



Request for Information (RFI) On Outsourced E-mail Providers

RSVP Deadline: E-mailed or postmarked by **March 1st, 2006 5 p.m. (EST)**
RFI Deadline: E-mailed or postmarked by **March 15th, 2006 5 p.m. (EST)**
Publication Date: **May 25, 2006**

I. Introduction

Network Computing's **May 25th, 2006** cover package will be devoted to outsourced e-mail provider that support office, home, mobile and international workers.

If you would like to participate, please RSVP to the author, Mike DeMaria (mdemaria@nwc.com) by **March 1, 2006** and **return the completed RFI by March 15, 2006**.

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.

If you do not meet all of these criteria, your product does not meet the minimum qualifications for this review. Please notify Mike DeMaria (mdemaria@nwc.com or 315-443-5798) by March 1, 2006 that you do not meet the criteria for participation. Thank you for your consideration.

If you respond to the RFI, please note the dates in Section C to complete the RFI on time for inclusion in our **May 25, 2006** issue. We suggest you read through the entire RFI before answering questions. You can reference answers to other questions in the RFI using the section and question number. Please do not reference materials outside the RFI; incorporate them into your answers. This RFI will be the **only** source used to review your product.

Some questions provide for Yes/No checkbox answers, while some require more detail using an essay format. **Essay-type questions may include word-count limits. Any responses submitted beyond the limit may be disqualified.**

Please answer all questions--this information is the foundation on which we determine the winning bid and our Editor's Choice Award. If you do not have an answer for a question or it does not apply, please indicate that in the space allotted. If you leave a question blank, we can only assume that your product does not support the proposition.

C. Effective Dates

RFI Issue Date: February 17, 2006
RSVP Deadline: March 1, 2006 by e-mail to Mike DeMaria by 5 p.m. (EST),
RFI Deadline: March 15, 2006 postmarked or e-mailed by 5 p.m. (EST)
Publication Date: May 25, 2006

II. Business Overview

To assist with your responses we have developed the following scenario. In your responses to the specific items listed below, please reference the needs outlined below. Also, please read the entire RFI before completing the first response and avoid redundancy wherever possible.

McDonald and Seifert Engineering (MSE) is a vertically integrated engineering services firm, offering consulting, engineering and scientific investigations, laboratory analysis, construction management, and contract operations and maintenance services in such areas as water resources, wastewater management and environmental services. MSE recently became a publicly traded company incorporated in Delaware. MSE's clients include an international roster of several hundred customers in both the public and private sectors.

MSE has more than 800 employees working out of offices in 25 states and 5 foreign countries. The company has major offices in the U.S., Canada, France, England, Italy and Germany. There are plans to expand into Asia and the Pacific Rim by next year, although this is still in the evaluation phase. Headquarters and data center are located in Pepper Pike, Ohio, a suburb of Cleveland. MSE employs a distributed direct sales force of approximately 75 people managed from the headquarters location. In addition, more than 300 MSE employees are field employees working on the many engineering projects being managed by the company, often working out of temporary facilities in fairly remote locations.

Maintaining effective communications with the sales and field support staff is an ongoing challenge for MSE. The firm is heavily dependent on both cellular voice and e-mail

communications to accomplish those goals. The staff currently relies exclusively on Microsoft Exchange for e-mail services.

Recent IT staff reductions and a geographically expanding coverage area has fostered the idea of outsourced e-mail services. Internal and external e-mail usage has grown significantly over the years with little effort or capital spent to optimize performance, and MSE's system is nearing the breaking point. Instead of overhauling and upgrading the existing network, MSE believes it can save money by outsourcing. The goal is to find a company that can support the 375 remote employees, domestic office workers and international offices. As an international company, MSE has some employees who are not bilingual. These workers require a user interface in their native language. Other employees are multilingual, and should be able to choose in which language they wish to manage their e-mail.

Currently MSE has a robust VPN system in place. All domestic and international branch-office locations are connected over the public Internet by Nortel Contivity VPN appliances in a hub-and-spoke model to the central office in Ohio. Field employees and telecommuters connect using a remote-access IPSec client on company-provided laptops. Although this solution is working well for the company, the VPN is also near full utilization. MSE believes offloading e-mail will help delay the need for more powerful VPN hardware. MSE would like to offer remote, SSL-encrypted, Web-based e-mail access so employees can get to their e-mail from any location. Another concern is mobile-device e-mail. Currently, users cannot send or receive e-mail from smart phones or wireless hotspots. MSE would like to offer this capability for mobile users.

MSE does not have a VoIP implementation in place, nor is it considering one in the near future. It also does not have an internal IM system installed, but it is very interested in integrated e-mail/IM. MSE's calendaring is via Exchange, but most employees haven't taken advantage of it yet. MSE is in the process of training users about the benefits and usage of online calendaring.

III. Business Essentials

- A. Employees: 827, growing by 100 employees per year
- B. Employees requiring e-mail access: 800
- C. Offices: 5 foreign countries and physical presence in 25 U.S. states
- D. Remote workers: 375 staff members are exclusively mobile
- E. International workers: 25 in each country.
- F. Users average about 300MB of online mail storage. MSE would like to do a better job managing mail storage by implementing variable quotas to specify how much storage is available to any one user or group

Existing network infrastructure: A Microsoft Exchange server sits in the central data center in Ohio. All branch and remote users connect into this central location. Branch offices are connected via corporate cable/DSL broadband connection (5Mbps downstream, 1Mbps up). The central office has a 45 Mbps T-3 line to the Internet. Users currently rely on Microsoft Outlook. A few non-Windows users are using Eudora for e-mail access, although this configuration is not officially supported by IT. E-mail is backed up to tape on a weekly basis. Old archives used to be erased every three months, however, messages in the user's inbox or saved folders are not automatically deleted.

MSE recognizes that, as a publicly traded company, it needs to be in compliance with regulations and retention policies; IT is looking for help defining policies and procedures that will ensure they meet all applicable requirements for retention of business records, provides automated procedures for discovery and provides automated procedures for purging old records.

