
Simplicity's Online Email & Application Environment Based on Online Apps

Why move to Online apps?

As a well-established IT services company here in Thailand, Simplicity has been working with our clients over time to help them improve and streamline their IT systems each and every day. Common help requests we get from our new clients concern the following main issues:

- Email is unreliable (slow or unreachable).
- Email goes missing.
- SPAM and viruses keep getting through to staff machines.
- Users that travel to different provinces or different countries have problems sending and receiving email.

For our larger clients Simplicity, like most other IT companies, is able to provide sophisticated arrays of servers, firewalls and hardware SPAM filters to address these problems, and coordinating with the local ISP's we are even able to solve most of the connectivity issues companies doing business in Thailand face.

The struggle has always been with smaller clients, or those on a tight budget who don't have the finances or desire to implement a hardware solution necessary to run a secure and reliable email system.

Thankfully Simplicity can now offer a package that is scalable, to fit the needs of a growing organization, and is a solution that those on a smaller budget can expect enterprise-standard email and online collaboration performance and reliability.

➤ INTRODUCING:

Online Apps Software-as-a-Service for Business Email, Information Sharing and Security

Whether your business is moving its operations online, or just wants an affordable email solution that is safe, reliable while giving employees easy access to critical information, Online Apps has you covered.



Messaging

Mail, Calendar and Instant Messenger are powerful tools that can save your company money and time.



Collaboration

Docs, Video and Discussion Sites complement traditional office software to make teamwork easier. Shared calendaring and SMS alerts help companies or departments to be more productive.



Security for on-premise email

Email security, specific case-archiving and encryption. Get control of spam – advanced filters to keep spam from your inbox so you can focus on the messages that matter.

➤ What are the Details?

Save Time and Money with Hosted Email, IM and Calendar

- Killer Apps – mail and Calendar are included.
- Continuous innovation – Put the web's rapid pace of innovation to work for your business. New features added automatically.
- Lower cost – No hardware, software or patches, so you save money.
- Universal access – Access your mail and data from anywhere. Connect with IMAP, POP or from mobile devices.
- Zero maintenance – All services are fully managed.
- Enterprise-class service – Mail includes a 99.9% uptime guarantee¹.
- Secure infrastructure – Multiple layers of protection keep your business data safe and secure.

¹ Guarantee only applicable to Premium accounts.

What Businesses Get from our Professional Email Accounts

- Keep all your important email – 7GB (standard) or 25 GB (Premium account) of storage per user lets you keep just about anything you think may be important down the road.
- Find old messages instantly – Google search technology is built in, so you can find emails and instant message conversations quickly.
- Prevent data leaks - Create custom inbound and outbound policies to keep sensitive information safe with Email Security.
- Keep a corporate record of all email – Administrators can search and recover corporate email with Email Archiving. 90-day archiving can be extended to fit your regulatory needs².

Boost Productivity with Hosted Documents, Video-Sharing and Collaborative Sites

- Essential collaboration online apps –Docs, Video and Discussion Sites are included.
- Smoother information sharing – Improve traditional software with more efficient collaboration.
- Worker mobility – Access your data from anywhere. Even mobile employees can be productive.
- Information access control – Each piece of content can be as private or as public as necessary.
- Enterprise-class service – Systems are managed 24/7. Phone support is available for critical issues.³
- Secure infrastructure – Multiple layers of protection keep your business data safe and secure.

Spam and Virus Protection

Our customers benefit from one of the strongest spam and phishing filters in the industry today. We offer advanced technology filters that learn from patterns in messages identified as spam, and these filters are trained continually across billions of mail messages. As a result, we can very accurately identify spam, phishing attacks, and viruses, and ensure sure that users' inboxes, calendars, and documents are protected.

Through our web-based interface, virus protection blocks the threat of unknowing users spreading a virus through the corporation or internal network. Unlike traditional client-based email applications, messages are not downloaded to the desktop. Rather, they are scanned on the server for viruses and Mail will not allow a user to open an attachment until it has been scanned and any threat mitigated. As a result, email viruses cannot take advantage of client-side security vulnerabilities, and users cannot unknowingly open a document with a virus⁴.

