



CenterBeam 365+

CenterBeam Cloud Solution Offering

Simplify IT. Enhance your productivity tools. Gain on-demand access to the resources and expertise you need. Pay as you go.

Maybe you are already experiencing the benefits of cloud computing in some areas of your enterprise: on-demand access to reliable IT resources that can be quickly provisioned and easily scaled. And you may have asked yourself more than once “why can’t someone offer this same, innovative model for my productivity tools?” A model where you don’t have to continually invest time and resources in software licenses, maintenance, upgrades, etc. A model where you pay solely for the tools your organization uses, with a simple way to add or remove services or capabilities, and the flexibility to accommodate your business lifecycle. A model that is aligned with how you do business, not how the vendor wants to sell product.

CenterBeam 365+

CenterBeam offers organizations a way to move their productivity tools to the cloud while retaining control over their IT services. CenterBeam 365+ brings together cloud versions of the most trusted communications and collaboration products with the latest version of the Microsoft® Office® Desktop Productivity Suite. CenterBeam has built its solution based on the Microsoft Office Server Suite with some distinct and significant advantages – advantages that deliver feature rich productivity tools to your users and relieve the burden of managing and maintaining business systems.

Easy Integration, Enhanced Security, 24x7 Live Support

With 11 years of cloud service delivery under our belt, you benefit from our experience and expertise throughout the service delivery chain. From integrating the CenterBeam 365+ solution easily into your environment to selecting best-in-class tools within our offering for enhanced security and productivity.

CenterBeam also provides around the clock live support from our North American-based Customer Care team. On average, you will speak with a human within 90 seconds.

A Complete Cloud Solution with Familiar User Tools

Your employees can connect and collaborate in real-time in and out of the office, using a familiar user interface so there’s no learning curve to impact user productivity. CenterBeam 365+ includes:

1. **Microsoft Exchange** – Microsoft Outlook® with improved inbox management including new conversation view
2. **Microsoft Office® Web Apps** – familiar suite of Office applications
3. **Microsoft SharePoint®** – collaboration software to simplify business intelligence, content management, search, and sharing for intranet and internet sites
4. **Microsoft Lync™** – a single interface unifying voice communications, IM, and audio, video, and Web conferencing

Business Challenge:

Tough economic times have necessitated delays in making IT investments, and business executives are actively seeking cost-effective ways to catch up and stay current with evolving technology.

Solution:

The CenterBeam 365+ cloud solution provides a way to immediately get your infrastructure and desktop operating systems current, utilizing a pay-as-you-go model. CenterBeam offers unparalleled integration flexibility making it easier to move to the cloud.

CenterBeam 365+:

- Microsoft® Exchange
- Microsoft Office® Web Apps
- Microsoft SharePoint®
- Microsoft Lync™
- + **Plus** enhanced security
- + **Plus** seamless integration into your environment
- + **Plus** single vendor accountability
- + **Plus** 24x7 live support
- + **Plus** experienced implementation

Why Choose CenterBeam 365+?

Experience Matters

For us, the cloud is a natural extension of what we already excel in. Since our founding in 1999, CenterBeam's core business has been providing our customers with Software-as-a-Service (SaaS) solutions. CenterBeam's Hosted Microsoft® Exchange environment was the original multi-tenant deployment of Exchange in the world and the inspiration for hosted collaboration suites and architecture currently used by the majority of managed service providers today.

We've utilized the cloud to deliver our Software-as-a-Service (SaaS) solutions for years; now we're simply allowing our customers to leverage the enterprise-class infrastructure we already have in place. You benefit by employing a strategy that allows you to stay in step with evolving technology and business needs, without incurring the traditional costs and resource requirements associated with provisioning or maintaining in-house. You achieve an "evergreen", feature rich productivity suite managed by a veteran in the cloud computing space. Your users gain access to the tools and technology that best support your business, are backed by a 24x7 live help desk, and your IT resources stay focused on where they add the most value.

Unparalleled Flexibility and Choice

CenterBeam 365+ goes beyond the basic Microsoft Office 365 offering by extending the cloud solution to your entire ecosystem (storage, apps, development environment, VPS, etc.). You can seamlessly add other CenterBeam services on top of CenterBeam 365+, as well as integrate other vendor solutions – it's your choice.

