



The Radicati Group, Inc.  
[www.radicati.com](http://www.radicati.com)

# Cloud Email Hosting, Archiving and Security

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A Radicati Group, Inc. Webconference

9:30 am, PT  
July 29, 2010



# Speakers & Agenda

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The Radicati Group, Inc.  
[www.radicati.com](http://www.radicati.com)

## Speakers:

- Nick Mehta, *CEO*, LiveOffice
- Robert Liebholz, *Senior Vice President Sales & Business Development*, Intermedia

## Agenda:

- *Presentation from LiveOffice and Intermedia*
- *Speaker Panel Discussion – moderated by Sara Radicati*
- *Audience Q & A session*

# Mitigating Risk Around Moving Your Email to the Cloud

July 29, 2010

Nick Mehta

1

**Our Company**

2

**Our Solution**

3

**Better Together**

# Archiving Market Leader

## 360 Archiving



### Target: IT, End Users

- Unlimited Mailbox
- Zero client footprint
- Outlook/OWA/Notes/BES
- Search, tag, reply, restore
- PST/NSF folder import
- Built-In Email Continuity



### Target: Legal

- Self-Service discovery
- Roles-based access
- Boolean, fuzzy, full text
- Highlighting and review
- Tagging, holds, export
- Audit trail
- Optional: SharePoint



### Target: Compliance/HR

- SEC/FINRA Compliance
- Email, IM, Bloomberg
- WORM storage
- Supervision workflow
- Online audit download
- End-to-end audit services
- Optional: Social Media

## History

**Founded in 1998 | 10,000+ clients | 97% renewal rate**





# LiveOffice Vision



# Automated Migrations





# LiveOffice Archiving Demos

1.



2.





# Mail

- Favorite Folders**
- Inbox
  - Unread Mail
  - Sent Items
- Mail Folders**
- All Mail Items
  - Mailbox - Amy Dugdale
    - Personal Archive
    - Compose
    - Deleted Items
    - Drafts
    - Inbox
    - Junk E-Mail1
    - Outbox
    - Personal Archive
    - RSS Feeds
    - Sent Items
    - Search Folders
    - Archive Folders

- Mail
- Calendar
- Contacts
- Tasks

## LiveOffice Personal Archive

**Search Filters**

**Senders**

- access@interactive.wsj.com
- reply-103379@uptilt.com
- reply-103341@uptilt.com
- sifma@smartbrief.com (3)
- googlealerts-noreply@google.com (270)

**Years**

- 2009 (3976)
- 2008 (1518)
- 2010 (667)

**Attachments**

- Graphics (169)
- pdf (142)
- Excel (85)
- Word (85)
- Others (23)
- Html (10)

**Amy Dugdale** Mailbox Inbox Sent

Message: wall street

Subject:

From: To:

Attachment Type: Has Attachments

Sent Date: [Specify a date range]