² Premium accounts only.

³ Premium accounts only.

⁴ Web-based mail only.

Security:

Securing network-based applications against would-be hackers is key to ensuring the success of any system. When it comes to email and collaboration, the importance is paramount. Our solution invests billions of dollars in technology, people, and process to ensure data in these Apps is safe, secure, and private. A dedicated team of security professionals is responsible for designing in security from the onset, reviewing all design, code, and finished products to ensure it meets strict security and data privacy standards. The same infrastructure used to host Apps and secure hundreds of thousands of user's data is also used to manage millions of consumers' data and billions of dollars in advertising transactions. With these Apps, information is safe and secure.

- Organizational and Operational Security – Policies and procedures to ensure security at every phase of design, deployment and ongoing operations.
- Data Security – Ensuring customer data is stored in secure facilities, on secure servers, and within secure applications.
- Threat Evasion – Protecting users and their information from malicious attacks and would-be hackers.
- Safe Access – Ensuring that only authorized users can access data, and the access channel is secure.
- Data Privacy – Ensuring that confidential information is kept private and confidential.

PRIVACY:

Who owns the data I put into your system?

To put it simply, we do not own your data. We do not take a position on whether the data belongs to the institution signing up for Apps, or the individual user (that's between the two of you), but we know it doesn't belong to us!

The data which you put into our systems is yours, and we believe it should stay that way. We think that means three key things. We won't share your data with others except as noted in our Privacy Policy. We keep your data as long as you require us to keep it. Finally, you should be able to take your data with you if you choose to use external services in conjunction with these Apps or stop using our services altogether.

What kind of scanning/indexing of user data is done?

User content is scanned and indexed in many cases. We scan the contents in order to provide a variety of services, such as spam filtering and virus detection. This technology is also used to display ads to users in some circumstances⁵. Information from scanning is not shared with third parties. We also index some user data, such as email messages and documents, in order to provide the quality search across your content that you have come to expect. This process is completely automated, involves no human interaction, the index is not part of the general index and it is not shared with any other users.

➤ Conclusion

We have two solutions available for our clients:

| | Ad-supported ⁶ | Premium Bt2,000 / User Account / Year |
|--|---------------------------|---|
| Messaging application features | | |
| Mail and online Calendar | yes | yes |
| - Mail storage | 7.2 GB / account | 25 GB / account |
| - 99.9% Mail uptime guarantee | | yes |
| - Ads can be disabled | | yes |
| - Manual control of Email Security | | yes |
| - Email Archiving, powered by Postini | | 90-day message recovery, can be extended |
| - Resource scheduling in online Calendar | | yes |
| - SSL enforcement for secure HTTPS access | | yes |
| Collaboration application features | | |
| - Online Docs and shared Sites | yes | yes |
| - Shared Sites storage | 10GB shared storage | 10GB plus 500 MB / user for shared storage |
| - Online Video for private, secure sharing | | yes |
| - SSL enforcement for secure HTTPS access | | yes |
| Support | | |
| - Self-service online support | yes | yes |
| - Email support | | yes |
| - Phone support for critical issues | | yes |
| Enterprise Integration capabilities | | |
| - Single sign-on API | | yes |
| - User provisioning API | | yes |
| - Email migration tools and API | | yes |
| - Email routing and email gateway support | | yes |

⁵ Not applicable to Premium account

⁶ Ad-supported version may include advertising content on your online webmail / calendar interface, but there are no advertisements attached to email that you send or receive.

Why go Premium?

- You may have more than 100 users (limit for ad-supported version).
- You require more than 10GB of email space.
- You wish to have manual control of the security and the interface used for email.

For most of our clients the ad-supported version works very well and the security and SPAM filtering are far beyond what any smaller organization can afford to implement on their own.

Our existing customers are very happy and see an amazing reduction in SPAM and virus problems as well as great availability and portability.

Online Apps provides a secure and reliable platform for your data, bringing you the latest technologies and best practices for datacenter management, network application security, and data integrity. When you entrust your company's information to us, you can do so with confidence, knowing that the full weight of best-of-class technology and infrastructure investment is brought to bear ensuring the security, privacy, and integrity of your data.