Taking Office 365 to the Next Level

HIGH LEVEL SYNOPSIS

OFFICE 365: HERE'S WHAT YOU NEED TO KNOW

Microsoft Office 365 is a way to use the cloud to make your business documents available whenever, wherever you need them. With Office 365 you would no longer need to deploy or support an Exchange mail server, SharePoint server or Lync in your office.

Office 365 is a collection of programs and services for sending email, storing documents, and collaborating online. Office 365 is subscription-based, so you pay as you go

Office 365, why feature rich and functional, remains a highly standardised offering with very little localisation for different markets, industries and geographical regions. It is hosted in Ireland. South African Customers access the service using international bandwidth.

Customers who wish to leverage the cloud but requiring additional functionality, greater customisation and hosting from within South Africa**, should consider a partner hosted alternative to Office 365.**

Partner hosted customers enjoy all the benefits of Office 365 with the added features and support offered by the Partner Hosted service.

WHY USE A LOCAL PARTNER HOSTED EXCHANGE ENVIROMENT?

Using a local hosting partner does have some key benefits over hosting your most important resource – mail in a foreign country:

- **International Law** –Office 365 is hosted in Ireland and is subject to the US Patriot Act and other European statutes. Using a service hosted in South Africa ensures that foreign governments and courts will never have jurisdiction over your data.

- **Costs** – Monthly fees are billed in South African Rand and remain fixed and predictable. The pricing for Office 365 is subject to an exchange rate quarterly adjustment.

- **SharePoint Support Tools** – Harmon.ie are value added services that all for easy adoption and implementation of SharePoint

- **Potential Speed & Latency Issues** – Office 365 is hosted in Ireland and thus customers will use international bandwidth to access the service. Local Hosting ensures a lower cost while delivering higher performance.

- **Migration Assistance** – The Partner Hosted service includes optional migration services to ease your transition to the cloud.

- **Email Encryption** – Unlike office 365, Partner Hosted Exchange supports encryption without the need of a Rights Management server or additional hardware.

HOSTED EXCHANGE GENERAL BENEFITS

With Hosted Exchange customers can connect and collaborate virtually anywhere from any device. Keep up to date with day-to-day office affairs, store your documents securely and give document access to the customers' team to work on without taking the hit on server infrastructure upgrade costs.

Mail management: Customers are able to sort, prioritise, delegate and search mail

Collaboration of data: which includes Shared Contacts, Calendars, Public Folders, Archive Folders, Meeting Planner, Task Lists to name a few

Web and Mobile Access to Email

IT overheads down - taking pressure off the customers IT department, or saving money on outsourced technicians

WHAT MAKES GLOBAL MICRO'S PARTNER HOSTED OFFERING DIFFERENT

Dual Local Data Centres	Only hosted exchange provider with 2 independent local data centres with an SLA (Financially backed SLA with Local support 24 /7 /365)
Controlled Bandwidth	Local services use local bandwidth, Office 365 is hosted internationally and thus uses more expensive international bandwidth
Email Branding	Customers can brand email with professionally designed email signatures and stationery
Bolt On Services	Easy bolt on services such as Compliance Archiving, MS Office in all SKUs as well as Blackberry service
Choice	With Global Micros Hosted Exchange offering you have the choice of any Office SKU that can be rented on a monthly basis. Office 365 only offers Office Professional on its E3 Offering

WHAT IS THE BUSINESS VERDICT?

Offices 365 as a whole is a comprehensive offering but there real benefits to using a Partner Hosted service in South Africa.

Customers who are not affected by bandwidth costs, performance constraints, feature limitations, exchange rate risk and international law will be very satisfied with Office 365.

It goes without saying that before making the switch, CIOs should undertake a thorough evaluation of all of Office 365's cost and performance parameters on a trial basis inside their internal and external/remote working environments.