types	Files containing attachments of an unknown file type.	Messages are delivered. NOTE: if a user deletes the file extension (.exe, .pif), of an attachment that would normally be blocked by Mi8's system, the attachment may or may not get through. Mi8's scanning system will attempt to identify files by means other than file extensions.	Messages are delivered. NOTE: if a user deletes the file extension (.exe, .pif), of an attachment that would normally be blocked by Mi8's system, the attachment may or may not get through. Mi8's scanning system will attempt to identify files by means other than file extensions.

Content Filtering Options

Mi8's deployment of the MailGate Email Firewall also provides features to:

- Enforce communications policies that ensure compliance with HIPAA privacy and security regulations, the Gramm-Leach-Bliley Act (GLBA), Sarbanes-Oxley regulations, and California SB 1386, as well as your corporate policies.
- Protect intellectual capital by scanning messaging content to prevent sensitive or confidential information from leaving your corporate network.
- Reduce liability by identifying messages that include legally risky content, including profanity, private data such as social security numbers or account pin codes in financial services, or diagnostic codes and PHI in healthcare.

7. How does your product protect against viruses and exploits in e-mail messages? (limit answer to 250 words)

Standard Mi8 Description for Anti-Virus & Anti-Spam Service

Mi8 provides perimeter service anti-virus by default. Intra-domain virus scanning is in Mi8's project list for 2006. Additionally, Mi8 strongly recommends that all clients install a desktop anti-virus solution with automated update.

Mi8 has tight monitoring of inbound mail and our monitoring staff receives alerts immediately if there are an unusually high number of inbound messages, a large number of messages from the same source, or other variations that do not represent normal email traffic.

In the rare case that a data file is not available for a new virus and an outbreak has started, Mi8 blocks the virus using content scanning (filtering based on subject, body text, or attachments) to quarantine suspected messages. Though it has never been necessary to use them, Mi8 has measures in place to collect and queue all inbound mail until an appropriate virus data file is available to scan the mail so that it can be released to customers.

Postini is Mi8's chosen partner for anti-spam services. The Postini service provides both proprietary anti-spam filtering and McAfee anti-virus technology. The end result is that your users will be protected by three layers of anti-virus technology: level 1 by the Postini service (McAfee); level 2 by Mi8's gateway service (Tumbleweed Email Gateway); and level 3 at the desktop (to be provided by your company). Additionally, users will be protected by two layers of anti-spam technology, if you subscribe to our Antispam service: Postini Perimeter Service (external quarantine), and Exchange 2003 anti-spam capabilities/junk-mail filtering.

D. Spam control

1. Can the administrator create white and blacklists? **Yes**
2. Can users create white and blacklists? **Yes**
3. Do you support automatic deletion of probable spam? **Yes**
4. Do you support quarantining of probable spam to a separate folder? **Yes**
5. How does your product solve the spam problem? (limit response to 500 words) **Positini**
explanation

E. User accounts

1. How is user management handled? Can the product integrate with MSE's existing Active Directory or LDAP system for user/password management? (limit response to 250 words)
Q Administrator cannot integrate with MSE's existing Active Directory or LDAP system for user/password management at this time. However, Microsoft will support this feature in Q4 2006; Mi8 expects to have this feature supported within 90 days of the Microsoft release.

Q Administrator: A Complete Administrative Tool

Unlike many other service providers who have purchased a ready-made provisioning utility from a third party (e.g. Abridean Software, Ensim), Mi8 has developed our own provisioning and administration tool: Q Admin. Mi8 has more than 6 years of development time invested in this system, the most powerful, flexible tool on the market. Because Q Admin was designed to be easy to use, many Mi8 clients have chosen to offload the system administrative duties from technical personnel to human resources or other non-technical groups within their organization.

In addition to the standard add/change/delete features of most provisioning tools, Q Admin also offers extended capabilities such as the ability to receive commands from other provisioning systems via XML post commands. And because Mi8 has developed and maintains the source code for this sophisticated application, **customizations and special feature requests can be accomplished in a fraction of the time** of other systems.

Other providers supply administration tools which are web based. Initially a web based tool seems appealing, but after use it is obvious that managing thousands of users with a web interface is extremely slow and difficult. Mi8's Q Admin tool provides a small, local client that communicates with Q Servers in the OnSight System using XML. The result is a fast, Windows standard, administration tool that end users enjoy using.

Q Admin allows clients to manage virtually all aspects of Exchange, without any risk of disrupting the core Exchange service. This tool allows clients to do the vast majority of administration work without the need to contact Mi8, and with the comfort of knowing that they cannot harm the performance of the system. It is Mi8's experience that rather than the tool being used by client system administrators it is used by HR personnel or tier 1 help desk personnel.