IV. Technology Goals

- A. Offer improved e-mail performance and stability

Proprietary & Confidential



The backbone of our solution is the Apptix Service Management Platform. The Apptix Service Management Platform, TECOS™, is a fully integrated management platform that allows users to quickly and efficiently provision and manage their Hosted Messaging and

Collaboration environment. Everything from provisioning services to adding, deleting and managing users can be done through our easy-to-use on-demand portal. Because it is our proprietary solution, we can launch new applications and upgrade existing solutions as required. Moreover, TECOS has proven to be an extremely scalable and reliable platform. Leading global service providers such as IBM and HP have selected the TECOS platform to offer their own hosted messaging services.

Today, Apptix services over 65,000 end users from 7,500 organizations. Our customers range from one-person consultancies to entire divisions for Fortune 1000 companies. These companies require feature rich, best-of-breed solutions, just like their large business counterparts. Apptix delivers essential business communication services that drive the SMB's workplace....On Demand.

Apptix can deliver a solution for MSE that is cost-effective, reliable, and secure. We look forward to the opportunity to further respond to your questions. We hope you find our response informative and complete.

B. Platform & Protocol Support

1. Which operating systems are supported?

- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Windows CE
- ☒ Blackberry
- ☒ Palm OS

2. Which Web browsers are supported?

- ☒ 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 (and Outlook Express)
- ☐ 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

Note that today we deliver our services in English and French. Since we deliver Hosted Exchange as our solution, it is important to note that our services can be provided in every language supported by Microsoft. The following languages are supported by Outlook clients today:

Language	Client		
	Outlook 2002	Outlook 2000	Outlook 98
Arabic	Yes	Yes	No
Basque	Yes	Yes	No
Brazilian	Yes	Yes	Yes
Catalan	No	No	No
Croatian	Yes	Yes	No
Czech	Yes	Yes	Yes
Danish	Yes	Yes	Yes
Dutch	Yes	Yes	Yes
English	Yes	Yes	Yes
Estonian	No	Yes	No
Finnish	Yes	Yes	Yes
French	Yes	Yes	Yes
German	Yes	Yes	Yes
Greek	Yes	Yes	Yes
Hebrew	Yes	Yes	No
Hungarian	Yes	Yes	Yes
Italian	Yes	Yes	Yes
Japanese	Yes	Yes	Yes
Korean	Yes	Yes	Yes
Latvian	No	No	No
Lithuanian	No	No	No
Norwegian	Yes	Yes	Yes
Polish	Yes	Yes	Yes
Portuguese	Yes	Yes	Yes

Romanian	Yes	Yes	No
Russian	Yes	Yes	Yes
Simplified Chinese	Yes	Yes	Yes
Serbian	No	No	No
Slovakian	Yes	Yes	No
Slovenian	Yes	Yes	No
Spanish	Yes	Yes	Yes
Swedish	Yes	Yes	Yes
Traditional Chinese	Yes	Yes	Yes
Thai	Yes	Yes	No
Turkish	No	No	No
Vietnamese	No	No	No

4. Is the online help fully translated into any or all of these support languages? Yes. Based on client demand, we are capable of translating into other languages as well.

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? No.

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

☐ POP3S (Encrypted)

☒ IMAP

☐ IMAPS (Encrypted)

☒ MAPI

8. Do you support e-mail storage quotas? Y/N – 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).

Our standard customer agreement provides for 100 mb per user. Additional storage is available for a fee.

Setting	Apptix recommended value	Description
Issue warning	80% of allocated quota	When a user's mailbox exceeds the specified size limit, the user receives an e-mail alert to delete messages from the mailbox.

Prohibit send	100% of allocated quota	When a user's mailbox exceeds the specified size limit, the user receives an e-mail alert to delete messages from the mailbox. In addition, the user is unable to send any e-mail until the mailbox size is reduced below the specified limit.
Prohibit send and receive	120% of allocated quota	When a user's mailbox exceeds the specified size limit, the user receives an e-mail alert to delete messages from the mailbox. In addition, the user is unable to send any e-mail until the mailbox size is reduced below the specified limit, and any incoming e-mail is returned to the sender with an NDR.

C. Attachments

1. Can users attach any file to an e-mail message? Y/N – No, there are file extensions that we block at the Exchange level, OWA level, and anti-virus level.

Forwarded some emails from Eric Brunelle re: attachment blocking Trend Micro

2. If no, what type of files are permitted or restricted? Scr, exe, vbs are all blocked by ScanMail, Different files are blocked based on your settings in your Outlook client and the following are blocked from attaching in OWA:

ade,adp,app,asx,bas,bat,chm,cmd,com,cpl,crt,csht,exe,fxp,hlp,hta,inf,ins,isp,js,jse,ksh,lnk,mda,mdb,mde,mdt,mdw,mdz,msc,msi,msp,mst,ops,pcd,pif,prf,prg,reg,scf,scr,sct,shb,shs,url,vb,vbe,vbs,wsc,wsf,wsht

3. Can the administrator disallow specific files? Y/N – Yes. While an administrator doesn't have any control on the ScanMail or Exchange/OWA side, they do have administrative control over their client outlook desktop and through MX Logic to add any other file types they would like to block.

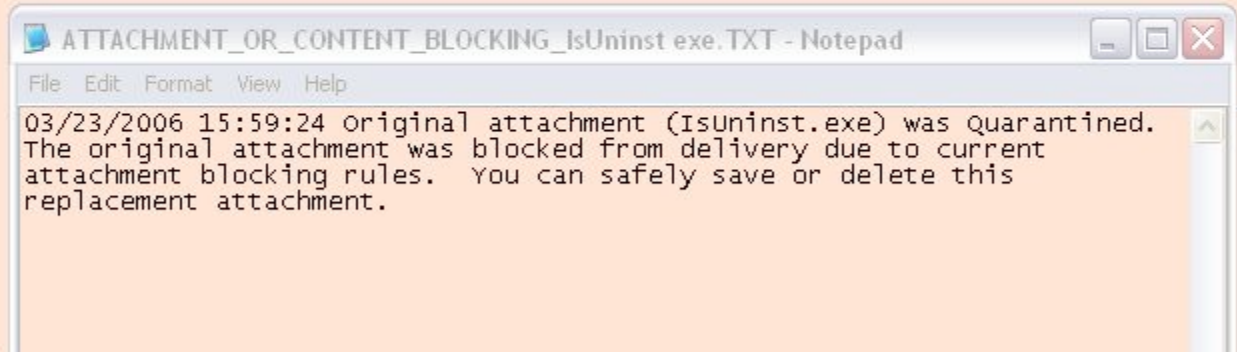
Here is what the blocked attachment looks like for the recipient:

RE: Test

● UHYUS, Apptix [auhyus@uhy-us.com]

To: Eric T. Brunelle

Attachments:  ATTACHMENT_OR_CONTENT_BLOCKING_IsUninst.exe.TXT (599 B)



4. Is there a limit to the size of a particular attachment? Y/N – Yes.

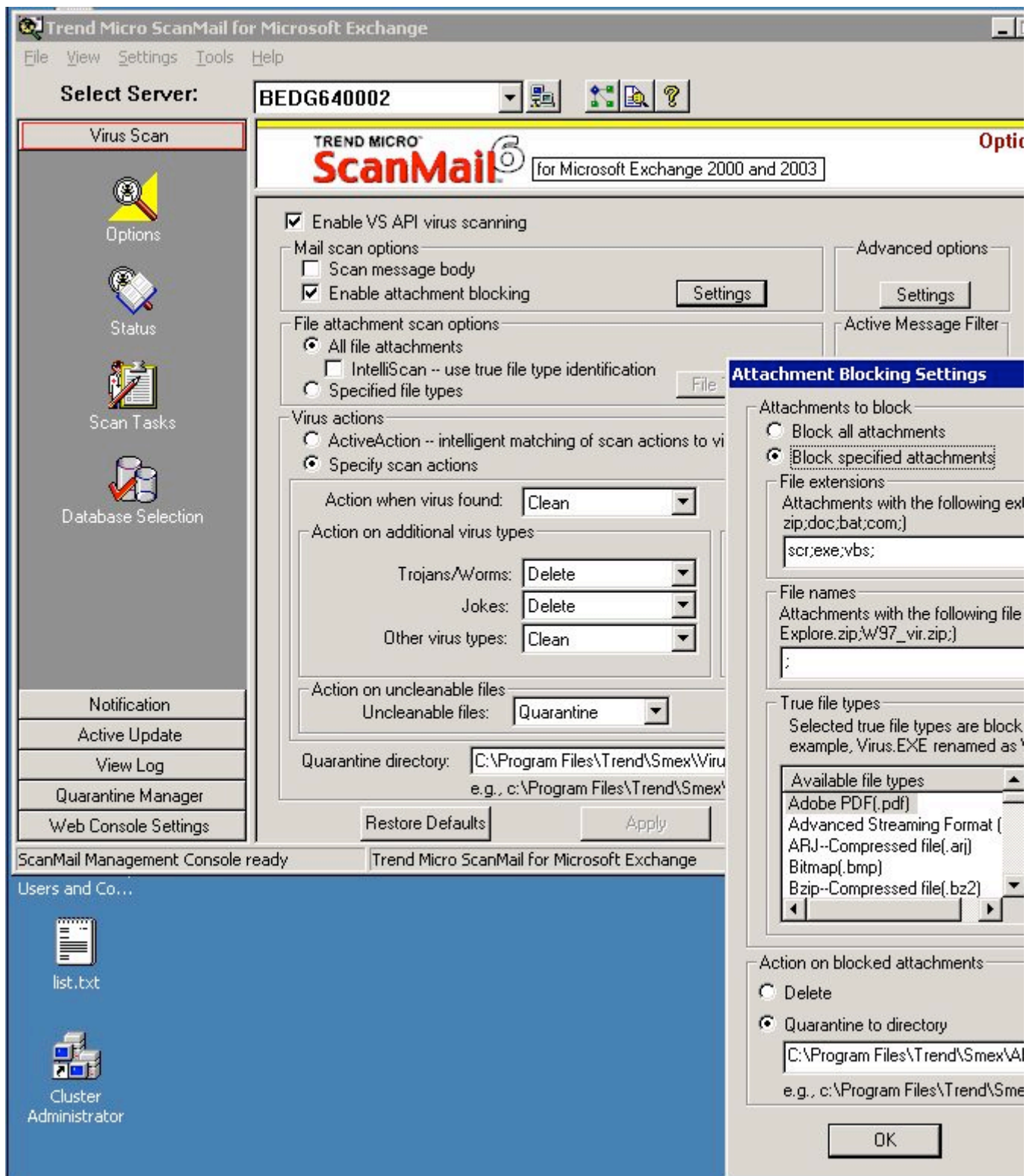
If so, what is the limit? 20 mg.

5. Can the administrator specify an attachment size limit? Y/N – Yes, through our Advanced Email Defense solution (MX Logic)

6. How is attachment policy enforced? (limit answer to 200 words) –

The policy is enforced through Exchange and Trend Micro's ScanMail (part of Apptix basic service). The attachment policy is further enforced through Apptix Advance Email Defense via the MX Logic Console. Customers without the additional filtering service (no MX Logic) are subject to the rules set on the Hosted Exchange service, which are controlled by Trend Micro. Customers with MX Logic are subject to the same policies, PLUS whatever policies are set in the MX Logic console's filtering settings.

We use Trend Micro AntiVirus to strip the listed attachments:



1. The attachment types above are stripped (and replaced by a text message that explains the blocking rule) by the exchange back-end servers.

2. Virus infected attachments are also stripped (and replaced by a text message that explains the blocking rule)
3. Some third party virus protection is out there (MX Logic/Message Labs) We don't control these.
4. Outlook itself as a security feature that blocks potentially hazardous attachments (This is a desktop by desktop setting to change and do not mention it unless you want a long support call explaining it.)
7. How does the service handle non-permitted files that are located inside compressed or password-protected compressed files? (limit answer to 200 words). If it finds an "exe", for example, in a compressed file, it will remove it from the file.
8. How does your product protect against viruses and exploits in e-mail messages? (limit answer to 250 words)

Apptix Hosted Exchange provides our customers with comprehensive security and data protection services that address physical security, anti-virus protection and anti-spam protection. Apptix provides anti-virus and anti-spam solutions to guard against viruses, Trojans, worms, and other malicious code hidden in email attachments. Our services improve productivity and reduce cost by decreasing time spent on reading, sorting, and deleting spam on a daily basis. Every Apptix Hosted Exchange plan is covered by our standard anti-virus and anti-spam utilities (IMF and Trend Micro). For businesses desiring additional level of protection against email exploitation, we have partnered with MX Logic to offer Advanced Email Defense.

