



Microsoft | Open Door

Upgrading to Exchange 2010 SP1

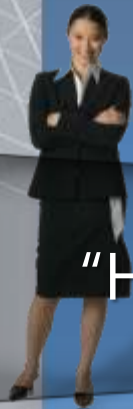
Patrick Beeharry
Regional Product Marketing Manager

Strategic Business Challenges

Lowering IT Costs

"I need to reduce hardware costs and operational overhead"

- IT Manager



Increasing Productivity

"Sales needs to easily connect with customers while on the road"

- VP of Sales



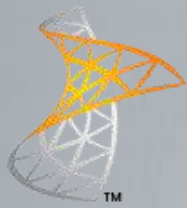
Managing Risk

"We need to deliver secure and compliant communications tools"

- CIO



"How do I balance these needs in a changing workplace?"



Microsoft®

Exchange Server 2010

Flexible and Reliable

- Continuous Availability
- Simplify Administration
- Deployment Flexibility

Anywhere Access

- Manage Inbox Overload
- Enhance Voicemail
- Collaborate Effectively

Protection and Compliance

- Email Archiving
- Protect Communications
- Advanced Security



**Optimize for
Software + Services**



Flexible and Reliable

Flexibility to tailor deployment based on your unique needs and a simplified way to keep email continuously available

Continuous Availability

- Single platform for availability, backup, and recovery
- Online mailbox moves keep users connected

Simplify Administration

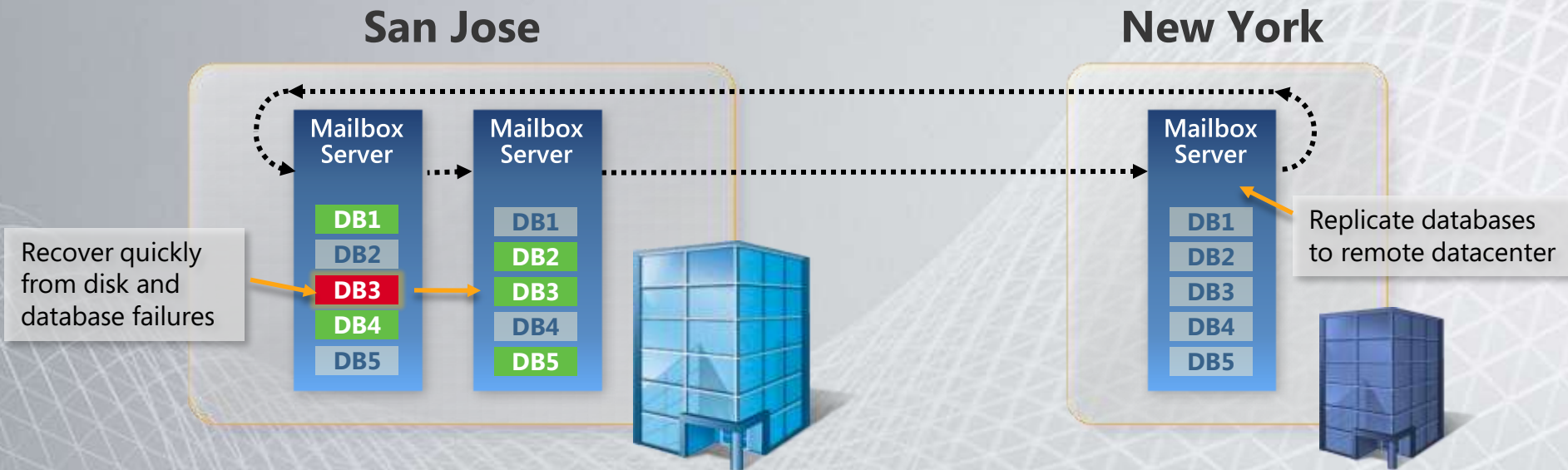
- Role-based administration and user self-service
- Web-based management and remote PowerShell

Deployment Flexibility

- Choice of storage from SAN to low-cost DAS
- Modular server roles ease deployment

Continuous Availability

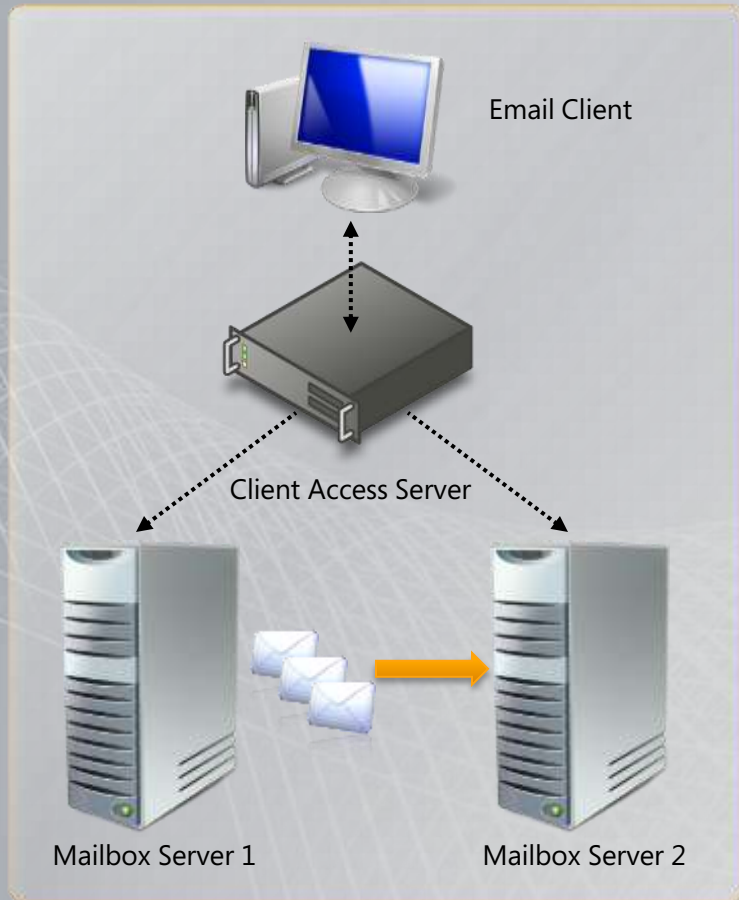
Simplify mailbox resiliency with new unified solution for High Availability, Backup, and Disaster Recovery



- Evolution of Continuous Replication technology
- Provides full redundancy of Exchange roles on as few as two servers
- Reduce backup frequency through up to 16 replicas of each database
- Can be deployed on a range of storage options

Continuous Availability

Keep your users productive during mailbox moves and maintenance



- Users remain online while their mailboxes are moved between servers
 - Sending messages
 - Receiving messages
 - Accessing entire mailbox
- Administrators can perform migration and maintenance during regular hours