With CenterBeam 365+, you'll not only reap the sophisticated collaboration and messaging capabilities of the Office 365 platform, you'll also gain the following benefits:

- **Come as you are** – your environment doesn't have to change to achieve an enterprise-class, secure cloud solution
- **Avoid the "all or nothing" pitfall** – select and subscribe to the services you need, then scale services on demand
- **Complement your existing IT infrastructure** – utilize a hybrid model (blending on-premise, managed and/or cloud services)
- **Seamless integration** – with other cloud or on-premise services you are running
- **Best-in-breed performance** – CenterBeam is vendor neutral and deploys industry leading solutions within our infrastructure and cloud solution
- **Enhanced Security** – CenterBeam is built from the ground up with enterprise-class security in mind and outperforms other providers' cloud security platforms
- **Ease of implementation** – CenterBeam integrates the solution for you, and you'll have a dedicated project manager, experienced technical team, and marketing communications support to ease the transition for your end users
- **24x7 Live Support** – a single point of accountability, one number to call for immediate assistance
- **24x7 Helpdesk (optional)** – a North American-based helpdesk provides around the clock support for your end users

Come As You Are

We understand that businesses underinvested in IT during the past few years and, as such, your infrastructure and computer operating systems are likely "behind the curve" in terms of updates, upgrades, etc. CenterBeam 365+ delivers a way to "leapfrog" the hassle, expense and resource requirements to get from where you are to where technology is today. Not only can we get you current faster, but we can keep you current at a lower cost.

Active Directory Differentiators

The CenterBeam 365+ solution delivers three key benefits for Active Directory®:

1. Real Single Sign-On™ (SSO) for any version of Active Directory. Real SSO enables end-users to log in just once, after which access is granted automatically to all the authorized network applications and resources. You won't be required to upgrade to Microsoft Active Directory 2008 and deploy Active Directory Federation Suite (ADFS) 2.0 within your domain for password synchronization with Active Directory.
2. CenterBeam 365+ supports multiple on-premise Active Directory forests (multiple domains); Microsoft requires these get collapsed.
3. Additionally, CenterBeam hosts a domain controller for your Active Directory, so if your AD goes down, users can still get to mail and authenticate. With Microsoft Office 365, if your AD goes down, so does your service.

Cost Savings

With CenterBeam 365+, you don't need to take on any additional cost or resource burden to get your infrastructure "cloud ready" before migration:

- No added CAPEX
- No need to upgrade to ADFS 2.0
- No management cycles to maintain

Move At Your Own Pace

With CenterBeam's cloud solution, you can transition when it makes good business sense for your organization, taking advantage of natural decision points to move specific services or capabilities. CenterBeam removes the "all or nothing" barrier, and in fact, we expect most customers to migrate to the cloud in a phased, or hybrid, approach. CenterBeam has services to help you both on-premises and in the cloud, as well as the transition between the two.

Inherent Disaster Recovery Benefits

With Network Operation Centers (NOCs) in different geographies at multiple redundant sites, any risk is spread physically and therefore reduced dramatically. Using a complete cloud solution, if your business experienced any kind of outage, you simply need to get your employees to an Internet access point and you are back up and running.

Best-in-Breed Performance

CenterBeam maintains partnerships with industry leaders and deploys leading tools and technology within our enterprise-class infrastructure and cloud service. The benefit to you is a vendor neutral, best-in-class solution. We continually perform research and development, then deliver and integrate, so you don't have to.

CenterBeam 365+ Feature Highlights

Security & Compliance	Symantec.cloud (MessageLabs®) anti-spam Email Encryption powered by Symantec.Cloud Hardware-based intrusion monitoring system (IDS) Safeguards designed throughout 3 tier architecture All hosted objects are authenticated to your AD, not ours Real Single Sign-On SAS-70, Type II EU Safe Harbor compliant CISSP certified staff PC encryption powered by Beachhead Solutions® (option) Email archiving powered by LiveOffice® (option)	✓
Control	Web-based control panel (single pane of glass) Shared administration Role-based user permissions Usage controls Track usage by user	✓
Support	24x7 phone support included Level II technicians Live person answers within 90 secs (average) North American native English speakers	✓
Availability	99.9% SLA CenterBeam hosts domain controller for your AD Geo-redundant NOCs Triple redundancy into every element of the systems Enterprise load balancing	✓
Flexibility	Utility pricing plans No "all or nothing" barrier Simple contract: if you exit the service, we'll help transition you back in-house or to another vendor	✓
Real Single Sign-On™ (SSO)	Any version of Active Directory No requirement to upgrade to ADFS 2.0	✓
Integration	CenterBeam serves as your trusted advisor and architect Seamless integration within your environment Single point of accountability 11+ years cloud computing experience	✓

FIG. 1 CenterBeam 365+ feature highlights

Seamless Integration

By leveraging our deep expertise and experience, you'll be able to deploy faster and integrate with your infrastructure, regardless of where your systems reside today.