D. Spam control

1. Can the administrator create white and blacklists? Y/N – Yes, through Apptix Advanced Email Defense (MX Logic)
2. Can users create white and blacklists? Y/N – Yes. Using Advanced Email Defense (MX Logic) or through Outlook® "junk mail filtering" when using IMF.
3. Do you support automatic deletion of probable spam? Y/N – Yes. The customer can customize Advanced Email Defense (MX Logic) to manage this.
4. Do you support quarantining of probable spam to a separate folder? Y/N – Yes. Users of Basic Email Defense (Trend Micro) could move probable spam to the user's "junk mail" folder. Users of Apptix Advanced Email Defense get the benefit of a quarantine folder. Users can then review the contents of their quarantine folder to determine what should be deleted and what should be released to the user's inbox.
5. How does your product solve the spam problem? (limit response to 500 words).

To help our customers fight back against these threats, Apptix has partnered with MX Logic® to provide an advanced layer of anti-spam monitoring and security. Customers who purchase Apptix Advanced Email Defense are protected from spam, malicious content and attachments, and other harmful email threats.

Apptix Advanced Email Defense leverages MX Logic's unique MX record masking technique to identify malicious traffic and quarantine it at the network perimeter. Using a unique multi-layered strategy, MX Logic's patent-pending Stacked Classification Framework® spam detection system combines the most effective spam-fighting techniques, and is continually updated to defend against the latest spam threats. These diverse filters separately assess the probability that a specific email is spam - a technique that results in highly-accurate threat protection with industry-leading low false positive rates (legitimate email misidentified as spam).

Messages that are identified as spam are blocked and delivered to a safe, external quarantine, which can be accessed, depending on user preference, by email administrators or end-users via regularly emailed spam quarantine reports.

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)

User management is handled by TECOS®, Apptix' Service Management Platform. Apptix's On-Demand service management platform provides SMBs with an affordable, reliable and secure alternative to purchasing and managing software applications in-house. The Apptix Service Management Platform is an extensible solution that manages and provisions multiple services, including Hosted Exchange. The AdminCenter provides administrators with a simplified tool to perform tasks like adding and removing user mailboxes, managing public folders and/or assigning available services to specific users. The UserCenter provides users with the ability to change passwords and update personal information.

Apptix' Service Management Platform can be integrated with MSE's existing Active Directory or LDAP system for user/password management (single sign-on).

2. How can you enable or disable specific accounts from having mail capabilities? (limit response to 150 words). This can be done through the Service Management Platform. The customer administrator can provide various levels of service to each user. The AdminCenter provides administrators with a simplified tool to perform tasks like adding and removing user mailboxes, managing public folders and/or assigning available services to specific users.

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

Each mailbox owner's contact information is created in the Global Address List (GAL) through the Service Management Platform. The GAL is designed to keep all contact information accessible through Outlook by any member of the team. External contacts (users who are not within your organization), can be setup in your global list as well. All contacts then can be selectively grouped to create distribution lists that also are available in the GAL.

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

Filtering is based on the Outlook local and server side rules which can sort messages based on criteria in the header or body. Message actions include forwarding or filing into server or local folders

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)

Apptix offers three alternative migration approaches based upon your specific needs – Self, Assisted and Custom Migration. Each of these approaches address specific customer requirements. The scenarios outlined below are based on Personal Storage Folder (PST) migrations.

The first approach is a PST Migration. Microsoft Outlook, along with several other commercial email applications, provides the ability to export the contents of an email mailbox to a local file. A PST migration involves uploading PST files from the old environment into the new environment

one mailbox at a time. PST migrations assume that the customer is willing to sacrifice certain amenities in favor of cost effectiveness. The customer's users and/or system administrative staff will perform simple migration tasks such as copying Outlook files and changing Outlook settings. PST migrations are a low-tech way to perform a migration. Even though all critical data does get copied, some referential information may get lost, and both users and IT staff must recreate some information from scratch. PST migrations are, however, simple and very inexpensive compared to migrations performed on a time and materials basis.

A self migration is most appropriate for small organizations (50 or less users) migrating to a hosted, multi-tenant infrastructure. Each individual user creates a PST file of the mail items in their existing Inbox. After Apptix Hosted Exchange has been turned on for the user and the Outlook client has been configured to access the service, each user can import their old PST items into Outlook and copy and paste them directly into their new Inbox. Once the items are copied to the Inbox, they are automatically synchronized and a copy will be available on the Hosted Exchange server.

This approach is appropriate for both multi-tenant and dedicated environments. Since the customer's system administrative staff and/or end users manage a self PST migration, there are no additional service fees.

An assisted PST migration is most appropriate for medium to large sized organizations. In an assisted migration, Apptix will prepare the environment, but leave the actual timing of migration and the actual movement of user data to the customer.

In this scenario, the customer will batch up and provide the PST files to Apptix to be imported into Exchange. Based on the number of users, this process may need to be phased over time. The phased assisted migration allows customers to migrate users in small groups, allowing for more controlled migration management and problem resolution. It also allows the customer to socialize change and to configure workstations at their own convenience, rather than mandating an inflexible deadline. Due to the fact that the old system remains on-line, system downtime is minimized or eliminated. Finally, phased migrations offer an easy back-out strategy, should the customer uncover show-stopping problems or unforeseen requirements while the migration is underway.

Service fees apply to assisted migrations because it requires the participation of Apptix Professional Services, along with the customer's system administrative staff and end users.

A custom migration is most appropriate for large organizations that have historically used either Exchange or another enterprise mail solution as a core business application. Because this plan is the most technically complex and costly, it is usually reserved for multi-site enterprises where self or assisted migration is not feasible. In this scenario, users who are migrated to the new platform at the beginning of the project will have the ability to collaborate in a nearly seamless manner with other users still on the old system. Users on both systems can coexist, accessing scheduling information, distribution lists, permissions and other system features on both the new and old systems.