Filters On

<input checked="" type="checkbox"/>	From	To	Subject	Date	Score	Tag
<input type="checkbox"/>	dean.nicolls@liveoffice.com	sanjeev.jain@liveoffice.com	LiveOffice in Solution Showcas...	3/3/2010 1:53 PM		
<input type="checkbox"/>	investmentnews@liveoffice.com	aagnew@liveoffice.com	Four NYC reps sue LPL for disc...	3/3/2010 1:29 PM		
<input checked="" type="checkbox"/>	access@interact...	adugdale@liveof...	WSJ NEWS ALERT: Magnitude 6.3 ...	3/3/2010 10:49 AM		
<input type="checkbox"/>	alerts@btobonli...	aagnew@liveoffi...	'WSJ' to debut NY section next...	3/3/2010 10:30 AM		
<input type="checkbox"/>	reply-103341@up...	aagnew@advisors...	Media pitching superstar: Secr...	3/3/2010 10:08 AM		
<input type="checkbox"/>	reply-103341@up...	aagnew@advisors...	Twitter PR Advances: Hubspot s...	3/3/2010 9:09 AM		
<input type="checkbox"/>	370272.85099898...	aagnew@liveoffi...	NSE Slashes Gold ETF Charges	3/3/2010 7:58 AM		
<input type="checkbox"/>	onwallstreet@m...	adugdale@adviso...	Invitation to Network with 200...	3/3/2010 7:15 AM		
<input type="checkbox"/>	access@interact...	adugdale@liveof...	WSJ NEWS ALERT: Rangel Tempora...	3/3/2010 6:14 AM		
<input type="checkbox"/>	thewallstreetjo...	adugdale@liveof...	Barron's Limited-Time Offer - ...	3/3/2010 6:00 AM		
<input checked="" type="checkbox"/>	reply-103341@up...	aagnew@advisors...	Rescheduled today: Three top b...	3/3/2010 5:07 AM		
<input type="checkbox"/>	access@interact...	adugdale@liveof...	WSJ NEWS ALERT: Greece Announc...	3/3/2010 4:42 AM		
<input type="checkbox"/>	sifma@smartbrie...	adugdale@liveof...	Analysis: Greece's swaps promp...	3/3/2010 4:21 AM		
<input type="checkbox"/>	newsletters@con...	adugdale@liveof...	paidContent Newsletter [Mar 3,...	3/3/2010 3:02 AM		

Page 1 of 124 pages / (Total 6161 Items)

**WSJ NEWS ALERT: Magnitude 6.3 Aftershock Hits Southern Chile**

access@interactive.wsj.com

Sent: 3/3/2010 10:49:56 AM

To: adugdale@liveoffice.com

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News Alert  
from The **Wall Street** Journal

An earthquake with a magnitude measured at a preliminary 6.3 struck off Chile north-northwest of Concepcion, the city devastated by Saturday's 8.8-magnitude quake, the U.S. Geological Survey reports. Wednesday's quake was centered about 33 miles north-northwest of Concepcion, at a depth of about 22 miles.

The agency said two more quakes followed within six seconds, with preliminary magnitude measurements of 5.9 and 6.0, respectively.

Tsunami alert sounded in the town of Constitution.

Saved Searches

## Mail LiveOffice Personal Archive

## Favorite Folders

- Inbox
- Unread Mail
- Sent Items

## Mail Folders

## All Mail Items

- Mailbox - Amy Dugdale
  - \_Personal Archive
  - Compose
  - Deleted Items
  - Drafts
  - Inbox
  - Junk E-Mail1
  - Outbox
  - Personal Archive
  - RSS Feeds
  - Sent Items
  - Search Folders
  - Archive Folders

## Search Filters

## Senders

access@interactive.wsj.com  
 reply-103379@uptilt.com  
 reply-103341@uptilt.com  
 sifma@smartbrief.com (3)  
 googlealerts-noreply@go  
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Graphics (169)  
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Amy Dugdale

Mailbox Inbox Sent



Message:

wall street

Subject:

From:

To:

Attachment Type:

Has Attachments

Sent Date: [Specify a date range]

Filters On

Selected emails restored.

<input checked="" type="checkbox"/>	From	To	Subject	Date	Score	Tag
<input type="checkbox"/>	dean.nicolls@li...	sanjeev.jain@mi...	LiveOffice in Solution Showcas...	3/3/2010 1:53 PM		
<input type="checkbox"/>	investmentnews_...	aagnew@liveoff...		3/3/2010 1:29 PM		
<input checked="" type="checkbox"/>	access@interact...	adugdale@liveof...		3/3/2010 10:49 AM		
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<input type="checkbox"/>	onwallstreet@m...	adugdale@advis...		3/3/2010 7:15 AM		
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<input type="checkbox"/>	thewallstreetjo...	adugdale@liveof...		3/3/2010 6:00 AM		
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<input type="checkbox"/>	sifma@smartbrie...	adugdale@liveof...		3/3/2010 4:21 AM		
<input type="checkbox"/>	newsletters@con...	adugdale@liveof...		3/3/2010 3:02 AM		

Page 1 of 124 pages / (Total 6161 Items)

## WSJ NEWS ALERT: Rangel To Committee

access@interactive.wsj.com

Sent: 3/3/2010 6:14:05 AM

News Alert  
 from The Wall Street Journal

Rep. Charles Rangel said he is temporarily stepping aside as the chairman of the House Ways & Means Committee.

