



The Application Management Experts

Microsoft Exchange Managed Service

In today's corporate world, the expectation that all your hardware and support needs to reside in house is becoming the exception rather than the rule. This is true not only for your ERP applications, but for your other critical business applications as well. Exchange is a perfect candidate to leverage a hosted and managed services solution and TriCore can provide you with the industry leading infrastructure and support to keep your email communications safe, scalable and 100% continuity.

Microsoft Exchange Support

TriCore's Exchange managed services will assist you with your day-to-day administration and management of your Exchange environment. These specific areas of support include:

- Installation and configuration of the Exchange environment
- Monitoring and management of servers
- Monitoring and management of Exchange functionality
- Microsoft Exchange storage management
- Collectively define, implement and enforce Exchange policies
- Performance monitoring and tuning
- Second level support of end user 'how to' questions
- Managed continuity services
- Managed archiving services
- Managed filtering services for anti-virus, spam and malware

Active Directory

TriCore will maintain a dedicated Active Directory forest to support the Customer's Exchange environment. The Exchange solution can also be supported by a sub-domain of the Customer's existing Active Directory forest, with domain controllers hosted at TriCore. TriCore will maintain day-to-day control of this sub-domain, providing both the Customer and TriCore with the requisite securities and controls.

Monitoring

TriCore will monitor the System hardware to detect hardware failure. If failure of hardware is diagnosed on the Exchange Server, TriCore will replace that hardware. TriCore monitors the network to ensure that the Exchange Servers remain accessible. TriCore technical staff uses proprietary and off-the-shelf monitoring tools to track network health and performance. Exchange monitoring includes continuous 24x7x365 monitoring of server software and detection of errors, service degradation, availability and SMTP routing issues

TriCore Provides:

- Monitoring
- 24x7x365 Support
- Security/SPAM/Anit-Virus
- Continuity
- Archiving

Strategic Partnerships





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TriCore provides you with the required security, monitoring and continuity for your Exchange environment

Security/SPAM/Anti-Virus

TriCore's Exchange solution provides:

- Advanced MTA Capability
 - Advanced routing capability
 - Real-Time view of all SMTP connections and rejections
 - Online queue management
 - Detailed transmission data for emails processed
 - Protection from email based attacks (DoS, DHA, etc)
 - Strip and link functionality for large attachment limitations
- Email Threat Protection
 - Multi-Layer malware protection for known and zero day threats
 - Connection and content based spam and phishing protection
 - Personal permit and block list capabilities
 - Image scanning for policy enforcement
 - Policy based attachment management rules
 - SLA: 100% virus protection, 98% Spam protection, 0.0001% Spam false positives
- Data Leak Prevention
- Secure Message Delivery
- Email Stationary Management and Marketing Tools

Continuity

Your hosted Exchange environment can include:

- Service Platform
 - Web based administration console
 - 100% service availability SLA
 - Automated synchronization with company directory
 - Customizable SMS and email alerting
 - Secure role assignment for administrators
- End User
 - Access via Outlook, Blackberry, Smartphones and Web Browser
 - Online inbox available on Android, Windows Phone and iPhone
 - Access to last 58 days of internal and external email at all times

Archiving

Your hosted Exchange environment can include:

- Service Platform
 - Web based administration console
 - Secure login with Microsoft Active Directory authentication
 - Audit log of administrator activity
 - Bottomless email mailbox for all users
 - Access via Outlook, SharePoint and personal portal
 - Self-Service directory of lost or user-deleted messages
- eDiscovery and Compliance
- Centrally Administered Scheduled Retention
- Mailbox Management