This usually involves the creation of one or more logical links between the two messaging systems. This may involve the use of an Exchange Service Connector or Gateway. To allow the users of one system to effectively interact with users on the other system, both systems must be aware of the other system's directory, or user accounts database. This is a heavily customized and designed approach that is typically appropriate for customers considering a dedicated environment.

Because of this complexity, custom migration is regarded as a professional services engagement and will generally follow a classic application development life cycle. A detailed plan that includes a full analysis, design, prototype, pilot and production stages will be developed for all custom migration projects.

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)

7. Do you support e-mail aliases? Y/N – Yes.

The Service Management Platform makes it easy to create mailboxes and multiple aliases that will be instantly activated. Using a MASK template format, for example FirstName.LastName@domain.com, you can auto-generate multiple aliases with SMTP addresses to quickly enable all mailboxes to receive e-mail. For each mailbox, one e-mail address is qualified as the primary SMTP address and will be treated as the default "reply-as" e-mail address.

Alias examples for John Smith:

- john.smith@mydomain.com MASK: FirstName.LastName@MyCompany.com
- jsmith@mydomain.com MASK: FirstInitial.LastName@MyCompany.com
- sales@mydomain.com Individual alias
- johnny@mydomain.com Individual alias

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)

Apptix leverages Microsoft Exchange's calendaring capabilities. The Microsoft Outlook Calendar is the calendar and scheduling component of Outlook, and is fully integrated with e-mail, contacts, and other features. You can view a day, week, or month at once. With Calendar you can:

Create appointments and events

Just as you would write in a paper-based organizer, you can click on any time slot in the Outlook Calendar and begin typing. New gradient colors makes it easy to quickly see the current day and time. The current time is highlighted with color only in the Day and Work Week views. You can opt to have a sound or message remind you of appointments, meetings, and events, and you can color items for at-a-glance identification.

Organize meetings

Simply select a time on your Calendar, create an appointment, and select people to invite. Outlook will help you find the earliest time at which all the people are free. When the meeting notice is sent to invitees by e-mail, each will receive a meeting request in Inbox. When they open it, Outlook notifies them if the meeting conflicts with an existing item in their Calendar, and they can accept, tentatively accept, or decline your meeting by clicking a single button. If allowed by you, as meeting organizer, invitees can counter-propose an alternate meeting time. As organizer, you can track who has accepted, declined, or counter-proposed times, simply by opening the meeting.

View group schedules

You can create calendars that show the schedules of a group of people or resources simultaneously. For example, you can view the schedules of all people in your department, or all resources, such as conference rooms, in your building, to more quickly schedule meetings.

View calendars side-by-side

You can view multiple calendars that you have created as well as those shared by other Outlook users side-by-side. For example, if you have created a separate calendar for your personal appointments, you can view both your work and personal calendars side-by-side.

You can also copy or move appointments between the displayed calendars. Use the Navigation Pane (Navigation Pane: The column on the left side of the Outlook window that includes panes such as Shortcuts or Mail and the shortcuts or folders within each pane. Click a folder to show the items in the folder.) to quickly share your own calendar and open other shared calendars. Depending on the permissions granted by the calendar owner, you can create or modify appointments on shared calendars.

▶ **Link to calendars on Windows SharePoint Services sites**

If you have access to a Microsoft Windows SharePoint Services site, you can view the events lists from that site in your Outlook Calendar. These items will be kept up-to-date and can be viewed side-by-side with other personal or shared calendars.

▶ **Manage another user's calendar**

With the delegate access feature, one person can use his or her own copy of Outlook to easily manage another person's Calendar. For example, an administrative assistant can manage the Calendar of a manager. When the manager designates the assistant as a delegate, the assistant can create, move, or delete appointments and can organize meetings on the manager's behalf.

2. Can you integrate with third-party calendaring? Which ones? No.

This is the right answer, however customers can deploy whatever third party calendaring in compatible with Outlook on their local machine. They will need to be aware that our support teams do not support these custom configurations

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)

While Apptix does not offer an integrated instant messaging solution today, we plan to offer such a solution by the end of CY2006.

4. Do you integrate with third-party IM? Which ones? No.

5. What other collaboration and messaging features does your product offer? (limit response to 500 words)

Hosted Windows SharePoint Services - Apptix delivers collaboration solutions to its customers via Windows SharePoint Services. Microsoft SharePoint is a web-based solution that is designed to improve the way groups manage activities and information. The creation of SharePoint sites to manage and share documents and facilitate communications provides team members with a flexible, reliable, cost-effective way to increase productivity. Built-in templates and flexible user management make workspace site creation simple and effective.

Web Conferencing (2006) - In 2006, Apptix will extend its collaboration suite to include web conferencing.

Archiving and Compliance - Apptix Archiving and Compliance is a full-featured email archiving and compliance solution that records and monitors all company email communications for recordkeeping.

Mobile Messaging – Today's business professionals spend a significant amount time on the road. These mobile workers must be "plugged in" and accessible – anytime, anywhere. As part of our robust portfolio of Hosted Exchange Solutions, Apptix offers Mobile Messaging for secure

mobile access to email, rich attachments, calendars, notes and tasks. Options include Mobile Messaging for BlackBerry, GoodLink and Microsoft ActiveSync.

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)

For customers using our premium services, data is stored for 14 days on the Hosted Exchange Server, even after it has been deleted from the "local" user's Outlook. This feature provides an easy way for users to recover items deleted from local machines. It also eliminates the need for short-term tape restoration services. Deleted items can be recovered using the standard "Recover Deleted Items" tool in Outlook.

Most customers using Apptix's basic email service (POP) will neither have mail on the server for backup, nor have access to 14 days of data stored on the Hosted Exchange Server. These messages are completely deleted from the server after they are downloaded to the local machine. If data backup is critical to your business, your organization should leverage our premium service offering. Only data that is on the server at the point and time the backup is run will be captured for storage.

Restoring Data Less Than Seven Days Old

In the event that you ever have to recover data from your Hosted Exchange service, you should understand that data recovery is typically faster and easier if you are trying to recover data that is less than seven days old. In this scenario, the mailbox data is still available on a locally stored tape at data center. At this point, tapes will not have been sent off-site to a third party storage vendor. In order to recover data less than seven days old, Apptix will simply pull the user's data from the tape and restore it directly to a Personal Storage Folder (PST) file where the data can be restored to the user's mailbox. If the mailbox is identified and located immediately after the request, the time to restore is usually very brief. If the mailbox is lost or otherwise not easily located, it could take a number of hours to restore, search, and package data for the user.