Mr. Rangel, a New York Democrat, has been battling a series of ethics charges in recent months. Last week, the House ethics committee found he broke congressional rules by not properly disclosing trips to the Caribbean that were paid for by companies.

<http://online.wsj.com/article/SB10001424052748703862704575099303391085648.html?mod=diemaletNFW/S>

## Saved Searches

Mail

Calendar

Contacts

Tasks

man of the House Ways &amp; Means



## Mail

## Favorite Folders

- Inbox
- Unread Mail
- Sent Items

## Mail Folders

## All Mail Items

- Mailbox - Amy Dugdale
  - Personal Archive
  - Compose
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  - Drafts
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  - Junk E-Mail1
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Amy Dugdale

Mailbox ☐ Inbox ☐ Sent ☐

Message: wall street

Subject:

From:

To:

Attachment Type:

☐ Has Attachments

Sent Date: [Specify a date range]

Filters On

## Selected emails restored.

<input checked="" type="checkbox"/>	From	To	Subject	Date	Score	Tag
<input type="checkbox"/>	dean.nicolls@l...	sanjeev.jain@mi...	LiveOffice in Solution Showcas...	3/3/2010 1:53 PM		
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## WSJ NEWS ALERT: Rangel Temporarily Gives Up Post as Chairman of the House Ways &amp; Means Committee

access@interactive.wsj.com

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News Alert  
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<http://online.wsj.com/article/SR10001424052748703862704575099303381085646.html?mod=diemaletNFWWS>

Archive

Bill Williams - bill.williams@enron.com

- Managed Accounts
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- Tags

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- New Mail
- Reply
- Reply All
- Forward
- Save Search
- Restore

Search

Advanced Search Match All Match Any

+ -	Entire Message	Contains	energy
+ -	To	Contains	
Entire Message Subject Body From To Has Attachment Attachment Name Attachment Type Date Sent (AND)			

<input type="checkbox"/>	From	Subject	Date	Relevance
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<input type="checkbox"/>	pete.davis@enron.com	Attachment Name	rt Date: 2/6/02; HourAhead hour: 22; 2/6/2002 11:37 PM	
<input type="checkbox"/>	f..calger@enron.com	Attachment Type	SW ENERGY KICK-OFF CELEBRATION 2/6/2002 10:39 PM	
<input type="checkbox"/>	pete.davis@enron.com	Date Sent (AND)	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 21; 2/6/2002 10:38 PM	
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<input type="checkbox"/>	pete.davis@enron.com		pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 18; 2/6/2002 7:38 PM	
<input type="checkbox"/>	pete.davis@enron.com		pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 22; 2/6/2002 7:37 PM	
<input type="checkbox"/>	.hall@enron.com	susan.amador@enron.com Can UBS Tame Enron's Wild Traders?	2/6/2002 6:48 PM	
<input type="checkbox"/>	f..calger@enron.com	susan.amador@enron.com UBSW ENERGY KICK-OFF CELEBRATION	2/6/2002 6:39 PM	
<input type="checkbox"/>	pete.davis@enron.com	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 17; 2/6/2002 6:38 PM		
<input type="checkbox"/>	pete.davis@enron.com	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 21; 2/6/2002 6:38 PM		
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<input type="checkbox"/>	pete.davis@enron.com	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 15; 2/6/2002 4:37 PM		
<input type="checkbox"/>	pete.davis@enron.com	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 19; 2/6/2002 4:37 PM		
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<input type="checkbox"/>	.hall@enron.com	susan.amador@enron.com Can UBS Tame Enron's Wild Traders?	2/6/2002 2:48 PM	
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<input type="checkbox"/>	julie.dlyatt@enron.com	a..allen@enron.com; john YOU HAVE 48 HOURS - Message from Lou	2/6/2002 1:18 PM	
<input type="checkbox"/>	pete.davis@enron.com	pete.davis@enron.com; a Start Date: 2/6/02; HourAhead hour: 15; 2/6/2002 12:37 PM		

