

Microsoft Communication Services



Target audience	Business decision makers with small to midsize companies who need the improved productivity of messaging and collaboration software and are willing to outsource it.		
Positioning statement	The messaging and collaboration tools of Microsoft® Communication Services give you all the productivity benefits of corporate-class e-mail and collaboration software—but at a fraction of the cost.		
Value proposition	Microsoft Office Outlook® 2007 messaging and collaboration client connected to Microsoft Communication Services offers small business customers corporate-class e-mail, scheduling, and information sharing tools that will make them more productive at their routine tasks of communicating, giving them their time back. It does this by making all important company information shared (e.g., e-mails, documents, tasks, and events) among the team, “searchable” and available on the go. Leave the IT work and support for this hosted service—including security patches, backups, and software updates—to the partner providing the service.		
Key pillars	Access on the go from virtually any device: Messaging and information on the go, so you can keep up with the competition.	Integrated company communications: Communication and connections your employees need to increase productivity.	Professionally delivered: Services that eliminate headaches and provide freedom from worry.
Business supporting points	<ul style="list-style-type: none"> • Manage one e-mail inbox synchronized among multiple devices such as your smart phone, home PC, and office PC. • Connect from any computer virtually anywhere with an Internet connection. • Connect from virtually any mobile device for e-mail and contacts. • Maintain access to all messaging features such as mailbox, calendars, contacts, and public folders—even when offline—and continue working, regardless of network connectivity. • Microsoft Communication Services connect multiple inboxes including voice mail, fax, and e-mail—all available from virtually any device. 	<ul style="list-style-type: none"> • Arrange meetings with ease by viewing free and busy schedules of participants, sending invitations, and tracking responses, with details entered automatically into participants’ calendars. • Grant other people, such as assistants, access to your mailbox, calendar, and contacts on your behalf while travelling. • Locate current contact and business intelligence information for customers, partners, and coworkers with access to shared lists that everyone can view and edit. • Manage projects across workgroups or companies with the ability to view timelines and assignments while tracking tasks that are active, completed, and overdue. • Store files and messages in SharePoint® Document Management folders or in a portal a shared resource for secure, searchable content and communication among coworkers and business partnerships. 	<ul style="list-style-type: none"> • Hands-off operation means no distractions and no disruptions from core business tasks. • All managed data is backed up on a regular basis and stored securely off-site for archival and disaster recovery. • All software updates and upgrades, including security fixes, are installed and maintained in a timely fashion. • Add or subtract on-demand storage and capacity, mailboxes, and other services as needed. • Improve security with virus protection, robust physical security, and optimized data security. • Improve performance with redundant systems, robust bandwidth, service level agreements (SLAs), and high-availability infrastructure. • Integrated with other valuable communication services like domain name, web hosting, broadband connectivity, or mobile phone service. • Call upon the skilled and highly trained professional staff that supports Microsoft Communication Services.