Restoring Data More Than Seven Days Old, But Less Than Ninety Days Old

After seven days, storage tapes are sent to an off-site facility where Apptix maintains an inventory of all tapes. In the event that you need to recover data that is between eight and ninety days old, you would need to contact Apptix in order for us to retrieve the tape from our off-site storage facility. This typically takes two business days. The process and time estimates for restoring data once the tape has been retrieved is the same as above.

Restoring Data More Than Ninety Days Old, But Less Than Three Years Old

For this scenario, the tape or batch of tapes that contains the full monthly backup for the customer is identified and retrieved from our off-site storage facility. Since the real-time catalog is no longer available, restores from beyond this period take much more time. The catalog must be built on the restore server, which takes approximately four hours per monthly tape. After the catalog is built, the process to restore data from each tape begins. The process and time estimates for pulling data after the catalogue is restored and built is the same as above.

Note that all data restoration services are performed on a time and materials basis.

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)

Apptix Archiving and Compliance supports minimum message retention laws and regulations. In addition to our solution, our partner, Global Relay, will assist our customers with their specific needs through a consultative arrangement. Basic services come as a part of the solution.

3. Do you back up users' inboxes, online e-mail folders, or both? Yes, both.
Everything on the mail store

4. Are messages marked as spam archived? Y/N – If the messages make it into Exchange, then yes. If they don't make it onto the Exchange Server (for example, if they're "held" by MX Logic's Quarantine), then no. If an individual has junk mail filtering turned on in conjunction with IMF (no MX Logic) then this may change this. I don't know if Junk mail is archived

5. Are messages flagged as viral archived? Y/N. No.

6. Are instant messages or calendaring archived as well? Please describe your backup policy with regards to these features. (limit response to 250 words) We do not archive calendar contents, however we do provide for backup. The backup policy is the same as described in question #1 of section G.

H. Security and reliability

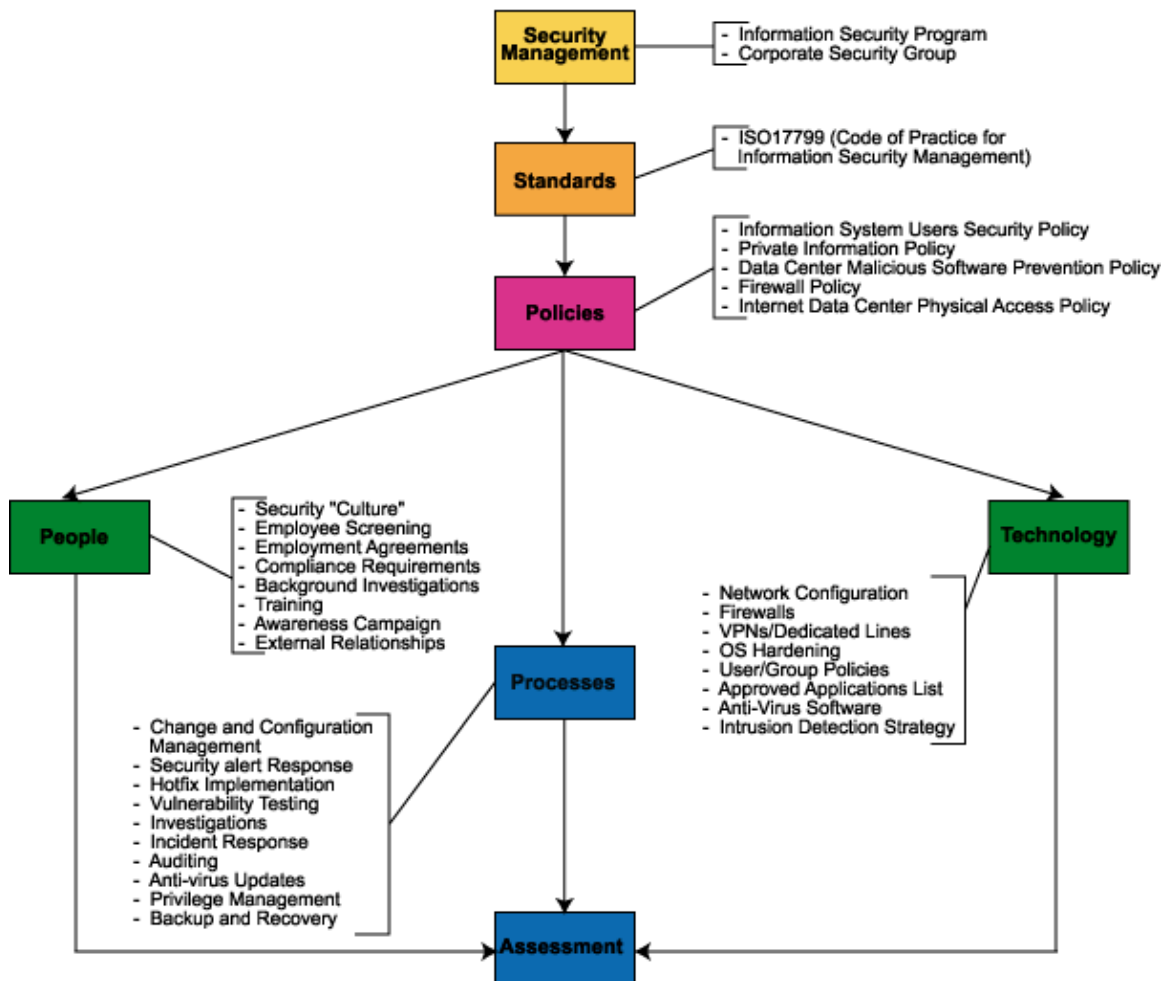
1. MSE is concerned about third parties reading their sensitive documents. Of particular concern is the possibility that an employee of your company could read and copy MSE's e-mails, or that an attacker could break into your systems. Areas of concern include corporate espionage, leakage of trade secrets, 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).