With Q Admin as a client administration tool, and with Mi8's NOC running the core system, clients no longer have a requirement for Exchange-trained staff.

2. How can you enable or disable specific accounts from having mail capabilities? (limit response to 150 words)

Q Admin can create a enable or disable an email account via the “non-email account” checkbox which indicates whether email will be sent/received to this account.

3. What online address book capabilities exist? Can the administrator create corporate address books? (limit response to 250 words)

Q Admin enables administrators to create corporate address books, distribution lists, additions to the GAL, etc.

4. Please describe the message filtering, sorting and management capabilities of your system. (limit response to 500 words)

Mi8 utilizes the default features of Microsoft Exchange and Outlook for this capability.

5. How will users migrate off the old system and on to your implementation? How will existing e-mail and data be transferred to the new accounts? (limit response to 500 words)

See Project Migration Plan Below

Project Organization & Calendar

Envisioning Phase

- _ Assemble MSF core team
- _ Project plan draft
- _ Vision Scope document
- _ Project kick-off

Planning Phase

- _ Complete discovery
- _ Identify all applications that integrate to e-mail
- _ Identify all generic mailboxes and ownership
- _ Complete detailed project plan
- _ Formalize deliverables by Migration stage and stage exit criteria, as mutually agreed upon by Mi8 & Client, for the transition between project phases.
- _ 5 proposed stages are deployment, early adopter, pilot, migration, transition to normal production
- _ Write drafts of key process plans for the project including
- _ Draft Mail flow transitions for migration phases
- _ Draft directory coexistence for pilot and migration phases
- _ Draft mail cutover process for migrations
- _ Complete planning for User Education
- _ Complete initial risk assessment and risk mitigation plan

Developing phase

- _ Develop and test Outlook deployment automation
- _ Develop and test migration method for mailboxes from all platforms
- _ Identify naming standards for all objects
 - Generic and normal mailboxes
 - Contacts
 - Distribution lists
- _ Draft logistics plan for mailbox migration (who goes when)
 - Early adopters
 - Pilot
 - Migration
- _ Complete all final solution documents in ISO format
- _ Complete Deployment Stage
- _ Complete the Early Adopter stage
- _ Complete the pilot stage
- _ Complete pilot review and acquire sign off on pilot exit criteria and Acceptance

Project Calendar

Project Phases	Dependencies	Description	Duration in Weeks
Envisioning (MSF)	Contract Signed	Assemble formal project team, draft formal project plan, finalize MSF vision scope documentation, kick off project	2
Planning (MSF)	Envisioning Complete	Perform Discovery, plan interoperability, outline migration & end user communication strategy, finalize project plan	4
Early Adopter (Deployment Milestone)		Execute training (if needed), desktop configuration, Migrate under 20 users, validate end user communications, full functional testing.	2
Pilot (Deployment Milestone)		Migrate pilot users and validate all aspects of the migration.	3
Migration (Deployment Milestone)		Complete migration of users in established migration groups.	TBD
Stabilizing (MSF Phase)		Support is cutover to normal channels and interoperability services are stopped. Old systems can be retired.	1

6. Do you support multiple domain names? Can a user receive e-mail with multiple domain names? For example, can mike@mse.example.com, mike@mse-online.example.com, mike@mse.example.net, mike@us.mse.example.com) all go to the same person)? (limit response to 150 words)

Yes. Extra charges may apply for send-as capabilities from multiple domains.

7. Do you support e-mail aliases?

Yes; 5 per user are included at no extra charge.

F. Collaboration

1. Describe your product's integrated calendaring program. If you don't have one, please offer a reason to choose your product over a competitor that has integrated calendaring. (limit response to 500 words)

Standard Microsoft Exchange/Outlook shared calendars

2. Can you integrate with third-party calendaring? Which ones?

Any client based 3rd party calendar

3. Describe your product's integrated instant messaging program. If you don't have one, please offer a reason to choose your product over a competitor that has integrated IM. (limit response to 500 words)

Microsoft Live Communications Server (LCS) will be deployed early in Q3, 2006. This will be fully integrated with both Microsoft Exchange Server and with Microsoft Windows Sharepoint Services.

4. Do you integrate with third-party IM?

Only on the client side (Microsoft Outlook).

5. What other collaboration and messaging features does your product offer?

All standard Microsoft Outlook and Exchange features: shared contacts, shared calendars, shared task lists, public folders, etc.

