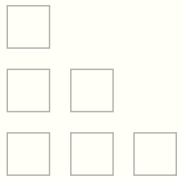




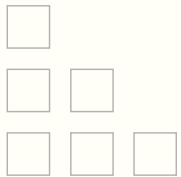
Microsoft Online Services Workshop for SME





Introduction

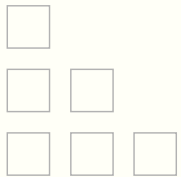
- Name
- Company affiliation
- Title/function
- Job responsibility
- Relevance experience
- Course expectations





Objectives

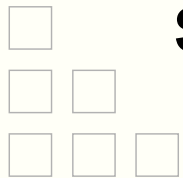
- To understand the latest trend and development of Microsoft's technologies related to online services and how it incorporates into the business productivity for SMEs
- To provide guidance, information and resources to support discovery and planning for on-boarding to Business Productivity Online Standard Suite





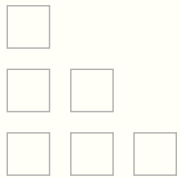
Outlines

- Introducing Microsoft Online Services – Business Productivity Online Standard Suite (BPOS)
- Online services for E-mail, Shared-calendar and contacts
- Conferencing goes Online
- Instant messaging and collaboration with online services



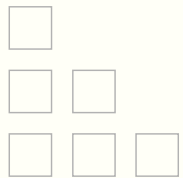


Introducing Microsoft Online Services – Business Productivity Online Standard Suite (BPOS)





SMB Business Challenges





Microsoft Online Services

Business Productivity Online Suite

Microsoft
Exchange Online

Microsoft
SharePoint Online

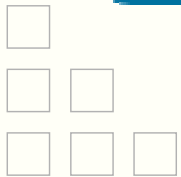
Microsoft
Office Live Meeting

Microsoft
Office Communications Online

Microsoft
Exchange
Hosted Filtering

Microsoft
Exchange
Hosted Services

Microsoft Dynamics CRM Online





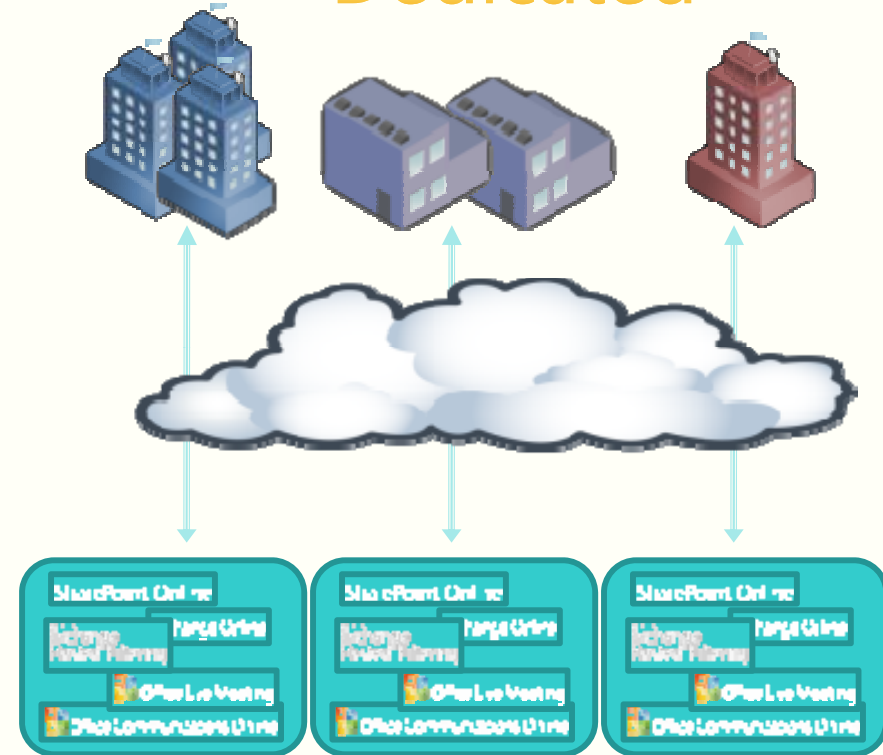
Standard and Dedicated Versions

Standard



- Multiple customers, one architecture
- Customer needs rapid deployment
- No seat limit
- Cost efficiency a key focus

Dedicated



- Single customer per architecture
- Businesses greater than 5,000 seats
- Optimize for 20,000+
- Customer needs most server features



Key Investment Areas

Business Productivity Online Suite



- Anywhere access*—desktop, mobile, Web
- Seamless user experience across workloads
- Team collaboration and conferencing
- Real-time communication

**Streamlined
Communication**



- Always up-to-date technology
- Lower rollout and run rate cost
- Improved agility and resource utilization
- Active Directory® synchronization

**Simplified
Management**



- Data hygiene supported by multi-layered antivirus and spam filtering
- Highly secure data access for users via HTTPS
- Geo-redundant data center architecture with Cyber-trust and SAS70 compliance