- Previous
- Next
- Restore
- Tag

## UBSW ENERGY KICK-OFF CELEBRATION

f..calger@enron.com

Sent: 2/6/2002 6:39:10 PM

To: susan.amador@enron.com;  
john.anderson@enron.com;  
tim.belden@enron.com;  
victor.bulher@enron.com

Welcome to UBS Warburg Energy, LLC

All UBS Warburg Energy, LLC employees are invited to join us for breakfast and happy hour on Friday, February 8, 2002.

Breakfast, 8:15 a.m., here on the 3rd floor.

Happy Hour, 3:00 p.m., appetizers and drinks (2), Fernando's Hideaway, 824 SW First Avenue (upstairs)

We hope you will join us!  
Chris and Tim

Archive

Administration

Alerts

Dashboard

Help



Archive

Bill Williams - bill.williams@enron.com

Managed Accounts

User Groups

List

Add New

Sales

Woodberry's Enron Group

Tags

Inbox

Sent

New Mail

Reply

Reply All

Forward


Save Search

Restore

Search

Advanced Search Match All Match Any

+ -	Entire Message	Contains	energy
+ -	Has Attachment	Yes	

<input checked="" type="checkbox"/>		From	To	Subject	Date	Relevance
<input checked="" type="checkbox"/>		pete.davis@enron.com	pete.davis@enron.com	a Start Date: 2/6/02; HourAhead hour: 24;	2/7/2002 1:38 AM	
<input checked="" type="checkbox"/>		pete.davis@enron.com	pete.davis@enron.com	a Start Date: 2/6/02; HourAhead hour: 22;	2/6/2002 11:37 PM	
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Add Tag

Enter Tag name:

Case #4567

Comments:

☒ Legal Hold

Previous

Next

Restore

Tag

## Can UBS Tame Enron's Wild Traders?

.hall@enron.com

Sent: 2/6/2002 6:48:57 PM

To: susan.amador@enron.com;  
john.anderson@enron.com;  
victor.bulbes@enron.com;  
fran.chann@enron.com

Wednesday February 6, 1:41 pm Eastern Time

BusinessWeek Online

DAILY BRIEFING -- Can UBS Tame Enron's Wild Traders?

Daily Briefing: NEWS ANALYSIS

By Emily Thornton in New York, David Fairlamb in Zurich, and Stephanie Anderson Forest in Dallas

Back in November, Dynegy (NYSE:DYN - news ) had what sounded like a great idea: Buy Enron's flagship trading business in natural gas and electricity, and immediately become the dominant force in those markets. Dynegy fled when Enron started to collapse under an avalanche of scandal. Now, Zurich [Switzerland]-based UBS Warburg (NYSE:UBS - news ) is making the same bet, albeit for a lot less money.

The question now: Will the conservative bank be able to impose Swiss order on the rogue Texas company's traders? On one level, the deal doesn't seem completely farfetched. Enron's gas and electricity trading actually seems to have made money. Other bankers who checked it out estimate the trading operations racked up \$3 billion in pretax profits over the past two years [see BW, 2/11/02, "Enron: How Good an Energy Trader?"].