Simplify Administration

Delegate specific tasks to specialist users with role-based administration

Compliance Officer



Conduct multi-mailbox searches for e-Discovery

Human Resources



Update employee information in company directory

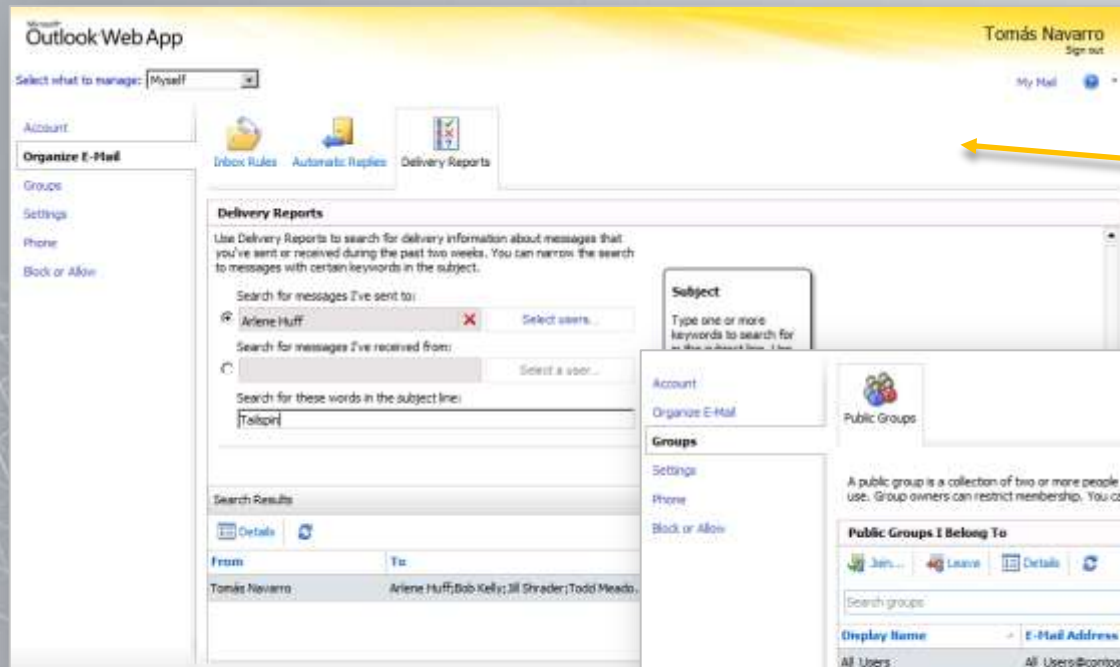
Help Desk Staff



Manage mailbox quotas

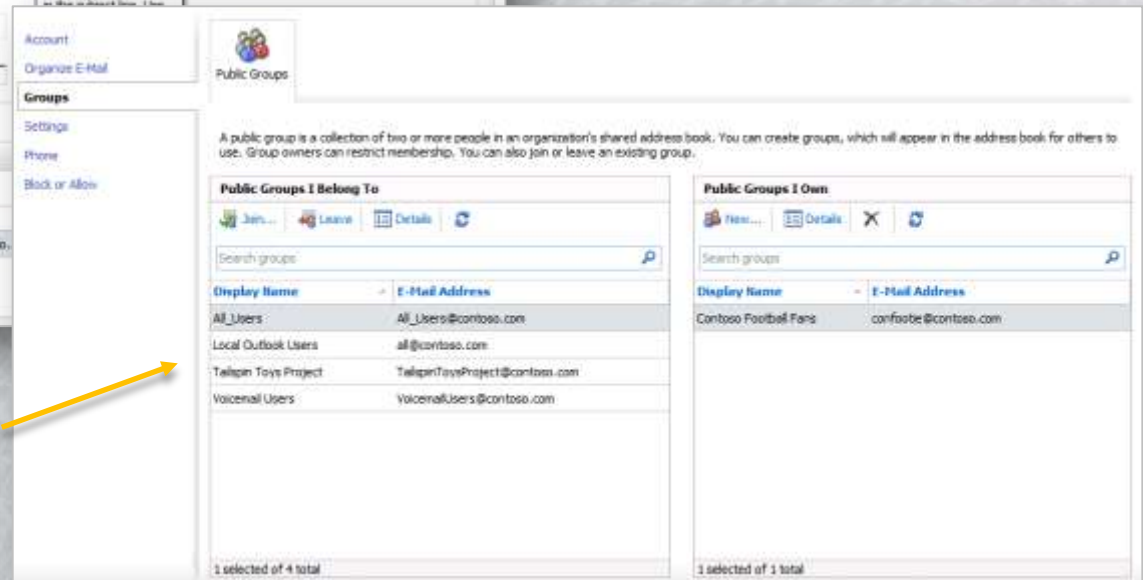
Simplify Administration

Lower support costs through new user self-service options



Track the Status of Sent Messages

Create and Manage Distribution Groups



Deployment Flexibility

Select from a range of storage enabled by scalability and performance enhancements



Storage Area
Network (SAN)



Direct Attached
w/ SAS Disks



Direct Attached
w/ SATA Disks

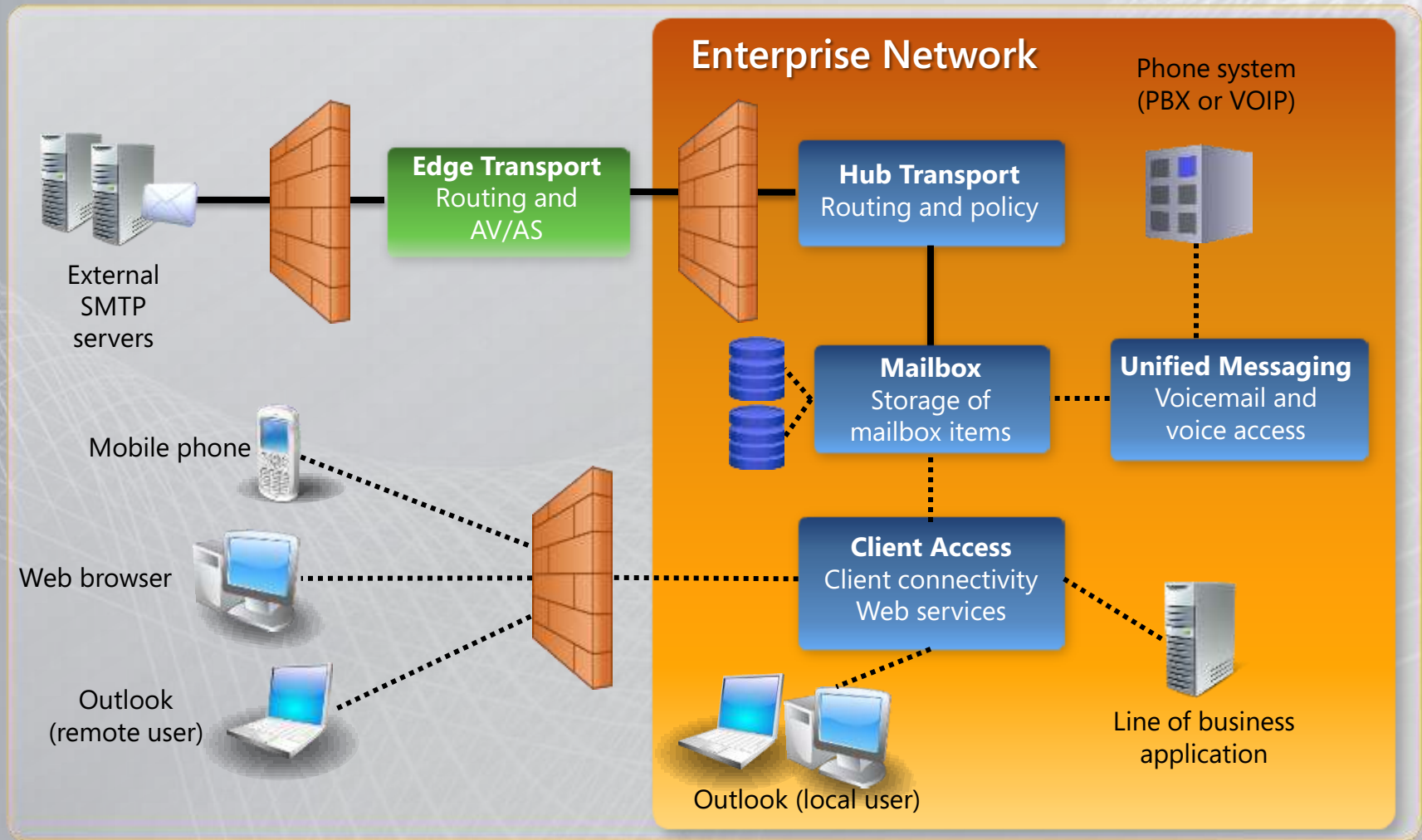


JBOD SATA
(RAID-less)