**Business-Class
Security and
Reliability**

*Where Internet connectivity available



Integrated Capabilities



Communicate and collaborate seamlessly across applications and devices

Instant Messaging

E-mail

Web Conferencing

Document Sharing

Presence

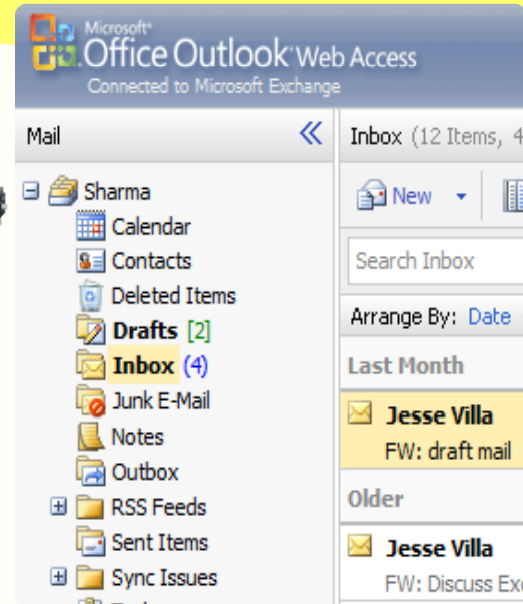
Calendaring

Work Flow

Mobility

Offline Access

Archiving





Ease of Use



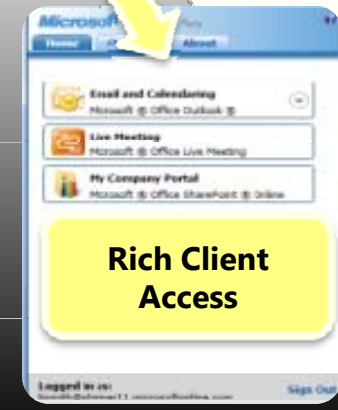
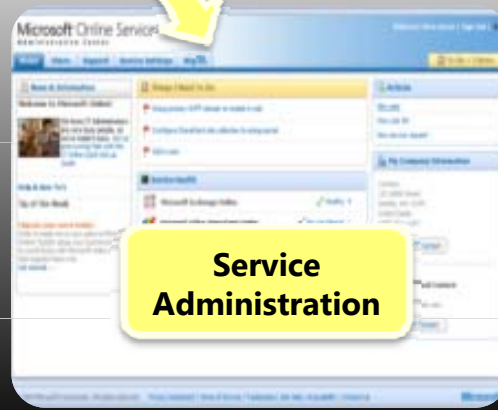
Unified access point for all Online services

- Trial and Buy
- User Management
- Settings
- Support
- Tools



Anywhere* Access without VPN

- Single Sign On
- Application Access
- SharePoint Links
- Downloads
- Password Reset



* Anywhere internet access is available



Flexible Deployment Choices

Simplified Management



Giving IT the flexibility to choose Online deployment by geography, workload or roles

Branch Office

Microsoft Office Outlook 2007



Microsoft Office Outlook 2007

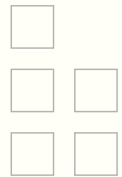
Microsoft SharePoint Online

HQ



Windows Server 2008
Active Directory

Microsoft Exchange Online



Microsoft Office SharePoint Server 2007

Microsoft Exchange Server 2007





Accelerate Speed To Value



Always up-to-date capabilities at a predictable cost

Key Benefits

- Up and running quickly
- Latest software
- No more server upgrades
- Subscription-based
- Predictable cost
- Optimize productivity