Achieving information security requires more than just technical solutions, although that's where the attention seems to focus. Apptix has developed a robust multi-faceted security program, going beyond black boxes and software.

Our networks are protected by best-of-breed Cisco firewalls. Our team of network engineers tightly secures and maintains all network components. Virtual Local Area Networks (VLANs) isolate service elements from each other and the outside world. Virtual Private Networks, frame relay and dedicated lines are used where appropriate to security network connections. Our Trend Micro anti-virus solution is top-notch. Operating systems and applications are "locked down", using automated tools, developed in-house, to, ensure that unnecessary services are turned off and tight security settings are in place.

Our systems are hosted in world-class data centers. These state-of-the-art facilities boast the finest physical security in the industry. Housed in unmarked buildings, entrance to these facilities is extremely limited and is protected on a 24x7 basis by technical and human sensors. Security guards are at every corner, video cameras watch over all activities, and a comprehensive network monitoring system is in place. Locked cages separate our equipment from that of other companies. Electrical power is redundant, as is network access. The data center's environment is tightly controlled. These facilities are engineered to protect information assets from natural disasters such as fire and earthquakes.

Beyond these technical solutions, we have a security plan and program in place to guide policy development from which crucial security processes are identified. This program combined with the very best technology available today and with awareness that people are our greatest security tool, minimizes the security risk our customers face. Our standards and policies are outlined in the diagram below:



People

Personnel security is developed beginning the day an employee is hired. All job descriptions include the security responsibilities that the employee will be expected to understand and meet. Potential employees undergo background investigations that may include identity, criminal and credit checks, former employer reference checks, and education verification. Employees vying for more sensitive positions, such as data center operations, undergo more rigorous checks. In addition, we require our engineers to be trained and certified and we have programs to help them meet these requirements. Our procedures help ensure that only those professionals with the best abilities, trustworthiness and integrity are employed.

Physical Security

Access to production facilities is granted only to those engineers who specifically require that access in order to conduct their duties. The majority of this work takes place remotely, requiring rare physical access to the production facilities. Housed in unmarked buildings, entrance to these facilities is extremely limited and is protected 24x7 by technical and human sensors. These facilities have the following physical security features:

- Motion sensors
- Video camera surveillance

- Security breach alarms
- Biometric access control
- HVAC temperature control systems with separate cooling zones
- Seismically braced racks
- State-of-the-art smoke detection and fire suppression systems
- Redundant Power Distribution systems with Battery and Generator backups

Administrative Security

Data centers are run by experienced engineers. Our system engineers closely monitor our systems to assure that any potential security issue is addressed quickly and completely. Security alerts are monitored and screened for applicability to production systems. HotFixes and service packs are applied as needed. Emerging virus threats garner particularly close attention so that we always have the most up-to-date anti-virus software solutions available. Security Engineers conduct random penetration testing and generate reports of potential issues. Like all security issues, these reports get immediate attention. Our operations teams develop systematic, repeatable procedures covering a broad spectrum of data center activities, including daily administration, audit log review, data backup, antivirus updates, and configuration management.

Incident Response Procedures

Equally important to the technical security measures are detailed job procedures that instruct operations and support personnel on the tasks they must perform in order to ensure the security of our service and our customer's information. These procedures include periodic security maintenance procedures as well as the detailed incident response procedures that are followed in the event of a *security incident*. Detailed incident management procedures have been established to cover all types of security incidents.

Beyond the security policies and procedures outlined above, Apptix has put technical security measures in place that fulfill the security policies and processes derived from ISO-17799. These technical security measures address network security, host and application security, and subscriber access security. Apptix has developed a white paper, entitled "Apptix Business Messaging and Collaboration – Information Security" which provides additional detail about the above. It is available to MSE if you require more information.

2. Is e-mail stored in an encrypted format on your servers? Y/N

3. What uptime performance can you guarantee?

- ☐ Less than 90%
- ☐ 90%
- ☒ 99% - Our basic service guarantees 99.5%
- ☒ 99.9% - Apptix's premium service guarantees 99.9%.
- ☐ 99.99%
- ☐ 99.999%
- ☐ 99.9999%
- ☐ 99.99999%
- ☐ 99.999999%
- ☐ Availability not guaranteed

Note that today, we are currently at 99.98% across all of our Apptix divisions.

4. How is uptime measured or gauged? (limit response to 250 words)

Apptix will make commercially reasonable efforts to have the Services available to Customers 24 hours per day, 365 days per year, less scheduled maintenance times, downtime caused by Partner including Apptix's inability to access the servers or other equipment at Customer's site for repairs or other necessary purposes, or causes beyond the reasonable control of Apptix such as Partner vendor non-performance, force majeure events, hostile network attacks, network congestion or acts of God (collectively, the "Excusable Downtime").

Downtime is calculated as follows:

The number of hours in the particular month minus the sum of the number of Excusable Downtime hours plus the number of downtime hours other than -Excusable Downtime hours or fraction of an hour, divided by the number of hours in a particular month minus the number of Excusable Downtime hours:

$$SLA = ((\# \text{ of days in month})(24 \text{ hours}) - (\# \text{ of Excusable Downtime hours} + \# \text{ of downtime hours other than Excusable Downtime hours})) / ((\# \text{ of days in month})(24 \text{ hours}) - (\# \text{ of Excusable Downtime hours}))$$

5. What remedy is made to the customer for not honoring the uptime guarantee? (limit response to 250 words)

For customers with premium service, any downtime other than Excusable Downtime, Apptix will provide a credit based on the formula below to be applied to Customer's account on a monthly basis. If, for example, the Service Level Availability (SLA) falls below 99.9% for all of the Customers receiving Premium Exchange Services, then the SLA and corresponding credits for the affected Service will be computed as follows:

The number of hours in the particular month minus the sum of the number of Excusable Downtime hours plus the number of downtime hours other than -Excusable Downtime hours or fraction of an hour, divided by the number of hours in a particular month minus the number of Excusable Downtime hours:

$$SLA = ((\# \text{ of days in month})(24 \text{ hours}) - (\# \text{ of Excusable Downtime hours} + \# \text{ of downtime hours other than Excusable Downtime hours})) / ((\# \text{ of days in month})(24 \text{ hours}) - (\# \text{ of Excusable Downtime hours}))$$

If SLA = 99.89 to 99.00%, credit would be 5%

If SLA = 98.99 to 98.00%, credit would be 10%

If SLA is less than 98.0%, credit would be 25%

For purposes of this Credit calculation, the first month's service to a Customer, will not be factored into the equation, to allow for initial Customer implementation.