- Continual platform innovation yields over 70% reduction in disk I/O
- Disk I/O patterns optimized for better hardware utilization
- Resilience against corruption through automated page-level repairs

Deployment Flexibility

**Ease deployment and reduce installation time
with flexible server roles**



Coming in Service Pack 1

Flexible and Reliable

New Exchange Control Panel Management UI

- Create and configure transport rules
- Create and configure journaling rules
- Manage Exchange ActiveSync policies
- Manage RBAC Roles Groups and User Roles
- Create and manage resource mailboxes
- Create and manage security groups
- Create and manage Allow/Block/Quarantine policies

Improved High Availability and Disaster Recovery

- Improved Continuous Replication (Block Mode)
- Improved support for 2-node datacenter resilient topologies
- Faster failovers with improved post-failover client experience
- Active Mailbox database redistribution

Anywhere Access

Help users get more done with the freedom to securely access their communications from virtually any platform, browser, or device

Manage Inbox Overload

- Enhanced conversation view eases Inbox navigation
- MailTips help avoid undelivered/misdirected email

Enhance Voicemail

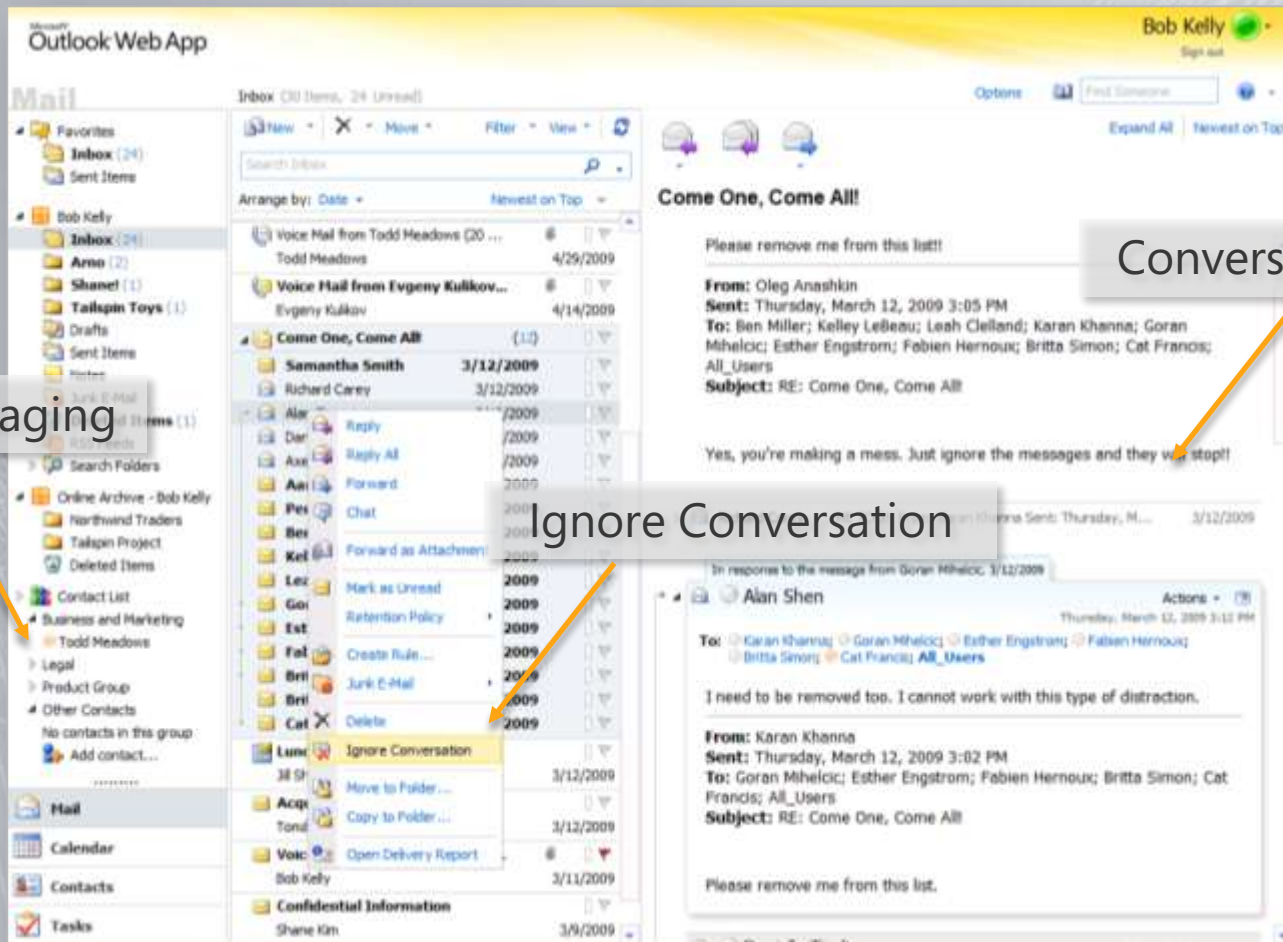
- Text preview of voicemail messages for faster triage
- Customizable call handling rules and menu options

Collaborate Effectively

- Full featured experience across all “three screens”
- Federation of Free/Busy details with partners

Manage Inbox Overload

Easily organize and communicate with enhanced conversation view and integrated IM