-
-
-



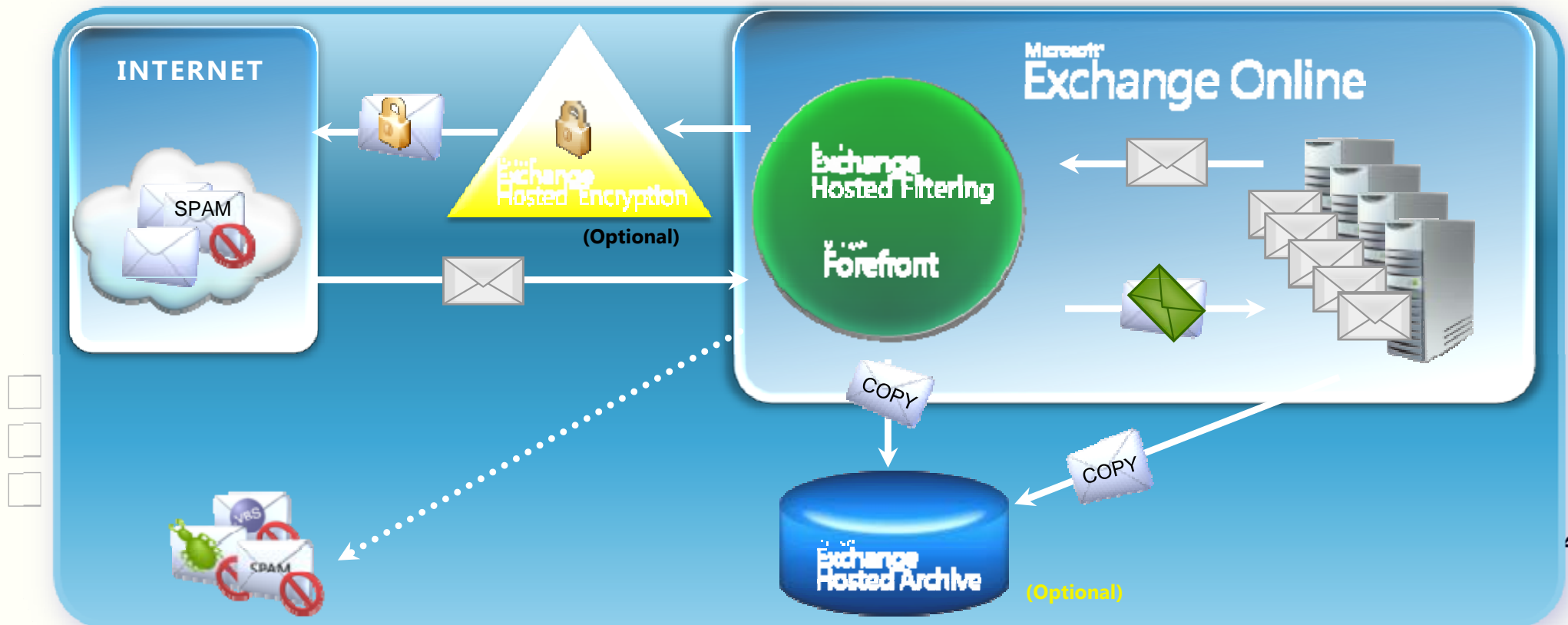


Secure, Encrypt & Retain Messages

Business Class
Reliability and
Security



Protect from spam and malware, satisfy retention requirements and encrypt data to preserve confidentiality





Highly Secured Datacenters



Delivering highly secure, private, and reliable computing experiences based on sound business practices

Key Features

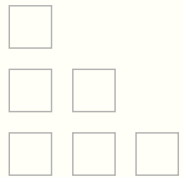
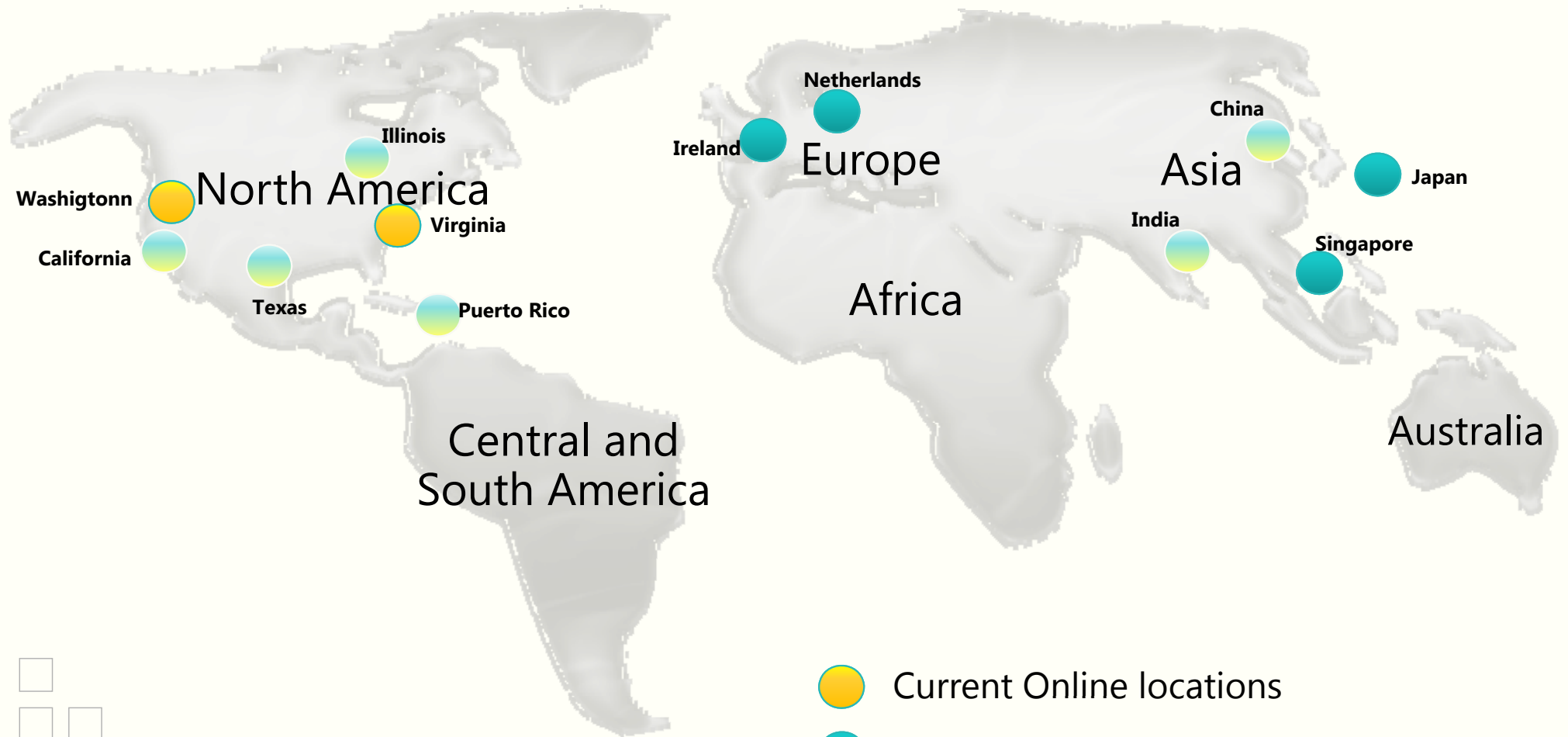
- Geo-redundant datacenters
- N+1 architecture
- 9 layers data security
- CyberTrust certified
- Secure access via SSL
- ITIL/MOF operational practices
- 24x7x365 support
- Backed by 99.9% uptime SLA