CenterBeam 365+ integrates with other cloud or on-premise services with the added benefit of a single point of accountability. You won't need to be the integration point between the various cloud services you subscribe to. We also offer a broad service portfolio to fill any IT gaps.

Availability

CenterBeam provides a robust and secure infrastructure – one that has been built from the ground up with security as our priority. Our customers are pro-

tected by a Tier 3 Class A datacenter, with triple redundancy built into every element of the systems (N+1), and geographically dispersed NOCs.

SAS-70, Type II – Times Two

CenterBeam as an organization maintains SAS-70 (Statement on Auditing Standards, number 70) Type II certification in addition to its datacenter partner. Annually, CenterBeam's controls on security procedures, policies and best practices are certified by independent third party auditors.

CenterBeam's controls are based on the COSO framework, which is the same control framework SOX compliance is based on. This enables easy integration into your existing audit procedures.

Intrusion Monitoring

CenterBeam deploys firewall and Intrusion Detection System (IDS) capabilities at the switch port level for every production port in our datacenter. We use hardware-based IDS rather than hosted IDS, which is typically add-on software that is not as reliable.

CenterBeam's three tier architecture (backend, mid-tier, DMZ) has safeguards designed to provide a true DMZ, a protected network that prevents unauthorized access to our core infrastructure. This includes:

- Load balancing
- Firewall
- Proxy settings (hardware-based)

Additionally, CenterBeam provides an added barrier to prevent unauthorized access to your company data. To gain access, a user must have an account within your Active Directory. Your data can't be hacked from online.

Anti-Spam Differentiator

CenterBeam uses Symantec.cloud™ (aka MessageLabs®) technology, which has pioneered predictive detection since 1999. You benefit from over 99% spam capture and zero false positives.

Operating at the Internet level with automatic and continuous updates, Email Anti-Spam delivers protection against both established and emerging spam techniques ensuring long-term, always-on network protection.

Additionally, Symantec.cloud technologies include traffic management and connection management capabilities to safeguard bandwidth. Traffic management slows down spam at the TCP/IP layer, while connection management uses heuristics to block unsolicited email at the connection layer and prevent attacks at the user management layer.

Symantec.cloud™ features include:

- Total multi-layered protection from spam, with threats managed away from your network to protect corporate bandwidth for Web and other critical systems
- Proprietary Skeptic™ heuristics technologies for effective protection against established and emerging spam techniques
- Range of best-of-breed third party commercial engines and techniques for additional layers of security
- Multiple spam quarantine languages for end-users enables ease of use for global workforces

Implementation Experience

As a pioneer in cloud computing, CenterBeam has been moving customers to the cloud for more than 11 years. We have the experience and expertise to serve as the trusted advisor and architect between your services and systems (whether cloud, managed or on-premise), so you can offload the complexities of integration. We provide a single point of accountability, eliminating vendor finger-pointing and facilitating a smooth transition.

As part of our standard on-boarding process, every implementation with CenterBeam is led by an experienced project manager and customized to meet the particular requirements and culture of your organization. We can lead the implementation process or work collaboratively with your in-house staff. Each migration includes:

- Assessment
- Design
- Testing
- Deployment
- Full documentation

Throughout your migration, we provide reports on open issues, communication plans, project plans and risk management. Our methodology ensures we not only deliver on time, we align to your business goals.

Scale As You Need, Pay As You Go

With CenterBeam 365+, instead of investing in fixed costs, you can consume IT capacity and services on demand and easily align to your business requirements in a pay-as-you-go model. Multiple packages are available so you can select the solution that best meets your needs.