Manage Inbox Overload

Help reduce unnecessary and undeliverable email through new sender MailTips

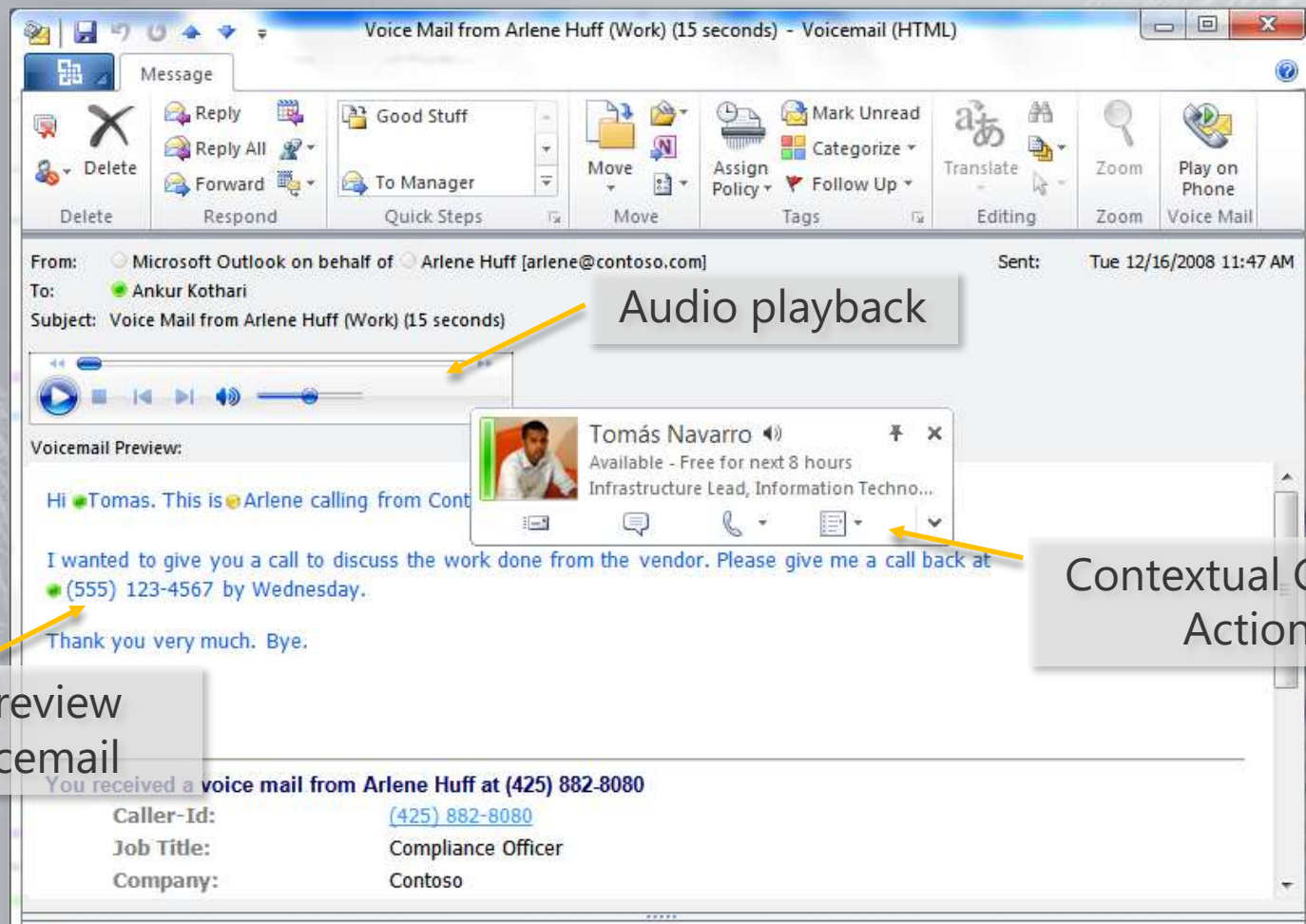
The image compares MailTips functionality in two versions of Microsoft Outlook. The top screenshot shows Outlook 2010 with a message titled 'Quarterly Sales Report - Message (HTML)'. The MailTips section lists recipients with red 'X' icons: Brian Johnson (FABRIKAM), All_Users, and Research Team. A yellow arrow points from a 'MailTips in Outlook 2010' callout to the first recipient. The bottom screenshot shows the Outlook Web App interface for the same message. The MailTips section shows a detailed automatic reply from Arno Bost. A yellow arrow points from a 'MailTips in Outlook Web App' callout to the email body content.

MailTips in Outlook 2010

MailTips in Outlook Web App

Enhance Voicemail

Quickly triage and take action on messages with Voicemail Preview



Enhance Voicemail

Create custom voicemail menus and call answer rules to give callers the right priority

The screenshot displays the Microsoft Outlook Web App interface. On the left, the navigation pane includes links for Account, Organize E-Mail, Settings, and Phone. The Phone section is expanded, showing 'Block or Allow' and 'Call Answering Rules'. The 'Call Answering Rules' section contains a table with one rule, 'Vacation Coverage', which is enabled. A yellow arrow points from the 'Vacation Coverage' rule to a detailed configuration window on the right.

Managing Call Answer Rules

Call Answering Rules

Choose how your calls will be handled when you don't answer, callers leave a voice message, transfer the call, or transfer the call to another extension.

Enabled	Name
<input checked="" type="checkbox"/>	Vacation Coverage

Defining a Custom Voicemail Menu

Vacation Coverage

Rule Description

If all the following conditions are met:

- ☒ Automatic replies are turned on

Provide the caller with this menu:

- ☒ for My Manager, press 1 to transfer to [Michael Atalla](#)
- ☒ Press # to record a voice message

Add Conditions

- [If the caller is...](#)
- [If it is during this period...](#)
- [If my schedule shows that my status is...](#)
- [If automatic replies are turned on](#)

Add Actions the Caller Can Select

- [Find me at the following numbers...](#)
- [Transfer the caller to...](#)
- [Leave a voice message](#)

Greeting and Prompts

- ☒ Call the Play on Phone number to play or record a greeting for this call answering rule...
- ☒ Let callers interrupt the greeting while it's being played

[Save and Close](#) [Cancel](#)

Collaborate Effectively

A familiar and rich Outlook experience across clients, devices, and platforms

Desktop

Microsoft®
Outlook® 2010

Microsoft®
Office Outlook® 2007

Microsoft®
Entourage:mac 2008

Web

Microsoft®
Outlook® Web App



Mobile

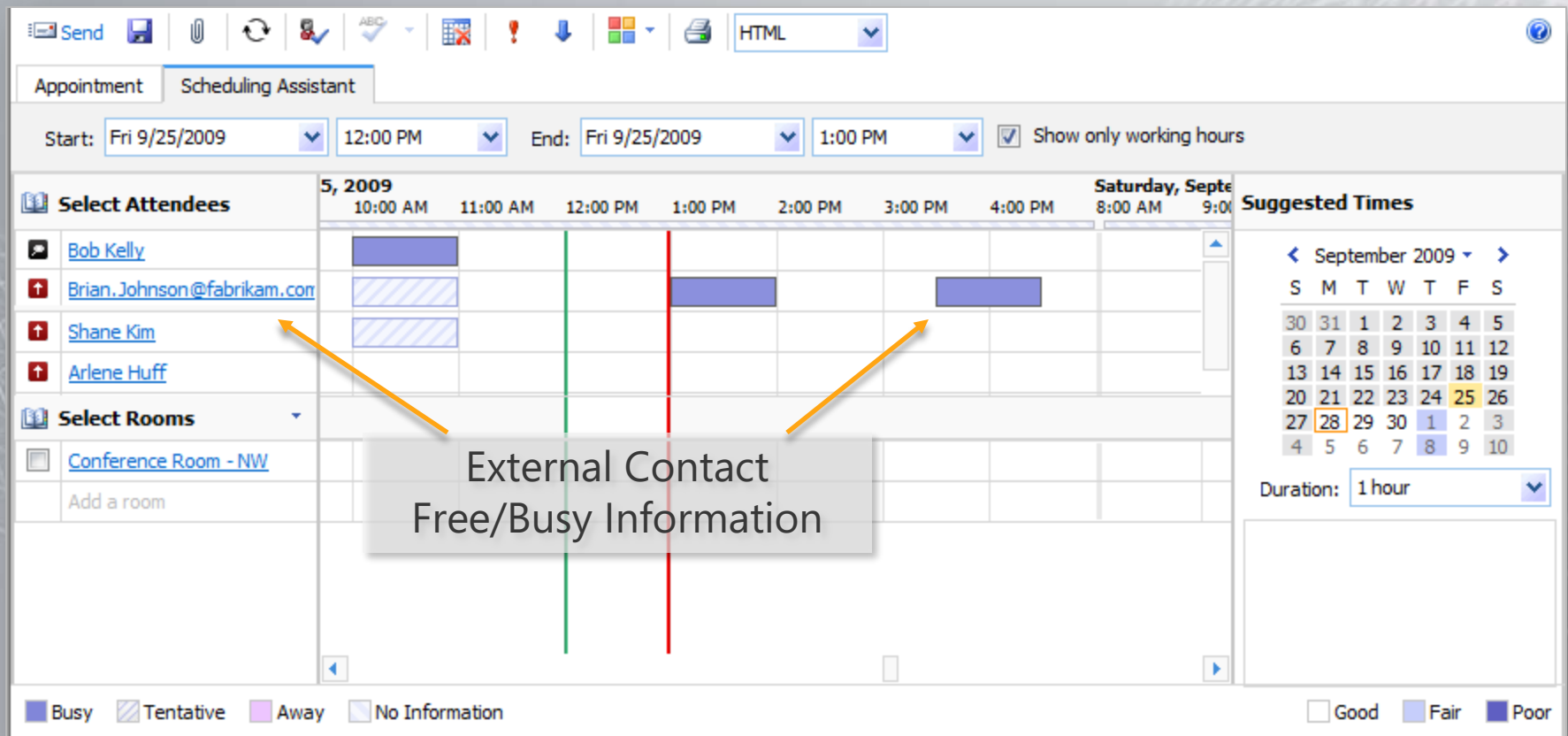
Microsoft®
Office Outlook® Mobile

Windows® phone

Microsoft®
Exchange ActiveSync®

Collaborate Effectively

Ease collaboration by federating calendar details with external business partners