Filtering Routers
Firewalls
Intrusion Detection System
System Level Security
Application Authentication
Application Level Counter-measures
Virus Scanning
Separate Data Networks
Authentication to Data





Data Center Locations



-  Current Online locations
-  Proposed future Online locations
-  Other Microsoft locations



Online Architecture

Customer premise

Exchange Server(s) Active Directory Active Directory service User accounts

Home and on the go

IT Pro experience

- Trial and buy service activation
- Migration and co-existence
- Directory synchronization and provisioning
- Service reporting
- Customer support hotline



End user experience

- Service client and authentication
- Secure remote access without VPN
- Seamless experience
- Up to date features

Microsoft

Administration console Customer portal Administration support **Presentation Services**

User provisioning Migration and Co-existence Active Directory synchronization User authentication **Service Delivery**

Primary Data Center

Exchange Online SharePoint Online OCS Online ...

Business Continuity Security and Hygiene



Secondary Data Center

Exchange Online SharePoint Online OCS Online ...

Business Continuity Security and Hygiene

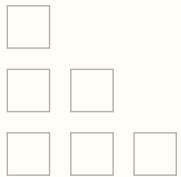
Exchange Hosted Filtering

Comprehensive multi-layer security, antivirus, anti-spam protection





Online services for E-mail, Shared-calendar and Contacts





Exchange Online Highlights

▶ Business Messaging Capabilities

- Email, shared calendar and contacts
- Flexible mailbox sizes
- Anywhere Access
- Mobility with Active Sync devices

▶ Security and Availability

- Built in anti-virus and anti-spam
- Multi-layer data protection
- Compliance archiving
- Email encryption

▶ Flexible Deployment

- Online & on-premises co-existence
- Active Directory synchronization
- Data migration
- Information & desk-less worker

▶ Simplified Management

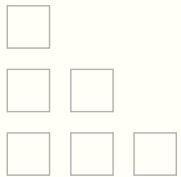
- Unified administration center
- 24x7 support
- 99.9% service level agreement
- Always up to date software





Flexible Mailbox Sizes and Policies

- 5GB allocation per standard user license (25GB Maximum)
- Pooled storage at company level
- Assign different mailbox size limits per user
- Additional storage available for purchase
- Flexible send warning policy



Edit User

General properties Service settings **Services**

User Services
Please select the user's services below.

- Business Productivity Online Standard Suite** 98 Licenses Remaining
- Office LiveMeeting Online Standard** 12 Licenses Remaining
- SharePoint Online Standard** 26 Licenses Remaining
- Exchange Online Standard** 54 Licenses Remaining

Services: Exchange online

Mailbox Size: 1 GB (98 GB available)

Subscriptions:

- 250 MB
- 500 MB
- 1 GB 8-12-09 (54 remaining)
- 2 GB
- 3 GB
- 4 GB

[More information on user properties](#) **Save** **Cancel**



Multiple Domains and Alias Support

- Multiple domains
- Multiple email aliases
- Distribution list
- Conference room

Exchange Online - Conference Rooms

Room name	E-mail address	Location
ConferenceRoom 01	conferenceroom01@lucerne.com	9/2301
ConferenceRoom 02	conferenceroom02@lucerne.com	9/2301
ConferenceRoom 03	conferenceroom03@lucerne.com	9/2301

Domains - All Domains

Name	Status	Inbound E-mail	Type
lucerne1.microsoftonline.com	Verified	Enabled	Authoritative
lucerne.com	Verified	Disabled	Authoritative



Anywhere Access

- Offline access via Outlook 2007
- Outlook Web Access
- Secure connectivity via SSL without VPN
- Broad range of mobile devices supported
 - Windows Mobile 6 devices
 - Nokia N-series and E-series
 - Apple iPhone 2.0
 - Other ActiveSync 12 Devices

