

HOSTED VS. DEDICATED MICROSOFT EXCHANGE FROM RACKSPACE®

Feature-by-Feature Comparison

Discover the difference between Rackspace's Microsoft® Hosted Exchange and Dedicated Exchange offerings so that you can select the one that's best for your business. With either option, you're backed by **Fanatical Support**®, industry-leading SLAs, and over 10 years of hosting experience. Whether you need the utility and scalability of a fully hosted environment or the customization of a dedicated solution, we'll work with you to make sure you're getting the solution that best fits your business, technical, support, and budgetary needs.

Feature	Hosted Exchange	Dedicated Exchange
Pricing	Monthly per mailbox rate	Monthly based on configuration, utility for support and license
Contract	Month-to-month	12 month minimum
Availability	High availability in a redundant, load-balanced, clustered environment	Custom built architectures available to accommodate required level of availability
Version of Exchange	2010	2010
Outlook® Licensing	Purchase from Rackspace or use your own	Purchase from Rackspace or use your own
Administration	Managed through Rackspace Control panel	Exchange Management Console
Hardware Guarantee	N/A	1-hour hardware replacement
Uptime	100% Network Uptime Guarantee	100% Network Uptime Guarantee
Support	Live phone, ticket, and chat support 24x7x365	Standard Dedicated Exchange support available M–F, 7 a.m.–7 p.m. CST. Scheduled maintenance and emergency on-call assistance available 24x7x365
Spam/Virus Protection	Multilayered spam and virus protection included	Required. Purchase from Rackspace or third party provider
SSL Encryption	Included	Purchase from third party provider. Rackspace will configure and install.
Mailbox Storage	25GB of storage per mailbox, purchase up to 50GB per mailbox	Fully customizable
Attachment Size Limit	50MB	Fully customizable
Outgoing Mail Limits	Not customizable	Fully customizable
Active Directory® Integration	Yes, available through Directory Sync	Yes
Monitoring	Included	Microsoft System Center Operations Manager (SCOM)
Mobile Access	ActiveSync® included. Blackberry® Enterprise Services optional	Optional Blackberry Enterprise Server and ActiveSync
IP Address	Uses shared IP address	Uses dedicated server IP address
Sub-domains	Yes	Yes
Backup	Utilizes Exchange native protection	Multiple backup options available
Disaster Recovery	Recoverable up to 14 days from deletion/disaster	Customizable RPO/RTOs available
Email Archiving	Available	Available
Content Filtering/Transport Rules	Evaluated on a case-by-case basis	Fully customizable
SMTP Relay	No	Yes
Apps Integration (e.g., CRM)	Yes, client-side apps only	Yes, server-side and client-side apps
Support for VM, Fax, Speech, or IM	No	No
Combine and Save	Can be combined with Rackspace Email for additional savings. Exchange and Rackspace Email users can view one another's calendars and see users within their respective Global Address Books regardless of whether they are using Rackspace Email or Exchange	Cannot be combined with Rackspace Email as Rackspace Email is not available on a dedicated platform

ALL BACKED BY
FANATICAL SUPPORT.

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