Appointment Scheduling Assistant

Start: Fri 9/25/2009 12:00 PM End: Fri 9/25/2009 1:00 PM ☒ Show only working hours

Select Attendees

- Bob Kelly
- Brian.Johnson@fabrikam.com
- Shane Kim
- Arlene Huff

Select Rooms

- Conference Room - NW
- Add a room

External Contact Free/Busy Information

Suggested Times

September 2009

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Duration: 1 hour

Legend: ☒ Busy ☐ Tentative ☐ Away ☐ No Information ☐ Good ☐ Fair ☐ Poor

Coming in Service Pack 1

Anywhere Access

Improved Outlook Web App UI

- Simplified UI better optimizes for small screens – e.g., Netbooks
- Support for calendar printing
- Support for adding inline images while composing new email
- Themes and customization support

Improved OWA Performance

- Long running operations do not block user experience
- Auto-save drafts while composing new email

Better Mobile Experience

- Conversation view experience on par with Outlook Web App
- Photos supported in Global Address List contact card
- Exchange ActiveSync (EAS) throttling support
- Information Rights Management support in EAS
- Block/Quarantine notification to mobile device via EAS

Protection and Compliance

Simplify and automate the process of protecting your organization's communications and meeting regulatory requirements

Email Archiving

- Integrated archiving, retention, and discovery
- Granular retention and legal hold policies

Protect Communications

- Array of Informational Protection and Control tools
- Automate Rights Management policies in Transport

Advanced Security

- Multiple antivirus scanning engines with Forefront
- Choice of service or on-premises protection

Email Archiving

Preserve and discover email data without changing the user or IT pro experience

Preserve

Personal Archive

- Secondary mailbox with separate quota
- Appears in Outlook and OWA
- Managed through EMC or PowerShell

Move and Delete Policies

- Automated and time-based criteria
- Set policies at item or folder level
- Expiry date shown in email message

Hold Policy

- Capture deleted and edited email messages
- Offers single item restore
- Notify user on hold

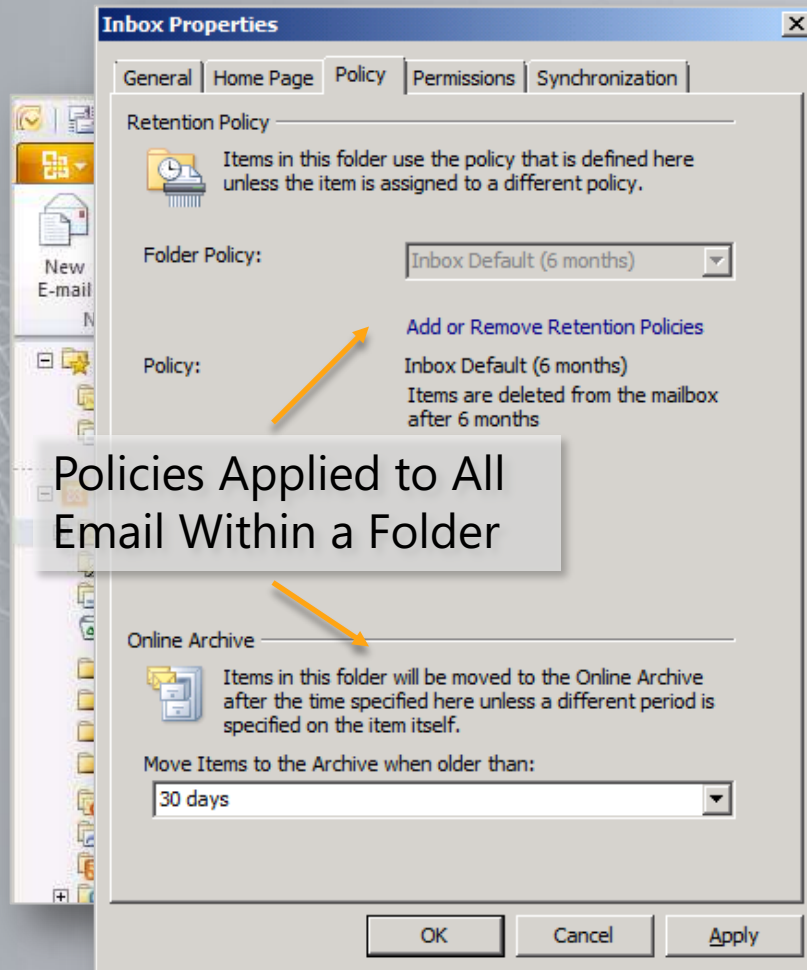
Discover

Multi-Mailbox Search

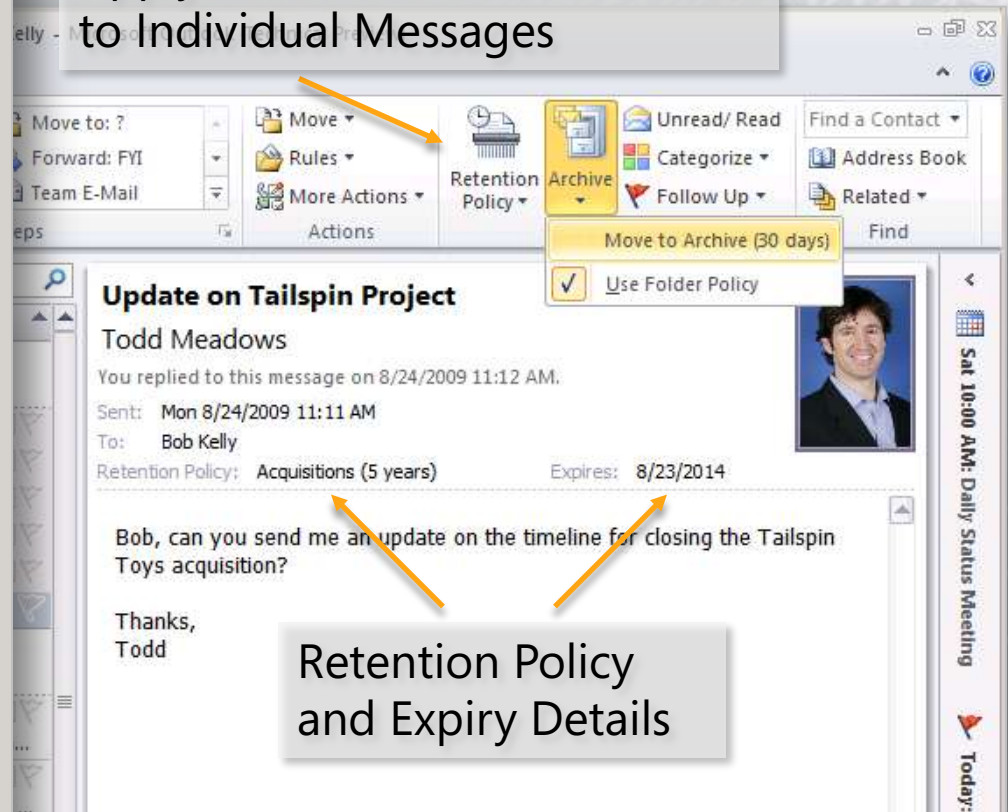
- Web-based UI
- Search primary, archive, and recoverable items
- Delegate through roles-based admin