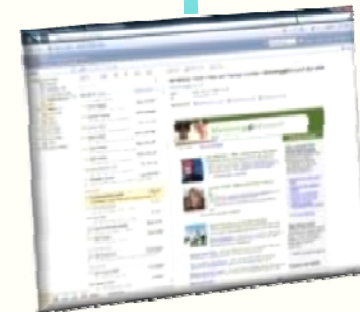
Microsoft
Exchange Online



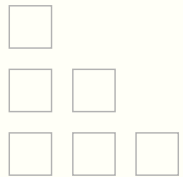
PCs



Phones



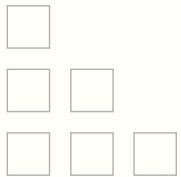
Browsers





Mobile 6+ Devices

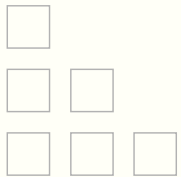
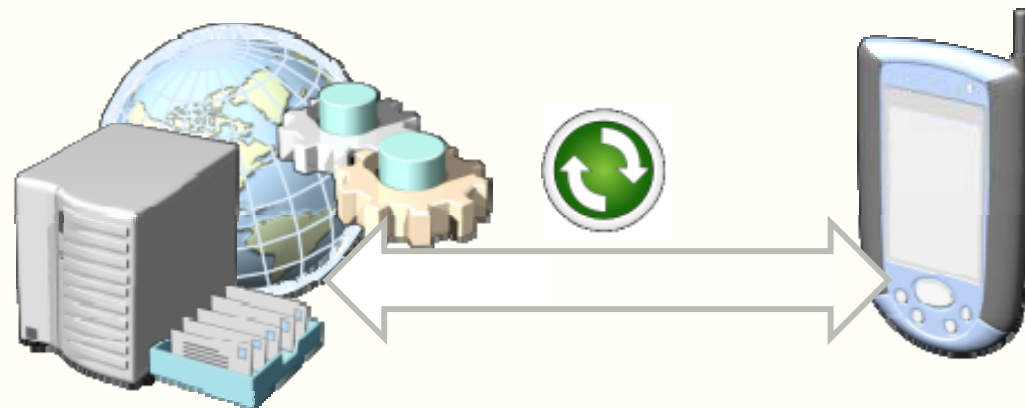
- Connects to Exchange Online without additional software, hardware, or licensing costs
- Provides push e-mail, Calendar, Contacts with GAL integration, and Tasks
- Password Reset and Device Wipe available (not available with Deskless Worker)
- Use ActiveSynch wizard and provide Exchange Online server name and credentials





