



communicate

news from the email hosting people

autumn 2009

Mailbox size for Exchange doubled

On the 8th of September 2009 we have increased the standard mailbox size for MS Exchange mailboxes from 1GB to 2GB—all at no extra charge. In addition, the storage on our MS Exchange Executive mailboxes has now been made unlimited* allowing our power users to really benefit from the capabilities of this fantastic business tool.



With storage and attachment sizes consistently growing at a rate of 35% per year we have decided that it is time to provide our customers with more space. Existing customers did not have to do anything and their mailbox limits have been upgraded automatically and new customers will have the new storage sizes applied immediately as well.

Especially for small and medium sized enterprises, hosted MS Exchange email services are extremely cost-effective and with the increased storage size from Simply Mail Solutions it will help businesses to keep the costs for their email solutions as low as possible. MSE is the premier paid for email and collaboration suite providing calendars, tasks and contacts with sharing of information between colleagues in a business leading to greatly increased productivity.

*unlimited storage is subject to fair use policy. Please see our website for details

News

Hitmelater.com

Now you can snooze your email and www.hitmelater.com will resend it later. When you are too busy to respond to an email just forward it to 24@hitmelater.com and the company will resend it to you 24 hours later.

Email error ends up on road sign

When officials asked for the Welsh translation of a road sign, they thought the reply was what they needed.

Unfortunately, the email response to Swansea council said in Welsh:

“I am not in the office at the moment. Send any work to be translated”.

So that was what went up under the English version which barred lorries from a road near a supermarket. “When they’re proofing signs, they should really us someone who speaks Welsh, “ said journalist Dylan Iorwerth.

For the full story and other confusing signs please go to the BBC website (<http://news.bbc.co.uk/1/hi/wales/7702913.stm>).

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SMS PRODUCTS

MS Exchange
Zimbra Collaboration Suite
SMS NexGen POP3
SharePoint
Web Hosting

Mobile Email

BlackBerry
Windows Mobile
iPhone

Archiving

Exchange Archiving
Zimbra Archiving

Add ons

Postini Advanced Anti-Spam
Domains
Disclaimers for Exchange

Updates

Simply Mail Solutions Next Generation Network

In this edition, we ask CTO Keith Pritchard about the major network upgrade underway at SMS.

Q. First of all, why a network upgrade?

A. As part of our continued commitment to providing the highest quality hosted solutions, we continually monitor and upgrade our infrastructure. One area that directly affects our clients' experience is the speed of access through the Internet to our servers. Some hosting providers use just one Internet provider but of course if that provider has a problem, 100% of their customers would be unable to get to their email. We have always provided access via a number of Internet providers which reduces our reliance on any one of them. However, if any provider had a problem, it still affected some clients.

Q. So the upgrade goes even further?

A. That's right! We realised that in order to provide the kind of world class performance that our clients expect, we had to connect directly to the Internet backbone ourselves.

Q. Can you explain how that works?

A. Basically, SMS is now an Internet provider in our own right. We have our own Autonomous System Number (ASN) and our own set of IP addresses. These are the long numbers that you sometimes see which are like a postcode for an Internet server describing where it is on the Internet.

Q. How does that improve access for SMS Clients?

A. The AS number allows us to connect directly to the Internet back-

bone and talk as peers to other networks. This in turn allows us to have multiple links to the Internet to ALL of our servers so that if a single link has a problem, there will automatically be other links used to get to our servers.

Q. So SMS is more self reliant?

A. Exactly. The SMS Network is growing out to get closer than ever to our clients providing more direct routes and more control.

Q. Will the new network be even faster or is it about reliability?

A. Well it's about both but our network was no slouch before! However, eliminating third parties from our link to the Internet itself results in a more direct connection for our clients which in turn means better performance.

Q. We've noticed a lot of new equipment being installed as well?

A. Yes, we've sourced only the best equipment from the leading manufacturer of enterprise networking equipment, Cisco systems. Much faster routers and switches have been put into place and all new equipment has been doubled up and clustered so that if any one device fails, another device with has more than enough speed can take over the job.

Q. When will the new network be live and will customers have to do anything to upgrade to it?

A. The new network is fully functioning and being tested at the moment. The roll out to customers will start in October. For most clients, there will be no changes needed and their email applications will start to benefit from the new network automatically. However all IP addresses will change so anyone who has had to put an IP address into a DNS control panel when they joined SMS will need to update to the new addresses. We'll be issuing detailed help on the simple changes needed in the coming weeks and our dedicated UK support team will be on hand to help anyone who needs it.

Entourage EWS

Microsoft have recently released their new version of their Exchange email client for Macintosh! The new version, Entourage EWS, offers better compatibility and synchronisation with MS Exchange 2007 servers

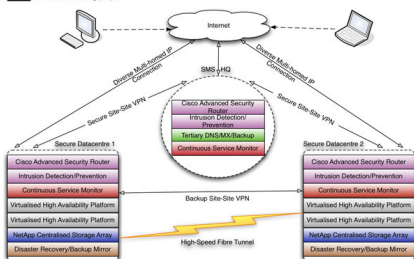
This new edition is an upgrade to the normal Entourage which must be installed first. The upgrade is only possible on MS Exchange 2007 and our existing customers will find a link on the control panel to download the upgrade. So in order to take advantage of the new Entourage EWS users would install Entourage first, then all the updates, and then upgrade to EWS last.

This version offers many important advantages to Mac users connecting with MS Exchange:

The switch means the Entourage 2008 client will connect to servers running Exchange 2007 SP1 with Update 4 or later faster and more reliably, according to Microsoft. That's because tasks required up to six separate communications when using WebDAV; Exchange Web Services handles the same task with one command.

