



Why Host Microsoft Exchange with ISI?

When looking to implement or outsource Microsoft Exchange, there are several key factors to consider. Is the service reliable? Are there engineers on standby 24x7 in case a server goes down? Does the service offer the full benefits of Exchange?

Reliability and Uptime

Our service operates out of a tier-four datacenter, with state-of-the-art cooling, power supply, backup generator and fire suppressants. For you this means that your email is **constantly running**. Your Exchange service will run on **clustered servers** and an **EMC storage area network** – so if one server or disk drive stops working, your email keeps working.

As well as offering the highest-quality IT infrastructure, we do **nightly backups** to protect your data. For your peace of mind, we offer a 99.999% service-level agreement (SLA) which allows for just a few minutes of email downtime each month.

24/7 Monitoring and Management

To further ensure reliability, we employ a team of Microsoft Exchange engineers and administrators **24/7**. So if a server problem occurs at 3am on a Sunday morning, we will be there to solve it – in a matter of minutes. This same team installs Microsoft software patches immediately, as well as **anti-virus** and **anti-spam** updates, for full protection.

Add-on Features

We offer a complete range of add-on features including **hosted BlackBerry**, **ActiveSync** for Windows mobile devices and **Good Mobile Messaging** for Treos and other smartphones, so you can instantly activate email service for your handheld. Rather than spending thousands of dollars on your own server, you can use our managed service for just a few dollars a month.

You can also add **SharePoint v3**, for document collaboration, **Office Communications Server 2007**, for increased productivity through secure instant messaging and file sharing and **archiving** – from simple message journaling, to keep an exact copy of all your message, to compliant archiving, which fulfils regulatory requirements from the main US regulations—HIPAA, GLBA, SOX, SEC, FINRA and FRCP as well as other state/federal requirements).

PC or Mac

Many Exchange hosting companies do not offer both Outlook 2007 (for PC) and Entourage 2008 (for Mac) support. We offer a **free download** of both, so your staff can use either PCs and Macs, or both.

Our Microsoft Exchange hosting service is fully-managed, with constant uptime and instant add-ons like BlackBerry or archiving. All this, plus a significantly lower total cost of ownership than managing an Exchange server in-house.

Strict Security and Compliance



ISI adheres to the industry's strictest regulations for security and compliance. We are PCI compliant and SAS 70 II certified.

SAS 70 Certification

SAS 70 is an auditing statement issued by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA), officially titled "Reports on the Processing of Transactions by Service Organizations". SAS 70 defines the professional standards used by a service auditor to assess the internal controls of a service organization and issue a service auditor's report.

ISI has undergone SAS 70 certification in order to show its customers that its controls and security processes are of a high standard.

What is PCI?

Payment Card Industry (PCI) compliance is reached when a company meets the guidelines set forth by the major credit card companies as a guideline to help organizations that process card payments prevent credit card fraud, hacking and various other security issues. A company processing, storing, or transmitting credit card numbers must be PCI compliant or they risk losing the ability to process credit card payments. The requirements of the standard are as follows:

Build and Maintain a Secure Network

- **Build and Maintain a Secure Network Requirement 1:** Install and maintain a firewall configuration to protect cardholder data.
- **Requirement 2:** Do not use vendor-supplied defaults for system passwords and other security parameters.

Protect Cardholder Data

- **Requirement 3:** Protect stored cardholder data.
- **Requirement 4:** Encrypt transmission of cardholder data across open, public networks.

Maintain a Vulnerability Management Program

- **Requirement 5:** Use and regularly update anti-virus software.
- **Requirement 6:** Develop and maintain secure systems and applications.

Implement Strong Access Control Measures

- **Requirement 7:** Restrict access to cardholder data by business need-to-know.

- **Requirement 8:** Assign a unique ID to each person with computer access.
- **Requirement 9:** Restrict physical access to cardholder data.

Regularly Monitor and Test Networks

- **Requirement 10:** Track and monitor all access to network resources and cardholder data.
- **Requirement 11:** Regularly test security systems and processes.





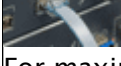


Maintain an Information Security Policy

- **Requirement 12:** Maintain a policy that addresses information security.

ISI has completed all of these requirements and is PCI compliant.

Better Technologies

One of the world's most advanced Microsoft Exchange 2007 infrastructures:

	ISI	Other Providers
 Brand new equipment	✓ Only new, premium infrastructure – never 'pre-owned'	?
 Dell PowerEdge servers Multicore, multi-processor, all 64-bit	✓ Since 2000	? Less robust 'no-name' servers
 EMC storage area networks Fiber-channel, RAID 10 reliability	✓	Lower-grade SAN, or local disk storage
 Multiple tier-4 datacenters	Four tier-4 datacenters on West and East coasts	Single datacenter, typically tier-2 or tier-3
 Cisco network For maximum uptime	✓	Lower-cost networking hardware
 Multi-layer security Perimeter and on-server	On server + clustered-server perimeter defense	?
 Failover facilities For high redundancy	✓	Single-facility – a high-risk strategy

ISI has invested millions of dollars in the most sophisticated Microsoft Exchange 2007 infrastructure available – beyond what smaller Exchange hosting providers can offer.

Tier-4 Datacenters

ISI's multiple datacenters are some of the world's few tier-4 datacenters. █

ISI uses ultra-robust premium facilities to minimize email downtime. The tier-4 category is for facilities "fundamentally immune to planned and unplanned downtime," according to the Uptime Institute.

Infrastructure

- Environmental control units that give a 100% SLA-guaranteed temperature and humidity within a certain range, plus the most advanced pre-action fire-suppression systems available.
- Raised floors and zone-4 certified for earthquakes.

Security

- All premises are closely monitored and guarded, 24x7x365, with sophisticated pan/tilt CCTV covering every part of the facility and security guards posted at all entrances.
- Access to servers is restricted to a limited number of authorized engineers and security is strictly enforced using the very latest technology, including man-trap technology, motion sensors and controlled ID key-cards.

Power and Cooling

- Dual-feed 12KV power supply from PG&E, plus N+1 redundancy with redundant power feeds.
- Powerware UPS modules and PDUs with static switches on front end and 6 emergency redundant back-up diesel generators.
- Fully-redundant, roof-mounted, 1500-ton, Liebert system with common ducting, plus security via the elimination of water-filled piping from the datacenter space.
- CRAC units in the electrical and UPS rooms.

Connectivity

- Market Post Tower is home to Verizon's MAE-West facility.
- The West Coast's most important communications hub, with carriers including AT&T, Global Crossing, Level 3 Communications, MCI/Verizon, Singapore Telecom, Sprint.
- Failover arrangements to two additional Intermedia California facilities ensure constant uptime.

Dell Servers

ISI has invested thousands of dollars in its Exchange infrastructure, which includes premium Dell servers.

- All servers are 64-bit Dell PowerEdge servers, with multiple multi-core processors.
- Adheres to Microsoft best practices for Exchange deployments.
- Passive-active cluster server configuration for ultimate resilience, plus seamless failover when a cluster node is unavailable or taken offline for maintenance.
- Redundant and load-balanced Exchange servers increase reliability.

EMC Storage

ISI uses only the best in hardware, including EMC for the most advanced in storage.

- New EMC SAN-based storage with disk clusters in an advanced RAID array for seamless failover.
- Full tape back-ups ensure there no single point of failure anywhere within the storage system.

Premium Network

A premium network from Cisco and other leading vendors ensures the highest possible reliability.

- Routers and switches with full redundancy powered by Cisco
- Netscreen firewalls for enterprise-grade network protection
- HP rack switch technology