Email Archiving

Set granular per item retention policies and capture all edits and deletions with legal hold



Apply Move and Delete Policies to Individual Messages



Email Archiving

Empower compliance officers to conduct multi-mailbox searches with ease

The screenshot displays the Microsoft Exchange Server Mailbox Search interface. It features a sidebar with navigation links like 'Select what to search', 'Users & Groups', and 'Reporting'. The main area is divided into two panes. The left pane, titled 'tails핀 search', contains search criteria such as 'Keywords' (with 'tails핀' entered), 'Include items that can't be searched' (unchecked), 'Message types to search: E-mail', and 'Messages To and From Specific E-Mail Address'. The right pane, also titled 'tails핀 search', shows 'Mailboxes to Search' (with 'Bob Kelly' selected), 'Search Name and Storage Location' (with 'Tailspin e-Discovery' entered), and 'Select a mailbox in which to store the search results' (with 'Discovery Search Mailbox' selected). A callout box explains the 'Search name' field. A 'Results Stored in Specialized Mailbox' callout points to the 'Discovery Search Mailbox' selection. A 'Delegate Access to Specialists' callout points to the 'Arlene Huff' user profile in the top right corner. A 'Rich Search Criteria and Targeting Options' callout points to the search criteria section on the left. A 'Status' section on the right shows the search is 'In progress - 0% complete'.

Microsoft Exchange Server

Select what to search

Users & Groups

Reporting

Mailbox Search - Windows Internet Explorer

tails핀 search

*Required fields

Keywords

Type words to search for. Separate words with OR, or NOT. Use double quotation marks to search phrases. For wildcard searches, place an asterisk word.

tails핀

☐ Include items that can't be searched

Message types to search: E-mail

Select message types...

Messages To and From Specific E-Mail Address

Date Range

Mailboxes to Search

Search Name and Storage Location

Mailboxes to Search

*Select mailboxes to search:

☐ Search all mailboxes

☒ Search specific mailboxes or the mailboxes of members of public groups:

+ Add... - Remove

Bob Kelly

Search name

The search name is used to name the folder where copies of the search results are stored. This folder contains subfolders for each user mailbox.

Learn More

Search Name and Storage Location

The search name is applied to the folder in the destination mailbox where search results are stored.

* Search name:

Tailspin e-Discovery

* Select a mailbox in which to store the search results:

Discovery Search Mailbox X Browse...

☐ Send me an e-mail when the search is done

☐ Enable full logging

Save Cancel

Delegate Access to Specialists

Arlene Huff Sign out

My Mail ?

Tailspin e-Discovery

Status: In progress - 0% complete

User: Arlene Huff

Date: 8/17/2009 8:35 PM

Size: 0 B

Items: 0

Results: discovery@contoso.com [open]

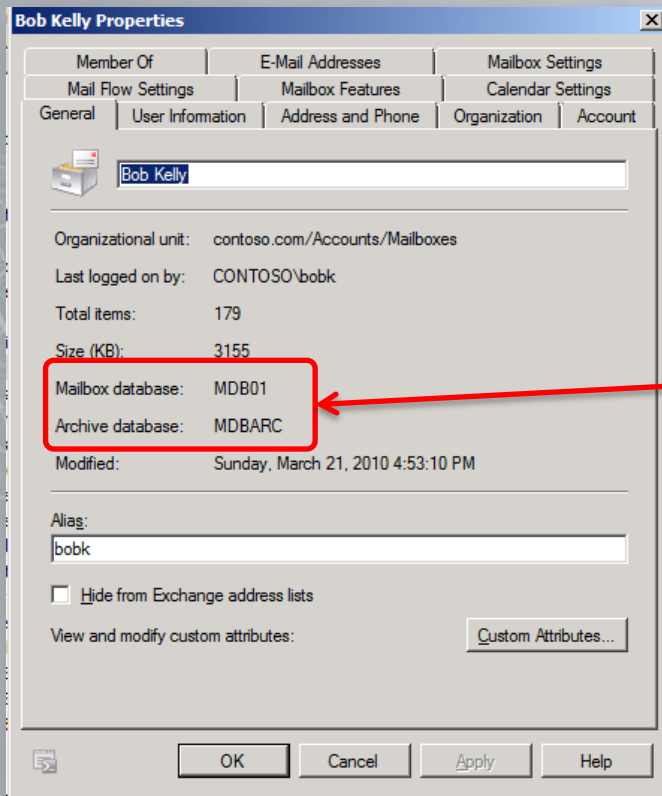
Errors: none

Results Stored in Specialized Mailbox

Rich Search Criteria and Targeting Options

Email Archiving

Users primary and archive mailboxes can be located on the same or separate databases*



The 'Bob Kelly Properties' dialog box shows mailbox settings for Bob Kelly. The 'Mailbox Settings' tab is active. The 'Mailbox database' is set to 'MDB01' and the 'Archive database' is set to 'MDBARC'. A red box highlights these two fields, with a red arrow pointing from the 'New Local Move Request' dialog to the 'Mailbox database' field.

Member Of	E-Mail Addresses	Mailbox Settings
General	User Information	Address and Phone
Mail Flow Settings	Mailbox Features	Calendar Settings

Bob Kelly

Organizational unit: contoso.com/Accounts/Mailboxes

Last logged on by: CONTOSO\bobk

Total items: 179

Size (KB): 3155

Mailbox database: MDB01

Archive database: MDBARC

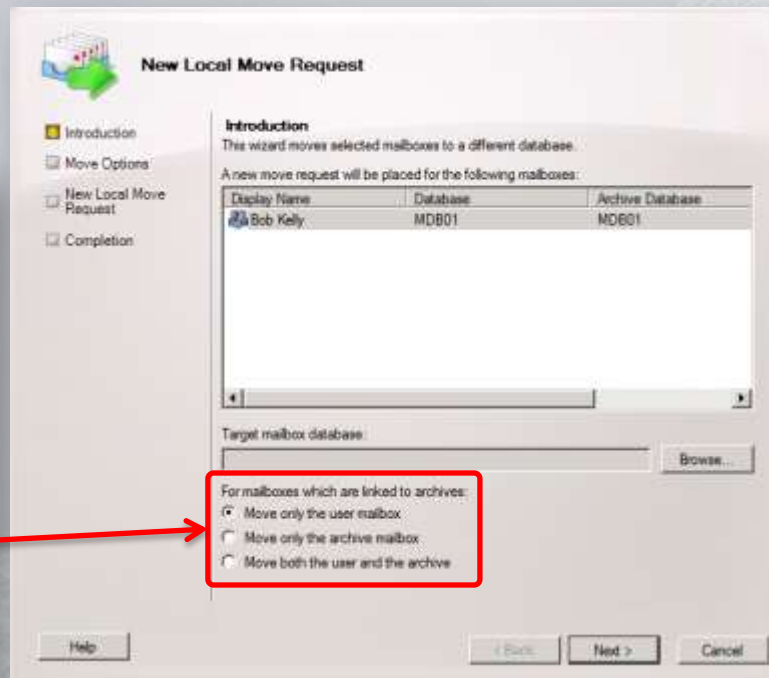
Modified: Sunday, March 21, 2010 4:53:10 PM

Alias: bobk

☐ Hide from Exchange address lists

View and modify custom attributes: Custom Attributes...