G. Archiving

1. What is your backup policy? How often do you back up the system? Do you destroy old backups on the customer's schedule? (limit response to 500 words)

Mi8 performs full nightly backups of all data resident within the system. Data is first backed up to disk, and is held there for 3 days. After 3 days the data is moved to a tape archive system, and tapes are rotated offsite after 7 days. Tapes are held in a media vault until the data is 30 years old; the tapes are then wiped clean and reinserted into the tape library for re-use.

2. MSE is concerned about regulatory compliance in the U.S. and abroad. Describe how you will help MSE adhere to and meet the minimum message retention laws and regulations. (limit response to 500 words)

Regulations affecting many industries, such as SEC 17a-4, NASD 3010, Sarbanes-Oxley, and the Health Insurance Portability and Accountability Act (HIPAA), require that electronic communications be preserved and produced upon demand to various regulatory agencies.

Additionally, many companies have implemented data retention policies to help reduce the effects of costly discovery motions and subpoenas when they're involved in lawsuits. In some cases, companies that have been unable to produce subpoenaed emails have faced fines of millions of dollars.

Archiving vs. Backups

Some companies operate under the assumption that the nightly backups performed by Mi8 will allow them to retrieve emails upon demand; however, this assumption can be a costly mistake.

Backups are designed for disaster recovery purposes. The files created by the backup process provide a snapshot of a mailbox's contents at a single point in time; they do not contain ALL messages sent and received by that mailbox over a period of time. This means that the contents of a backup file do not meet most regulatory requirements.

Additionally, because backups utilize compression and proprietary file formats in order to speed their execution, it is virtually impossible to search backup files for specific messages or conversation threads; instead, restoration of the backup file to a disaster recovery server must be performed, and the search can then be executed. In order to satisfy a discovery motion, for example, all of the backup files that a company has must be restored and searched - and since Mi8 retains up to 30 days worth of backup data, this is a VERY costly and time-consuming project. Even then, there are no guarantees that a specific message or thread will be found; for example, if a user deletes a message from their mailbox before the backup takes place, that message is not in the backup file, and thus will not be produced by this expensive undertaking.

Archiving systems, on the other hand, retain ALL messages - internal and external, sent and received, saved and deleted - no matter what the user decides to do with the message in their inbox. Messages on the archiving system are saved for a specified period of time, and cannot be deleted from the permanent, non-erasable media on which they are stored until the end of that predetermined period. The best archiving systems provide an easy-to-use interface for scanning, searching, and retrieving messages from the archive on demand.

For most companies, the task of managing a message archive in-house has proven complicated and expensive, with significant costs associated with building, managing and scaling an on-premise infrastructure that meets strict federal guidelines. That's where Mi8 comes in.

Mi8 partners with multiple companies to provide users with a choice of solutions for email archiving to meet regulatory requirements. Choices include:

- _ Frontbridge
- _ Global Relay
- _ Zantaz
- _ Iron Mountain

3. Do you back up users' inboxes, online e-mail folders, or both?

Both

4. Are messages marked as spam archived? No, these messages are filtered prior to the Mi8 system and are held in a Postini web quarantine. Any messages released from the quarantine to the Mi8 mailboxes, or which are not captured by the Postini service, will be archived.

5. Are messages flagged as viral archived? See #4, above.

6. Are instant messages or calendaring archived as well? Please describe your backup policy with regards to these features. (limit response to 250 words)

IM is not included at this time. All calendar data is

H. Security and reliability

1. MSE is concerned about third parties reading their sensitive documents. Of particular concern is the possibility that an employee of your company could read and copy MSE's e-mails, or that an attacker could break into your systems. Areas of concern include corporate espionage, leakage of trade secrets, stolen customer information or employee information (social security numbers, human resources correspondences, salary, etc). What security measures are in place to ensure the safety and secrecy of MSE's corporate e-mail? (limit response to 750 words).

Highly Secure, Highly Redundant Facilities

Mi8's Application Service architecture has been installed in a world-class data center in the New York metropolitan area since 2000. Unlike many smaller providers of Exchange services, who often host their servers in their own offices or in local data centers with minimal redundancy and security, Mi8 utilizes a world-class facility built and managed by AT&T; our systems have been installed in this facility since early 2000. This data center provides redundant electrical, cooling, and fire suppression systems, and maintains tight physical security through the use of biometric (hand-scan) door locks, electronic key cards, signature matching systems, man-trap entryways, locked-down floor tiles, and security-louvered windows. The facility offers flexible, on-demand access to network capacity of 7.2 Gbps on an AT&T Local Services ring that is redundant and diverse. Dual access routers connect the data center to multiple AT&T Internet backbones via dual OC-48 (2.488 Gbps each) connections.