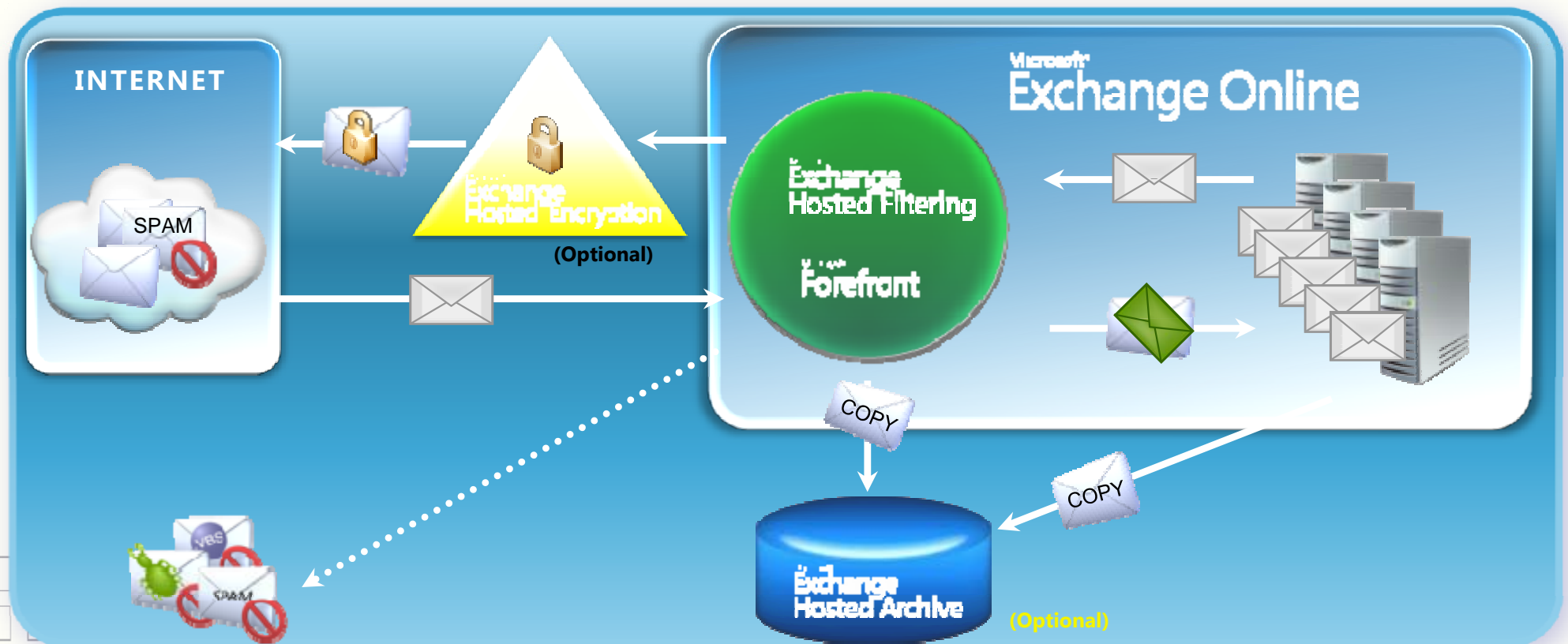
Exchange ActiveSync

- Licensed version of ActiveSync for third-party mobile operating systems
- Compatible with:
 - **Nokia E series and N series** (Nokia Mail for Exchange must be installed)
 - **Apple iPhone 2.0** (Safari Mobile browser is required)
- Other phones are known to work - check with the manufacturer



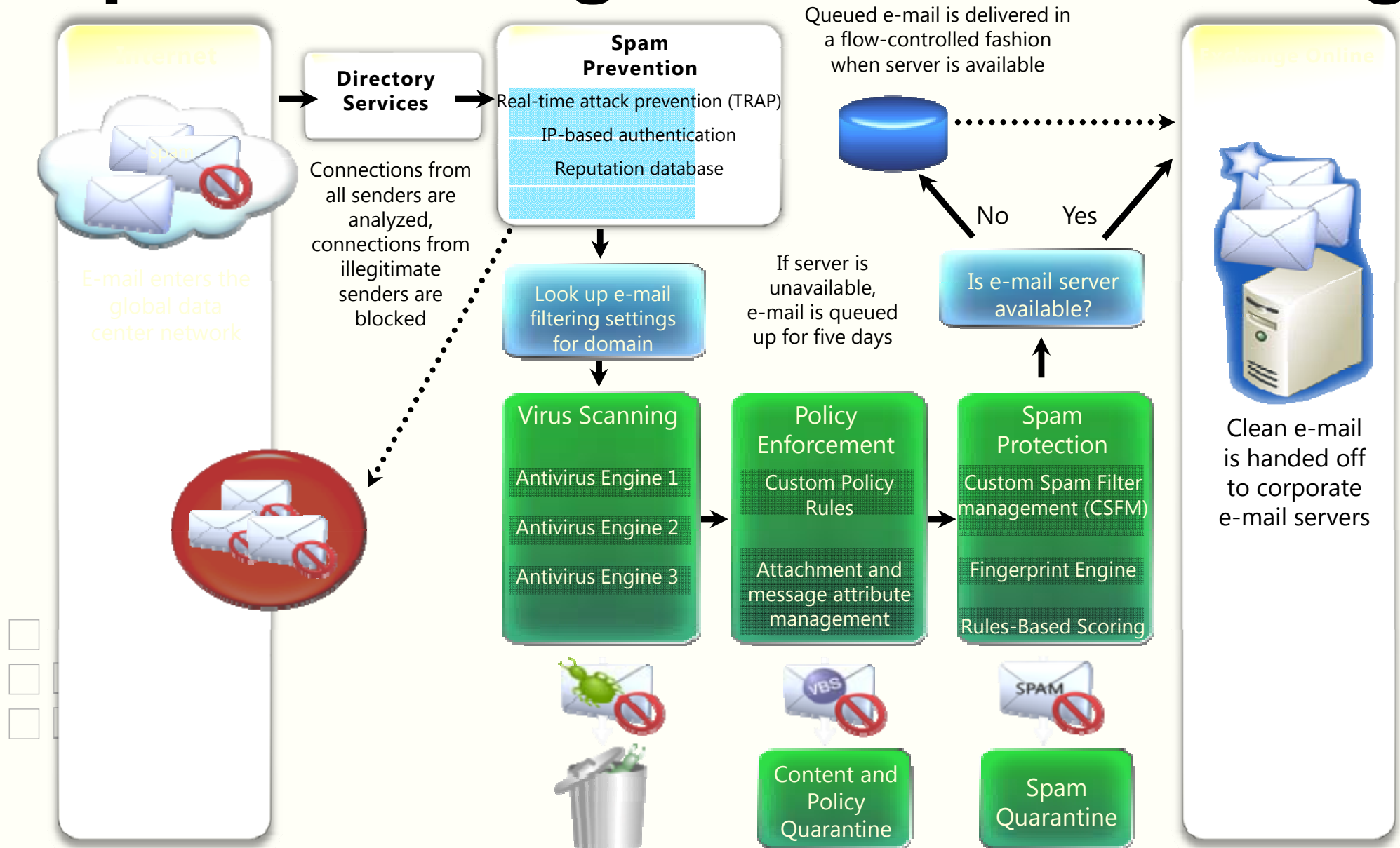


Secure, Encrypt and Retain Messages





Spam Filtering and Virus Scanning



-
-
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Unified Administration

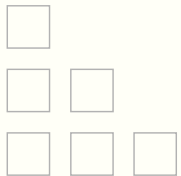
One portal for user management, license management, service setting and support

The screenshot shows the Microsoft Online Services Administration Center interface. At the top, it says "Microsoft Online Services Administration Center" and "Welcome Chris Green | Sign Out". The navigation bar includes "Home", "Users", "Support", "Service Settings", and "Migrate".