Still, UBS had good reason to go for a deal that gave it 67% of future pretax profits for a pledge only to pay the salaries of 625 Enron employees. Obviously, the

Alerts



Policy Alert



Save



Cancel



Add Policy Alert

\* Policy Name:

\* Saved search:

\* Alert Email(s): +

\* Comment:

In Dashboard? ☒

\*Indicates Required Field.

+Separate multiple email addresses with semicolons.



Archive



Administration



Alerts



Dashboard



Help











# Better Together

Intermedia + LiveOffice Archiving



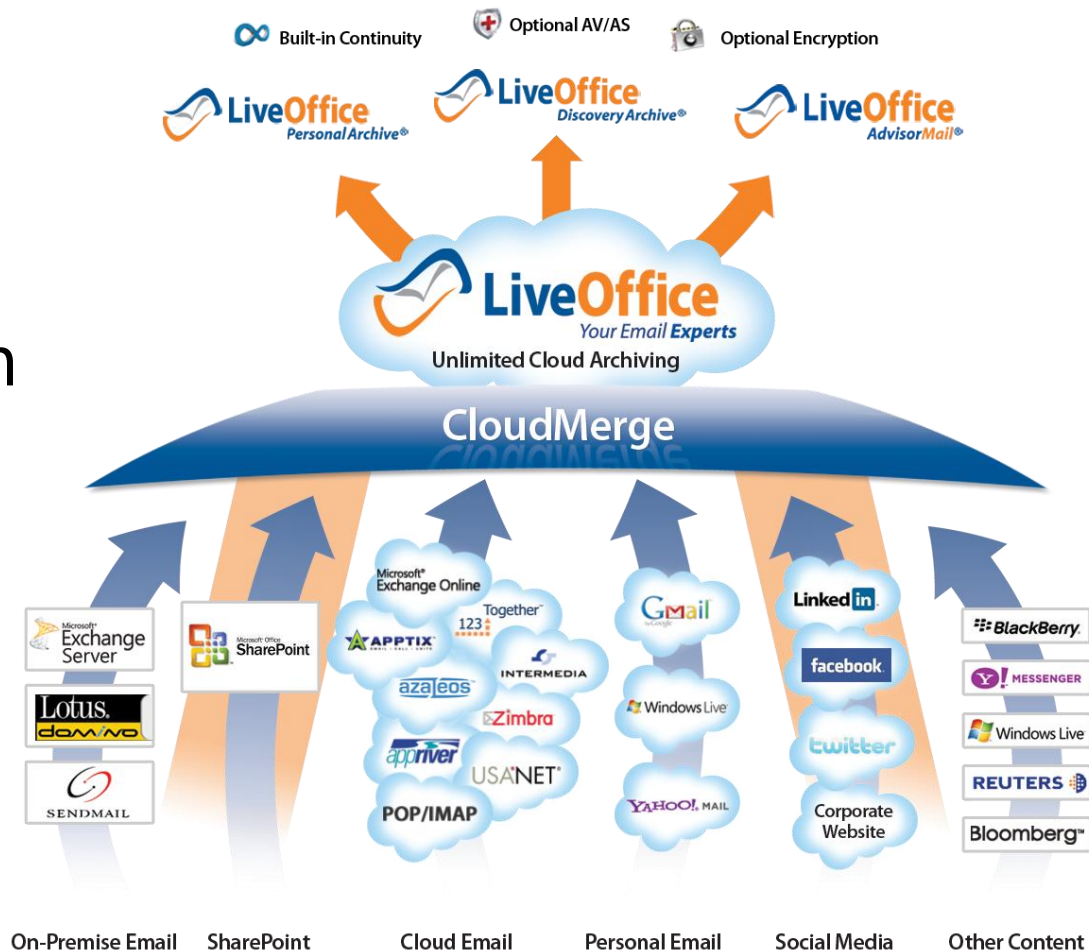
	<b>Simplify Migration</b>	<ul style="list-style-type: none"><li>- Start archiving ahead of move</li><li>- Move legacy data into archive</li></ul>
	<b>Legal/ Compliance</b>	<ul style="list-style-type: none"><li>- E-Discovery/legal hold issues</li><li>- Retention/compliance issues</li></ul>
	<b>Backup/ Continuity</b>	<ul style="list-style-type: none"><li>- Insurance policy to protect data</li><li>- Safeguard for downtime</li></ul>
	<b>Freedom</b>	<ul style="list-style-type: none"><li>- Migrate with confidence</li><li>- Retain leverage</li></ul>