Redundant Network Operations Centers

The Exchange Application Service leverages our expertise in the 24x7 monitoring and maintenance of the system from our redundant Network Operations Centers (NOCs) in New York City and Austin, Texas. Mi8's experts keep the system up to date with the latest upgrades (including testing all service packs and patches in our labs before installation), monitor the security of the system, protect your users from email-based viruses, and keep your mail service running smoothly.

Multi-Layer Security

At Mi8, our approach to security is comprehensive, encompassing the physical data center, and the network and application layers, and is supported by disciplined operating policies and practices.

- Network Security: Mi8 utilizes redundant Cisco PIX security appliances, strong inbound and outbound port rules, "denied connections" logging and analysis.
- Intrusion Detection: Mi8 utilizes Cisco and Microsoft Intrusion detection systems (IDS). This multi-layered approach tracks all unauthorized attempts to enter our systems.

- Anti-Hacking: Mi8 deploys the latest security patches on all production systems with escalated priorities; our systems team also subscribes to security related alerts and bulletins.
- Monitoring: Mi8 monitors for excessive failed logins, and suspicious activity in the Windows Security Log using Microsoft Operations Manager.
- User Authentication: Mi8 utilizes SSL, HTTPS, 128 bit encryption, via security certificates.
- Personnel: Mi8 performs pre-hire security screening of technology employees; we also log all server access activities, with customer permissions recorded as necessary; Mi8's Security Officer is on-call 24x7.
- Periodic Vulnerability Assessment: Mi8 undergoes periodic security audits and assessments performed using the latest techniques and technologies, by independent third party auditors.

2. Is e-mail stored in an encrypted format on your servers? **Yes**

3. What uptime performance can you guarantee?

- ☐ Less than 90%
- ☐ 90%
- ☐ 99%
- ☒ 99.9%
- ☐ 99.99%
- ☐ 99.999%
- ☐ 99.9999%
- ☐ 99.99999%
- ☐ 99.999999%
- ☐ Availability not guaranteed

4. How is uptime measured or gauged? (limit response to 250 words) See attached document, Service Level Agreement.

5. What remedy is made to the customer for not honoring the uptime guarantee? (limit response to 250 words) See attached document, Service Level Agreement.

I. Business Summary (Optional)

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. **Limit your answer to 500 words.**

J. Pricing Summary and Totals

1. Describe the business model used to market and sell the e-mail service? **Mi8 sells**

2. How long of a contract do you require? Do you offer month to month, or on a yearly basis?

Mi8 offers month-to-month contracts for small companies only; even for month-to-month services, we require a contract in order to clarify all terms and conditions.

For any special discounts, and for clients of more than 100 users, Mi8 prefers a one to two year contract, with longer contract terms available. Archiving services generally require three year contracts.



3. NWC GRADES INCLUDE PRICE SCORES. In order that we can compare apples-to-apples quote the list cost of the system for MSE based on the information in section III (800 to 850 users) for one year. All features (such as spam control, AV, etc) and service levels (performance guarantees, storage space, etc) mentioned in this RFI must be included in the price quote. Feel free to itemize the expenses, but also give a bottom line. Failure to disclose a price will result in disqualification from this review.]

User fees: \$7.00 per user per month

Storage fees: \$30 per Gb per month

BlackBerry fees: \$24.95 setup fee, \$12.99 per user per month

GoodLink fees: \$40 setup fee, \$24.95 per user per month

Archiving: quotes vary depending on length of contract term, length of archive period, and vendor chosen.

4. Estimate the cost for the first year of maintenance and support (if this is included in the price quote above, please let us know).

Included in the quote above.

5. Do you provide on site training?

☒ No

☐ Yes (answer question 6)

6. If you provide on site training, what would be the cost to train approximately 30 IT and help desk staff members?

VII. Vendor Information

1. How long have you been in business? Founded 1997, incorporated 1998

2. What is the size of your organization by number of employees? 62 employees

3. How long has the product been shipping? N/A – we launched the service in 1997

4. Are you a public or private company? What is your stock symbol? Private

5. Describe your profitability and financial situation. How can you guarantee to MSE that you'll be in business for the next 5 years. Please remember that this information will be made available to Network Computing readers.

Mi8 is a profitable, fully self-sustaining company that has been growing at greater than 50% CAGR since 2003. As a private company, Mi8 will share detailed financials with an NDA in place.

6. List three similar-size enterprises that are currently using the proposed solution.

Safety-Kleen: 3,800 users

Entertainment Distribution Company (EDC) LLC: 847 users

Molecular Devices Corporation: 722 users

Documents included by attachment:

1. Mi8 Acceptable Use Policy
2. Mi8 Service Level Agreement
3. Mi8 Services Agreement (contract)
4. Mi8 Privacy Policy

[end of document]