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.**

Apptix Go-To-Market

Apptix's solutions are ideally suited for Small and Medium-sized Businesses (SMBs). We segment and support the SMB market in the following way:

- **Ultra-Small Business** (1-20 users): Serviced through Apptix's web direct properties (ASP-One, MailStreet, and SharePointsite) through an easy self-signup process.
- **Small Business** (21-100 users): Serviced through Apptix's web direct properties, supported by an inside sales team.
- **Mid-Market** (101-1000 users): Serviced through leading channel partners like IBM, HP, Bell Canada, Savvis, and others.

Having direct sales allows Apptix to sell affordable solutions to the Ultra-Small and Small Business market. Further, it allows us to partner with our customers and establish a critical feedback mechanism through which we can better understand their evolving business needs and support requirements.

The complementary existence of an indirect sales channel provides Apptix with the ability to scale, significantly extend our reach, and collaborate with the leaders in on-demand computing, such as IBM and HP.

Apptix Web Direct Properties

MailStreet – MailStreet, a division of Apptix, is a leading provider of on-demand, enterprise-class email solutions for small businesses, with a strong reputation for customer service and operations. MailStreet focuses on providing Ultra-Small Businesses with Hosted Exchange and complementary anti-virus, anti-spam, and mobility services.

ASP-One – ASP-One, a division of Apptix, focuses on providing small and mid-market businesses with Hosted Exchange, Mobile Messaging, Archiving and Compliance, Security and Data Protection, and Collaboration services. ASP-One also provides Dedicated Server Hosting for its customers, as needed.

SharePointsite.com – SharePointsite.com is focused on the delivery of Microsoft® Windows® SharePoint™ Services (WSS), which allows users to share information and collaborate on projects using familiar Microsoft Office applications. To date, more than 1,000 customers have built SharePoint sites through Apptix for intranets, extranets, document sharing and other collaboration needs.

Apptix Channel Partners

Some of the world's largest service providers have partnered with Apptix to provide their own on-demand solutions for messaging and collaboration. Our channel partners leverage TECOS, the Apptix Service Management Platform, for the delivery and management of their private labelled solutions. Apptix provides its partners with a turnkey, 'business-in-a-box' solution, a comprehensive portfolio of hosted messaging and collaboration services and support to help our partners quickly and profitably roll out their offerings. Apptix's channel partners include:

Bell Canada - Apptix plays a key role in Productivity Pak, a Bell Canada solution for small-medium business customers throughout Canada. Productivity Pak is a suite of hosted services that allows customers to subscribe to applications designed to improve business communication.

Hewlett-Packard - HP's Hosted Exchange and add-on services for small-medium business, which uses the Apptix Service Management Platform, is branded HP Bizmail. HP also offers enterprise customers a Hosted Exchange service built on TECOS, Apptix's Service Management Platform.

IBM – In 2005, Apptix entered into an agreement with IBM Global Services to offer hosted Exchange services initially in the United States. Under the agreement, IBM will manage the hardware, network, operating system and data center; Apptix will manage and provision the applications through its Service Management Platform.

Savvis - Savvis employs Apptix's service automation and management software to provision and deliver Hosted Exchange and SharePoint to its large installed base of customers in the financial services, media and entertainment and retail industries.

Apptix' solutions can therefore be acquired through Apptix, either of our web direct properties (ASP-One and MailStreet) or through one of our channel partners.

J. Pricing Summary and Totals

1. Describe the business model used to market and sell the e-mail service? **Limit your answer to 50 words or less.**

Apptix sells directly to SMB through its online presence (web properties) of MailStreet, ASP-One, eOutlook and SharePointSite. Apptix' services provide SMBs with a more affordable, reliable and secure alternative to purchasing and managing software applications in-house. Apptix also delivers its solutions through a reseller network of service providers, telecom operators, system integrators and global information technology companies. Channel partners include IBM, Bell Canada, Hewlett Packard, NTT Verio, Accenture and Savvis.

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

Our web direct properties sell their services on a month-to-month basis. Our partners tend to sell solutions with a 1-3 year commitment.

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.

	Basic (per user/month)	Premium (per user/month)	Set up	Total Basic - Monthly	Total Premium - Monthly
Hosted Exchange (800 users)	\$5.95	\$9.95		\$4,760.00	\$7,960.00
Advanced Email Defense (MX Logic)		\$1.50			\$1,200.00
Mobile Messaging (375 users)					
Mobile Messaging for GoodLink		\$19.95	\$39.95		
Mobile Messaging for BlackBerry		\$9.95		\$3,731.25	\$3,731.25
Mobile Messaging for		\$3.00			

ActiveSync					
Archiving and Compliance		\$10.00	\$895	\$8,895.00	\$8,895.00
Additional Storage		\$3.00/100MB			
TOTAL				\$17,386.25	\$21,786.25

Based on this pricing table, Apptix can provide MSE its required services for \$17,386.25 for basic service and \$21,786.25 for premium service.

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). All pricing is included in the monthly fees. The only exception to this is the one time set-up fee (shown above) and the fees required for any migration services.

5. Do you provide on site training?

It depends. If this is for a re-seller or a very large customer, we may. Typically, we offer to "train the trainer" then have the train their own people.

☒ 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? 1997

2. What is the size of your organization by number of employees? 90

3. How long has the product been shipping? The service has been available since 2002.

4. Are you a public or private company? What is your stock symbol? Publicly traded (Oslo Stock Exchange – OSE : APP)

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.

Apptix is a public traded company that has been in business since 1997. Apptix is expected to be at break-even EBITDA in Q3 2006 and breakeven EBIT in Q4 2006. Due to the scalability in the business model (fixed cost structure) we estimate that over 50% of the revenue increase forecast in 2007 will go to the bottom line. The company operates with 70-75% gross margin. The Company had net cash of \$5,1m at end 2005.

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

Janes
Evident Software
Modern Group