# Thank You!

**Nick Mehta**

CEO

[nick@liveoffice.com](mailto:nick@liveoffice.com)



# Appendix: Just the facts

Feature	LiveOffice
Archiving focus	Complete
Unlimited storage	Yes
Outlook integration for archiving	Yes
Outlook Web Access integration	Yes
Mobile device integration (e.g., BlackBerry)	Yes
Built-in email continuity	Yes
Compliance supervision workflow	Yes
Discovery/compliance services	Yes
Top ten ranking for e-Discovery (Socha-Gelbmann)	Yes
End-to-end migration services	Yes
SLA	99.99%
On-premise email options	Exchange, Lotus Domino, GroupWise
Cloud email options	Archiving connectors built for all major cloud email providers
Client support for archiving	Complete 24x7 (phone, email)

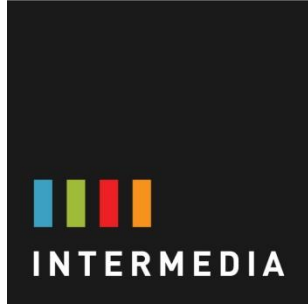
# About Intermedia

Presented by

Bob Leibholz, SVP Sales and Business  
Development



**INTERMEDIA**



# ABOUT INTERMEDIA

## Our Claim to Fame:

- The leader in business email and IT hosting since 1995
- Undisputed leader in Exchange hosting since 2000



## Our Company:

- 200 employees worldwide
- Headquarters in NYC, operations in Silicon Valley, London and St. Petersburg, Russia
- Profitable, debt-free





**INTERMEDIA**

# COMPANY HIGHLIGHTS

## **Industry Leader by Seat Count:**

- Over 250,000 full MAPI Exchange mailboxes under management - more than any other provider

## **Growing Communications Product Suite:**

- Hosted email, mobility, instant messaging, fax, collaboration tools, unified communications and soon hosted PBX

## **Differentiation Based on Quality of Service and Integration:**

- Designed specifically for SMBs, making enterprise-class communications services accessible and manageable from a single point of control

## **History of “Firsts to Market” Through Proprietary Development:**

- Hosted Exchange 2010 and SharePoint 2010

## **Distributor of Choice:**

- Co-branded offerings with Ingram Micro and Brasoftware; more than 5,000 reseller partners selling Intermedia service as affiliates or private label partners across North America, Latin America and Europe

## **Development of Technologies In-House:**

- Successfully developed control panel, AD sync and PST manager in-house



INTERMEDIA

# THE REAL LITMUS TEST FOR HOSTED EXCHANGE PROVIDERS

Infrastructure

Migration

Control

Support





INTERMEDIA

# HOW INTERMEDIA COMPARES

## Infrastructure

### Premium architecture:

- 99.999% uptime
- Regular backups and real time replication
- Five tier-4 datacenters (4 US, 1 UK)
- EMC, Dell, Cisco HW
- Ensures email's fastest possible roundtrip

## Migration

### Exchange Concierge™:

- Calls and handholds you through entire migration - FREE!
- Active Directory data imports < 1 hr
- Includes each user's entire mailbox, calendar, task and contacts

## Control

### HostPilot® Control Panel:

- On-premise control
- Easy to delegate admin tasks

Sync on-premise and Intermedia apps

Access the latest apps (e.g. Exchange 2010)