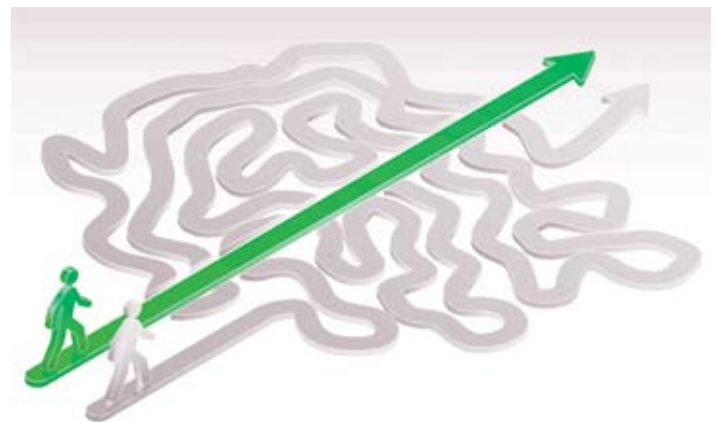


FIG. 2 *Simplify IT*



FIG. 3 Online, on-demand access to reporting from a single portal

Visibility and Control

CenterBeam's service provides you with real time awareness of the state of your network through our web control panel. This way, you can know as soon as we do if your servers, applications and IT services are experiencing outages, performance degradation or approaching critical availability thresholds.

No Risk Contract

CenterBeam won't lock you into a long-term commitment. Instead, your company will receive a simple one-year term contract with committed SLAs and an easy out. Should you decide to exit the contract, CenterBeam will help you transition to a new vendor, or back in-house, at no charge. Because our goal is to keep you a satisfied customer, we will work hard to earn your business every day.

You'll have insight into email usage, servers and network infrastructure, as well as on-demand access to reports for all your services from a single web control panel – no need to login to multiple dashboards.

24x7 Live Support

Immediate access to subject matter expertise is just a call, click or email away. CenterBeam delivers North American-based support 24x7x365. Calls are typically answered within 90 seconds, with highly defined escalation paths to get you to the right network or systems engineer to resolve your issue quickly.

You'll experience world-class customer service, without the frustration of a voice automated system, waiting in an endless queue or getting transferred multiple times. And the first customer care specialist you speak with maintains ownership for ensuring your issue is remediated.

Optional Services

Endpoint Security for PC / Mac® (Optional)

CenterBeam can protect computers on your network, minimizing disruptions in your day-to-day business operations. Our investment in industry-certified professionals, best-in-class tools, and the latest technology enables us to deliver a service with security features woven throughout every aspect of our offering.

CenterBeam's Security Tools Include:

- **Malware Protection** – Using Trend Micro™ solutions, PC and Mac® computers are kept current with the latest anti-virus and anti-spyware definitions through weekly proactive updates and immediate critical updates.
- **Critical OS & Software Updates** – Critical Microsoft® patches and periodic upgrades are tested and automatically distributed to your user community. Most critical patches are released within 48 hours.
- **Asset Tracking** – Computer hardware, OS versions and applications are tracked throughout your environment - with reporting available via our web-based customer portal whenever you need it.
- **Continuous Configuration Management** – Ongoing assurance that security levels are maintained and computers are stable and optimized through use of our proprietary CenterBeam Continuous Configurator, which automatically makes adjustments should critical aspects of a user's computer fall out of compliance with standards.
- **Software Distribution** – Software deployment packages are developed, tested and distributed throughout your environment.
- **Remote & Secure Log In (Optional)** – Users can remotely and securely log in to their computers from anywhere using the Internet.

24x7 Helpdesk for End Users (Optional)

Offloading the day to day end user helpdesk issues to CenterBeam allows your internal IT to focus on business driving applications and projects. CenterBeam's customer care team is available around the clock, 365 days a year, to address any support issues your users may experience.

Our primary goal is to get your users up and productive as soon as possible. CenterBeam's customer care personnel are highly trained desktop engineers who would generally be considered Level 2 support agents. This means the very first person you talk to will likely be able to resolve your issue. And if not, subject matter experts are standing by.

With CenterBeam as your helpdesk, you can expect:

- 24x7 support, 365 days a year
- Calls answered by desktop engineers, not a dispatch service
- Improved fix time through remote diagnostics and repair
- Mixed environment support (PC, Mac®, mobile devices)
- “How to” support for Microsoft applications
- A fixed monthly rate, regardless of call volume
- Access to subject matter experts
- North American-based support teams
- 3rd party end user satisfaction measurement

CenterBeam's Level 2 support is performed by customer care team leads, and Level 3 support is supplied by our engineering team, who have senior-level expertise in every aspect of an IT environment, including: Active Directory, e-mail, PC & Mac technology, server technology, computer backups and recovery, server backups and recovery, security and networks.