The main content area is divided into several sections:

- Information:** Includes "Get Started" with a video guide, "Get Help" with search options, "Get Connected" with links to TechCenter, Community Forums, Team blog, and Support for hot topics, and "What's New Since Beta" listing features like importing multiple user accounts, scheduling conference rooms, and managing distribution lists.
- Things I Need To Do:** A list of tasks such as "Add my personalized domain name", "Configure SharePoint site collection to setup Portal", and "Add a user".
- Service Health:** A table showing the status of services: Exchange Online (Healthy), SharePoint Online (Healthy), and Directory Synchronization (Healthy).
- Download:** A section for downloading the "Sign In application" (required for all users), which enables single sign-on to Microsoft Online Services.
- Actions:** A list of actions including "New user", "View user list", and "New service request".
- My Company Information:** Displays company details for "Lucerne Publishing" and the "Primary Technical Contact" (Chris Green).

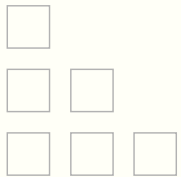
At the bottom, there is a copyright notice: "© 2008 Microsoft Corporation. All rights reserved. Privacy Statement | Terms of Service | Trademarks | Site Help | Accessibility | Contact Us" and the Microsoft logo.





Easy Access for Users

- Rich Client, Mobile, Web Access
- User signs in just once for all services
- Access to Outlook and OWA
- Exchange ActiveSync Support
- Links to SharePoint, Live Meeting





Mailbox Migration

- Mailbox migration tool available
- Mailboxes and other mail items can be migrated to Microsoft Online Environment
- Migration tool installed on on-premises server
- Exchange 2000+, POP3/IMAP

Microsoft Online Migration Tools

Home Users Support Service Settings Migration

Overview E-Mail Coexistence Directory Synchronization Mailbox Migration

Migrate Mailbox Content

1. Plan your e-mail migration.

[Read Plan For E-Mail Migration](#)

I have read the planning document

Microsoft Online Migration Tools

Microsoft Online Migration Tools

Microsoft Exchange

All mailboxes

Mailboxes ready to migrate

Mailboxes already migrated

Internet E-Mail

All mailboxes 12 objects

Create Filter

User Name	Alias	Mail Server	Department	Migration Status
Administrator	Administrator	ASHCCSDEM...	IT	No Match
Bharat Shah	bshah	ASHCCSDEM...	IT	No Match
Brad Clark	bclark	ASHCCSDEM...	IT	No Match
David Chow	DavidChow	ASHCCSDEM...	Marketing	Migrated
David Howell	Dhowell	ASHCCSDEM...	IT	No Match
Edward Wu	Edwu	ASHCCSDEM...	Marketing	No Match
Erik Ashby	Erik	ASHCCSDEM...	Board	Migrated
Eron Kelly	erok	ASHCCSDEM...	Board	No Match
Gail Warren	Gailw	ASHCCSDEM...	IT	No Match
John Betz	johnbet	ASHCCSDEM...	Consulting Am...	No Match
Mike Zook	mzook	ASHCCSDEM...	Consulting Am...	No Match
SystemMailbox[...]	72CA1CE2-1E22-4B...	ASHCCSDEM...		No Match

Actions

All mailboxes

Select global catalog server...

Modify the Maximum Number of Mailboxes...

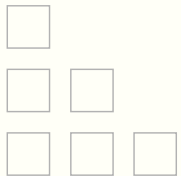
Sign in to Microsoft Online...

Export List...

View

Refresh

Help





POP3/IMAP to Exchange Online

POP3 mailbox

Content moved directly into Exchange Online

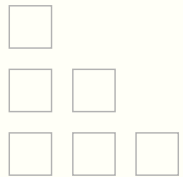
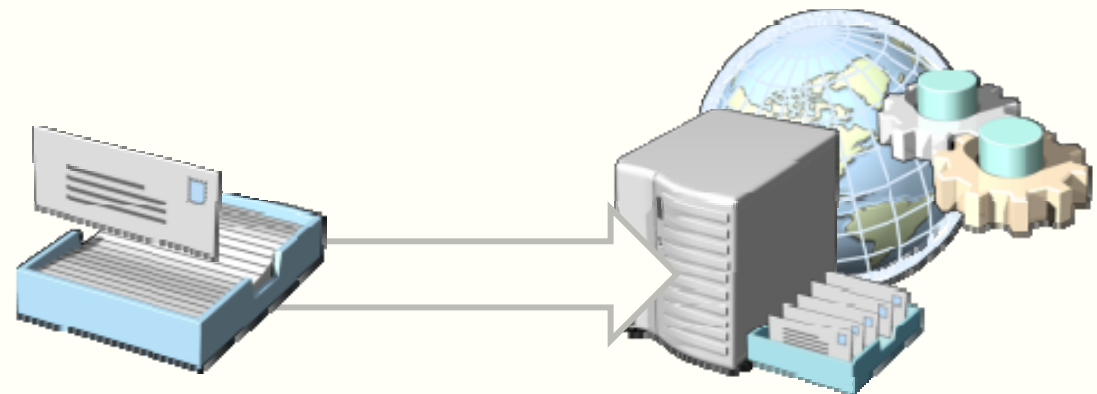
Requires list of mailboxes and passwords