## Support

### 24x7 phone and email access:

- Average hold time 40 secs or less
- All support staff Microsoft and RIM certified










INTERMEDIA

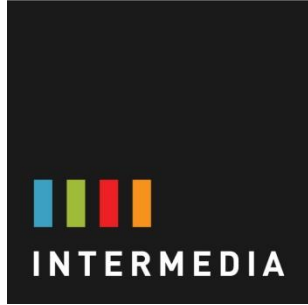
# OUR OFFERINGS

## What's included:

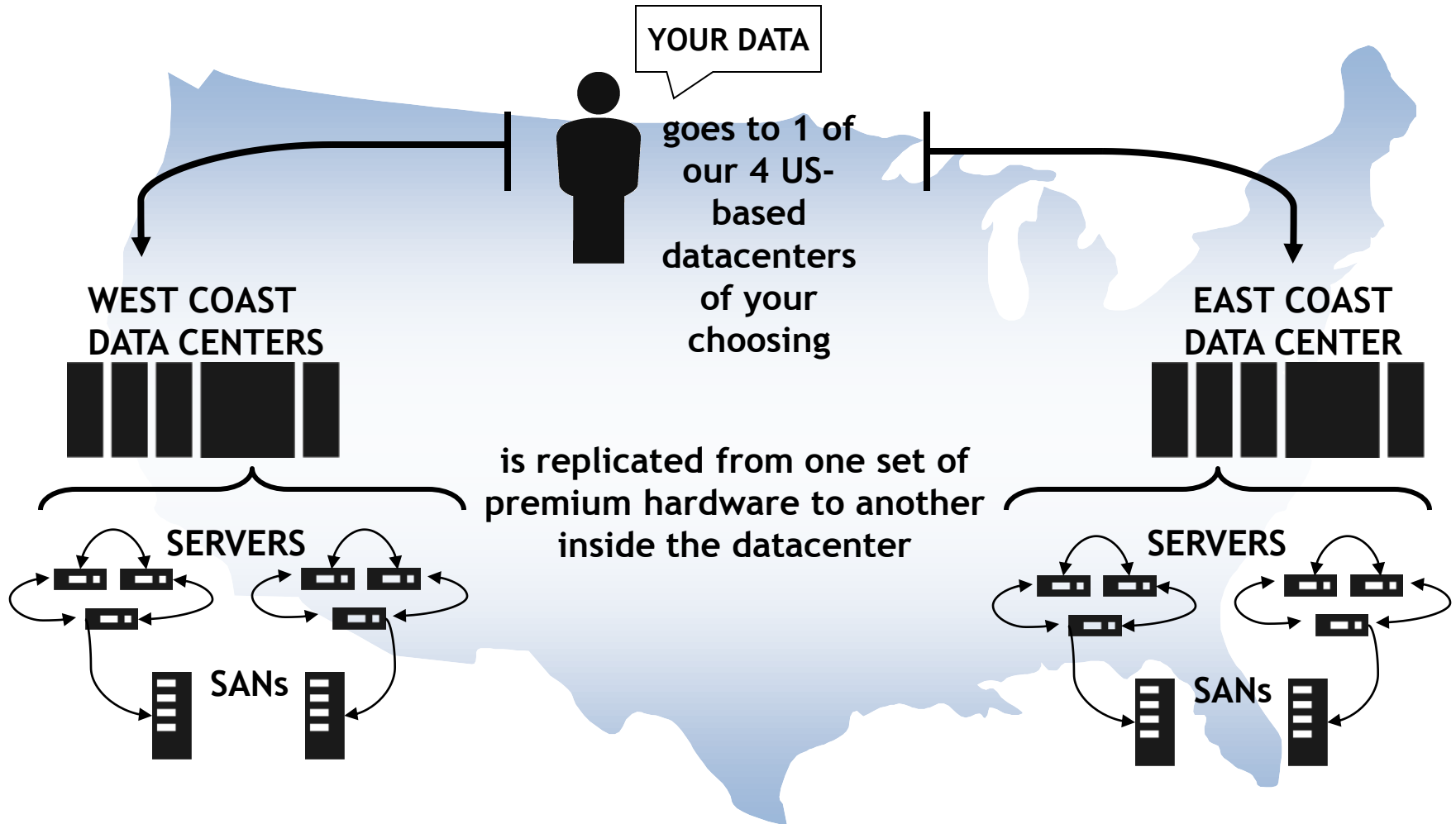
- ✓ 5 or 25 GB per hosted mailbox
- ✓ 24x7x365 world-class support
- ✓ Free migration to Exchange 2010 with Exchange Concierge™
- ✓ Outlook Web App 2010
- ✓ Premium antivirus and antispam
- ✓ 99.999% financially backed uptime SLA
- ✓ HostPilot™ Control Panel