OK Cancel Apply Help



The 'New Local Move Request' dialog box shows the 'Introduction' step. It displays a table of mailboxes to be moved. The 'Target mailbox database' field is empty, and the 'Move only the user mailbox' option is selected. A red box highlights the 'Move only the user mailbox' option, with a red arrow pointing from the 'Bob Kelly Properties' dialog to it.

New Local Move Request

Introduction

This wizard moves selected mailboxes to a different database.

A new move request will be placed for the following mailboxes:

Display Name	Database	Archive Database
Bob Kelly	MDB01	MDB01

Target mailbox database: Browse...

For mailboxes which are linked to archives:

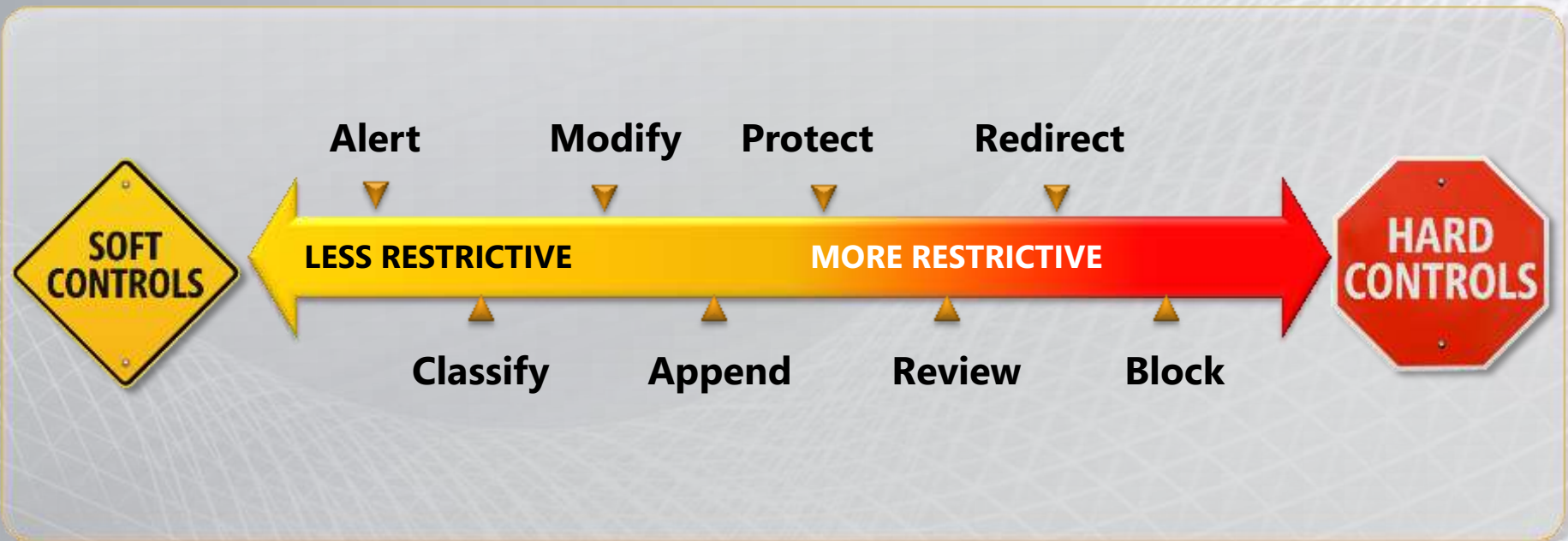
- ☒ Move only the user mailbox
- ☐ Move only the archive mailbox
- ☐ Move both the user and the archive

Help Back Next Cancel

- Mailboxes can be moved together or separately
- Allows for different storage hardware, DAGs, RPOs, RTOs, etc.
- Exchange 2010 SP1 supports:
 - Primary and Archive On-Premises (Same DB)
 - Primary and Archive On-Premises (Different DBs)
 - Primary and Archive in the Cloud
 - Primary On-Premises and Archive in the Cloud

Protect Communications

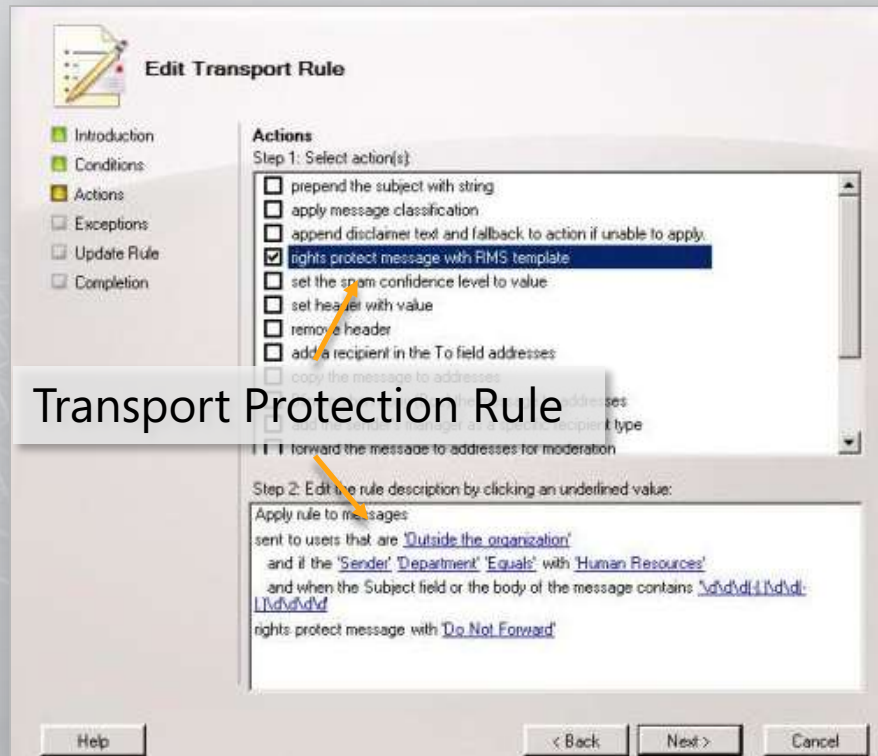
Safeguard communications with an array of information protection and control tools



- Apply the right level of control based on the sensitivity of the data
- Maximize control and minimize unnecessary user disruptions