Helpdesk Certification Levels Include:

- Microsoft Certified Trainer (MCT)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified IT Professional (MCITP)
- Enterprise Support Technician (Vista)
- Microsoft Certified Professional (MCP, MCP +I)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE, MCSE +I)
- Cisco® Certified Security Professional (CCSP)
- Apple® Certified Support Professional 10.6

Email Archiving (Optional)

CenterBeam's best-in-class email archiving solutions, powered by LiveOffice®, are designed to seamlessly meet and exceed your business requirements. Our fully managed, cloud-based solutions are designed for businesses and public organizations of all types that need the benefits of compliance, e-discovery and mailbox management technologies, but lack the significant financial and internal IT resources required to deploy on-premise systems.

CenterBeam offers three archiving options:

- Personal Archive
- Compliance Archive
- Discovery Archive

CenterBeam's archiving solutions securely captures, indexes, archives and backs up all of your emails and attachments in a central online repository. Approved personnel can quickly and easily monitor, search and retrieve messages anytime.

CenterBeam's email archiving solutions are affordable and easy to use, and we can have you up and running in a matter of days—not the traditional weeks or months required for on-premise deployments.

PC Encryption (Optional)

CenterBeam's DataDefense, powered by Beachhead Solutions®, is an innovative approach to data encryption that provides compliance without impacting the productivity of employees. DataDefense enables organizations to enforce encryption of sensitive data on their inventory of PCs quickly, easily, and without significant IT burden or user impact. It also provides the capability to destroy data (permanently or recoverably) remotely if an unauthorized individual gains access to that data.



FIG. 4 Secure services from anywhere

Because DataDefense is delivered and managed through secure internet communications (via the cloud), compliance can be achieved in literally one day. There is no need to locally install encryption on each PC and there is no investment or support necessary for IT hardware/software infrastructure. In addition, users have no involvement in the operation of the tool, so they continue to operate their computers in exactly the same manner.

CenterBeam's DataDefense provides your organization with robust security features including:

- PC use and data monitoring,
- Proactive enforcement of your PC security policy,
- Ability to remotely change security policy, and
- An automatic response when threats to data security are detected

Data Backup (Optional)

CenterBeam offers two best-in-class data backup solutions to liberate your IT staff from the burden of daily management through our partnership with Iron Mountain®:

- **PC /Mac® Backup (Connected®)** automatically backs up data in the background, ensuring complete data protection without interrupting users
- **Server Backup (LiveVault®)** eliminates the risks associated with tape backup

Contact Us

CenterBeam realizes our customers aren't "one size fits all," that's why we've architected CenterBeam 365+ to co-exist and complement your existing IT infrastructure where it is today. We offer unprecedented flexibility, allowing you to run in a hybrid model blending on-premise, managed and/or cloud services.

We're here to help you move into the cloud, where and when it makes the most sense for your business – without the requirement to overhaul, upgrade or migrate everything all at once. With CenterBeam, you can expect an IT partner that will remain engaged throughout the service lifecycle to make sure you are implemented correctly, your users are productive, and help you with any changes you need along the way.

Ask your CenterBeam sales representative about our pricing and package options. Call 1-877-8880 or visit www.centerbeam.com/CenterBeam365.

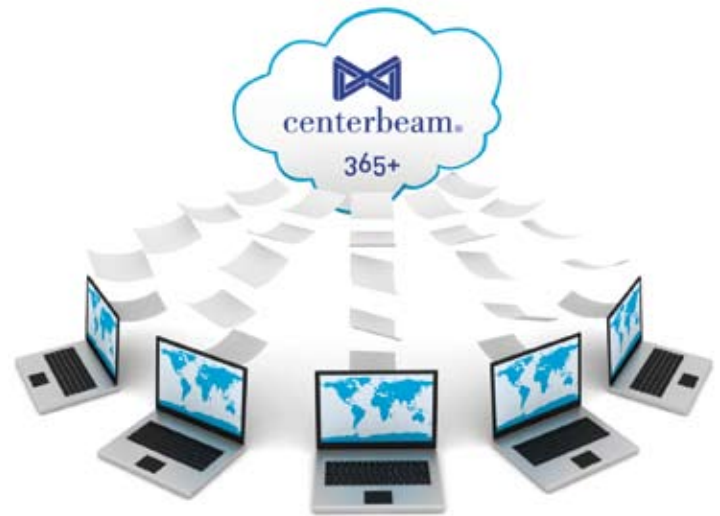


FIG. 5 Move into the cloud where and when it makes sense

Microsoft

CITRIX partner

Silver
Solution Advisor



JUNIPER

Enterprise Solution Provider



vmware | authorized
CONSULTANT