## Available add-ons:

-  Blackberry Enterprise Server, ActiveSync for iPhone
-  Outlook 2010
-  PST Manager
-  Fax via Email
-  Hosted OCS 2007
-  Sharepoint
-  Email compliance options:  
Secure Mail, Archiving and MessageMirror



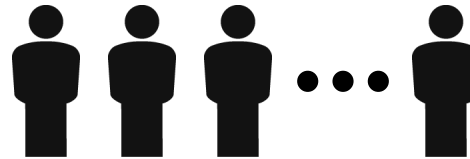
# INTERMEDIA INFRASTRUCTURE



Fortune 500 company-caliber architecture. 99.999% uptime.



# INTERMEDIA MIGRATION



EACH INDIVIDUAL USER'S:

- ☐ GLOBAL ADDRESS LIST
- ☐ EMAIL
- ☐ CALENDARS
- ☐ CONTACTS
- ☐ TASK LISTS
- ☐ ACTIVE DIRECTORY



YOU



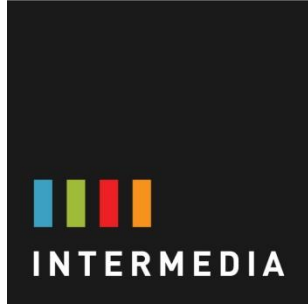
EXCHANGE  
CONCIERGE™



OUR  
DATA CENTER

We provide rapid setup and free, dedicated support throughout the entire migration.

You control the pace and cutover time.



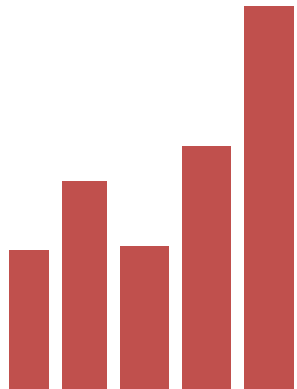
# INTERMEDIA CONTROL



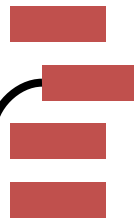
Get total control 24/7  
with our proprietary  
HostPilot platform



INTERMEDIA CLOUD



YOUR PREMISES



Synchronize your  
on-premise and  
Intermedia apps with  
our proprietary tools



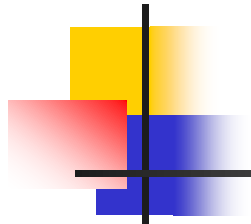
INTERMEDIA CLOUD

The single point of control for all your business communications.



# INTERMEDIA SUPPORT





# Thank You!

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The Radicati Group, Inc.  
[www.radicati.com](http://www.radicati.com)

*New Reports just published by The Radicati Group:*

- **On-Premises Corporate Unified Communications Market, 2010-2014**
- **Hosted Unified Communications Market, 2010-2014**
- **EMEA Hosted Email Market, 2010-2014**
- **APAC Hosted Email Market, 2010-2014**

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