Protect Communications

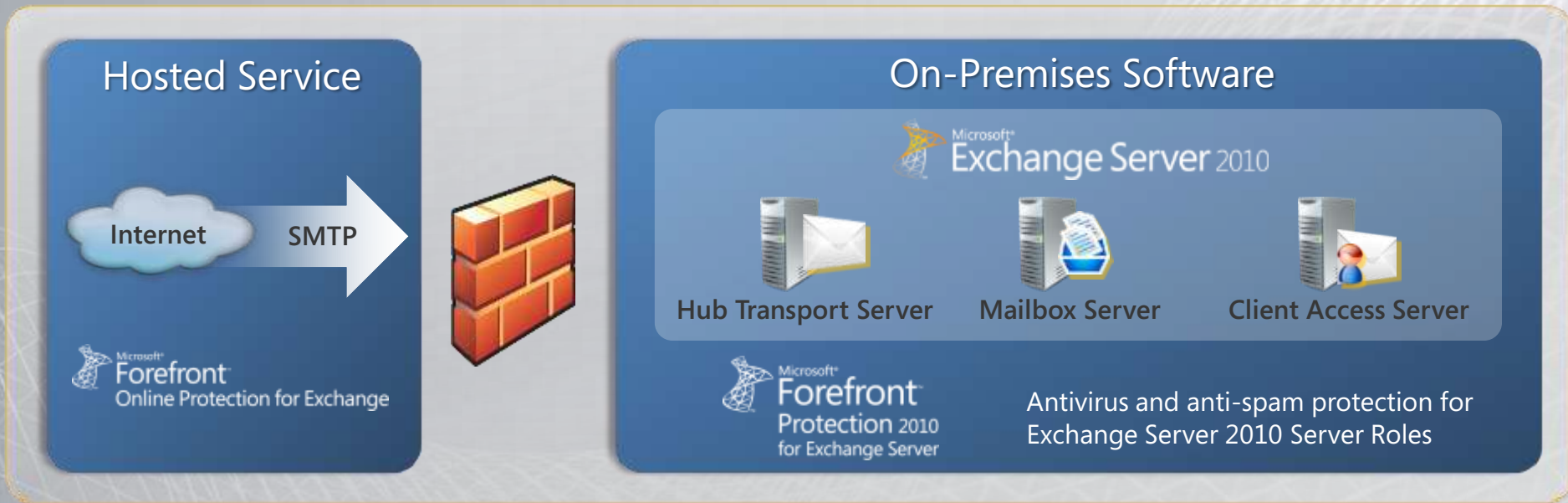
Automatically protect email after being sent with Rights Management policies in Transport



- Transport Rule action to apply Rights Management template to email or voicemail messages
- Support for scanning of attachments and searching of protected email
- “Do Not Forward” policies available by default
- Information protection across PC, Web, and mobile device

Advanced Security

Prevent malicious software and spam from entering into the messaging environment



- Multiple scan engines throughout the corporate infrastructure
- Tight integration with Exchange maximizes availability and performance
- Easy-to-use admin console for central configuration and operation

Coming in Service Pack 1

Protection and Compliance

Personal Archive Enhancements

- Support for archive and primary mailboxes on separate databases
- Outlook 2007 support (i.e., user's personal archive folders appear)
- .PST file import/export for archive and primary mailboxes
- Support for "admin enabled" delegate access to archive
- Archive provisioning and configuration with Exchange Control Panel
- Exchange Web Services access to the archive mailbox

Retention Policy Management Enhancements

- Create and Configure Retention Tags and Policies in EMC
- User Self-service for selection of optional Retention Policies in ECP

Multi-Mailbox Search Enhancements

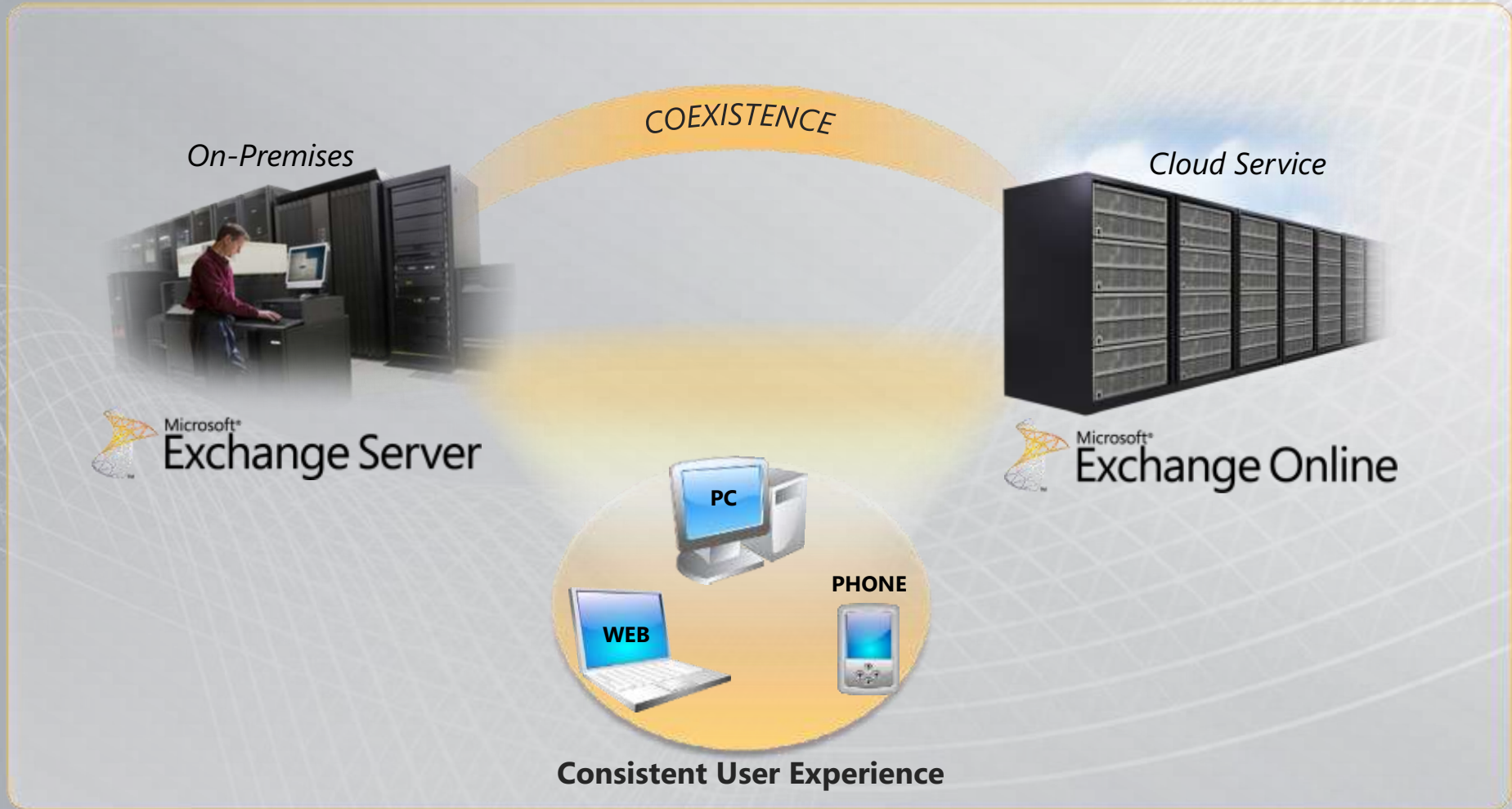
- Search results preview including item count and keyword statistics
- De-duplication of search results (optional)

New Information Protection and Control Capabilities

- View protected documents with OWA Web Ready Document Viewer
- Improved support for federated B2B IRM scenarios*

Optimized for Software + Services

Deliver powerful productivity tools to your users, in a way that best fits your business or technology needs



The Exchange Difference

What sets Exchange 2010 apart in the marketplace

Richest User Experiences

Innovative user experiences across the PC, browser and mobile device with capabilities others don't include natively (voicemail, archiving, mobile, information leakage protection, etc).

Flexibility and Choice

Choice and flexibility with storage, administration and deployment. The power of software-plus-services.

Management and Control

Powerful IT professional management capabilities to control information, rights, and intellectual property and an advanced set of developer tools that extend our capabilities to suit customer need.

Unified Business Platform

Exchange is part of a unified platform that provides customers value in productivity, unified communications and collaboration with extensive interoperability across major Microsoft products.



Microsoft®

Exchange Server 2010



Lower IT costs with a **Flexible and Reliable** messaging platform



Increase productivity through **Anywhere Access** to business communications



Better manage risk by safeguarding your business with **Protection and Compliance**

Partners to go to:



Microsoft®



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