In addition to performance improvements, the updated Entourage offers an enhanced Autodiscover service for easily configuring accounts and keeping settings up to date. The update also allows notes, tasks, and categories to be synced between Entourage 2008 and Exchange Server. An Enable Logging preference for logging all events that can be used as diagnostic information has been added, as has built-in logging with extensive reporting of diagnostic information. The update allows attachments in Entourage for Exchange calendar events. Resolve names when composing mail and invites while outside of work without requiring VPN and LDAP.

 simply mail solutions
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See our website for larger image.

Product Information

Zimbra CS upgraded to latest version 6.0

In early September, Zimbra released their latest major release, version 6.0. Zimbra stated that “this release was greatly influenced by the Zimbra community, including more than 3000 votes on various Zimbra features by customers, partners and end-users”. Since many of our own customers asked for features that are only available in v6.0, we aimed for a quick upgrade and we are pleased to say that we have recently finished the server updates successfully.

New Features with Zimbra 6.0

The key objective for this release were mainly aimed to complete certain key enterprise features, to innovate end-user features and to improve the administration of Zimbra. From a technical point of view we can confirm that the admin side has improved considerably with this version.

From your point of view as the user of the platform the best improved features include:

- Tabbed mail compose
- 3-pane mail view
- Possibility to run filters on existing mail
- Address book redesign
- Mobile device management
- Possibility to sort messages by size
- Mandatory spell-check
- Read receipts

In addition there are numerous new features which include:

- Fish-eye view and list view in the calendar
- Share discovery and management
- Possibility to export and archive Zimbra mailbox
- Possibility to create email attachments from the briefcase application

If you would like to have further information on the latest version of Zimbra CS please contact our sales team at sales@simplymail solutions.com.

News from SMS

SMS Page on Facebook

Facebook seems to be the most popular social networking site in many countries (comScore, 2008). So we thought we provide you with another option to stay up to date with the developments of our company as well as a medium to share your experiences with others. So search for us on www.facebook.com/

Digital Reseller Kit

We have now sent out a digital version of our reseller material allowing our resellers to include it on their websites to increase their own revenues. The material is also available on our website in a restricted area dedicated to our resellers. If you would like to become a SMS reseller please contact the sales team on 1925 818 448.

Archiving is critical

Late last year, Massachusetts state senator Dianne Wilkerson was arrested by the FBI for allegedly accepting \$23,500 in bribes to help obtain a liquor license for a night club in Roxbury, Massachusetts. Last week, Boston Mayor Thomas Menino's office was ordered by state authorities to secure all computers in city hall after it was discovered that one of the mayor's aides may have destroyed critical email evidence in the Wilkerson case. The city has blamed the deletion of email on a “technology glitch”.

Other key events in the case thus far:

- The US attorney's office managing this case has been informed of the deletion of email, but as of this writing has not taken any action.
- The Massachusetts Secretary of State has ordered the city of Boston to engage a computer forensics expert to help recover the deleted emails.
- A Boston newspaper reports that the individual who allegedly deleted the emails is the same individual who might have been instrumental in helping to secure the liquor license for the club in Roxbury.
- Since this controversy began, the city of Boston has spent roughly \$1 million on email archiving capabilities.

This case study was published in September 2009 by Osterman Research and it shows the critical need to archive important content. Michael Osterman continues to argue that “[this] lesson has still not been heeded by most organizations in North America, but it should be. Every organization – even those with just a few employees – should deploy an email archiving capability. The reasons for doing so will vary with the organization, the industry it serves, its geographical location and other factors, but the benefits of even a simple archiving system are several:

- It will help you manage storage on your email servers and will reduce mailbox size with no loss of access to important, older content stored in email.
- It will help with legal issues that require the hold or discovery of email (such as the case discussed above).
- It will help you comply with regulatory obligations to preserve business records.
- It can form the basis of a disaster recovery and business continuity solution that will keep your business up and running even when your primary email servers are down.
- It will give your employees access to older content stored in email that they might need at a future date.

The bottom line is that archiving is a must have, not a nice-to-have.”

Please find the original article here (<http://www.messagingwire.com/aev-424.aspx>).

Case Study

E-learning solution provider choose dedicated MS Exchange server for email

Background

Edvantage group is a Managed Learning Service Company providing single-source solution for corporate e-learning solutions. The company combines industry expertise, learning systems and software, content and customised services to help client develop employee skills and improve performance. Edvantage group serves local, multinational and global organisations including Aker, Lego, Virgin Atlantic Airways and Network Rail from offices throughout the Nordic countries, Benelux and the UK.

Edvantage Group Website
www.edvantagegroup.com



Why choose MS Exchange hosted email?

Edvantage group currently have 150 email addresses hosted with SMS on a dedicated MS Exchange server. The aim for Edvantage group was to find an email solution that allows employees to access their emails from wherever they are without additional synchronisation. MS Exchange fulfils that requirement and users can access their emails from mobile devices, desk tops, laptops and even in a client's office via the advanced web access which made the Exchange server a perfect choice for Edvantage group. In addition to that MS Exchange integrates with MS Office and to top it all off the system is simple, functional and easy to use and administer.

Why SMS?

According to Svein Kvinnsland: "SMS offered a hosted solution with all the services we needed. We were impressed with the ease of use of the system and the stability of the service they offer. The price was also an aspect that convinced us to go with SMS and their track record was encouraging".

SMS in three words

Good

Fast

Reliable service

Summary

By outsourcing their email and using a dedicated server companies like Edvantage group can keep the flexibility of having their own server without the hassle of the maintenance—back ups, software updates, and server management.

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