Can only migrate mailbox content, since calendar and other data is not available in POP3

IMAP

Can move mail and directory structure

IMAP directory structure can be mapped to Exchange Online using XML





Practices

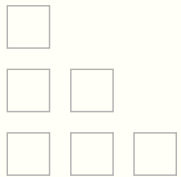


Using E-mail, Shared-calendar and Contacts with
BPOS

-
-
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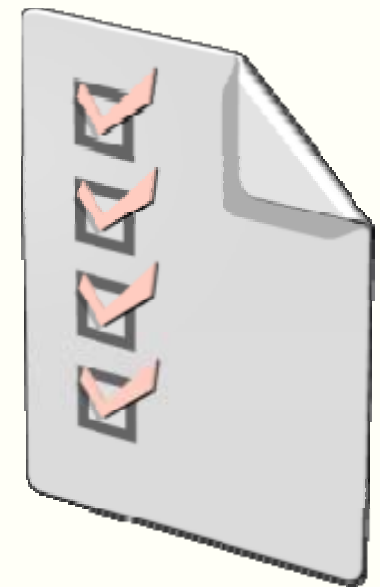
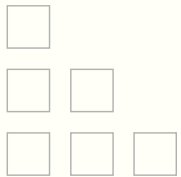
Conferencing goes Online





Live Meeting Core Scenario

- End-users need real-time collaboration
- Do not need to host more than 250 users in a meeting
- Able to install the Live Meeting client
- Live Meeting features set fits user needs well
- Workstations support voice and video if needed
- Company has a readily available voice conferencing system





Live Meeting Client Capabilities

	Rich Client	Thin Client
Add in for Outlook	✓	✗
Ask Questions	✓	✓
Manage Questions	✓	✓
Upload Slides (aka Import Document)	✓	✓
Show Slide (aka Display page/slide from current resource)	✓	✓
Meeting Lobby	✓	hosted by Rapid
Promote Attendee to Presenter ¹	✓	✓
View Seating Chart/Mood Indicator	✓	✓
Send Invitations from Meeting Console	✓	✓
1-1 Chat w/ Other Attendees	✓	✓
View Sharing Slide	✓	✓
Sharing Slide Remote Control—Ability to control (when control has been given to the participant)	✓	✓
Application Sharing ²	✓	✓
Sharing Slide Remote Control—Give control/Take it back ²	✓	✓
<input type="checkbox"/> Record Meeting	✓	✓
<input type="checkbox"/> End Session	✓	✓
<input type="checkbox"/> Webcam and Roundtable Video	✓	✗
Two-way VoIP	✓	✗



Live Meeting Network and Security

Configuration

Open ports 80 and 443

Allow UDP traffic through

Bandwidth

Application sharing requires 40 kbps (Excel)
to 140 kbps (Web browsing)

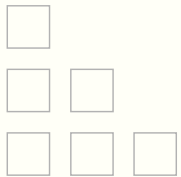
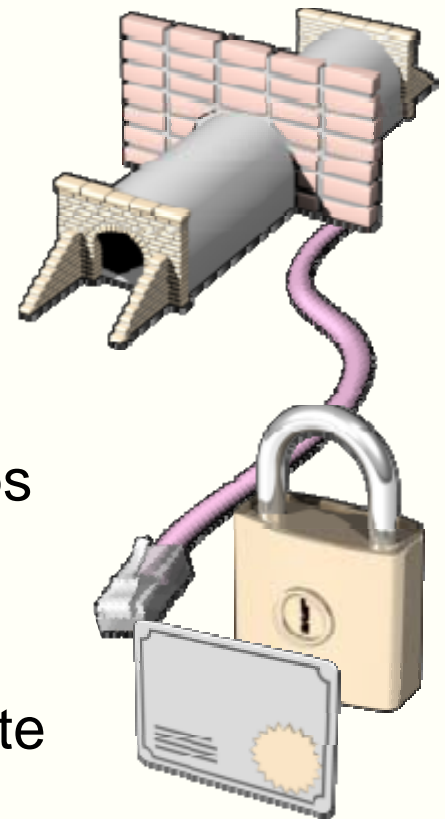
VOIP requires 50 to 80 kbps

Office Live Meeting replays are encoded at 220 kbps

Security

Data uses 128 bit encryption

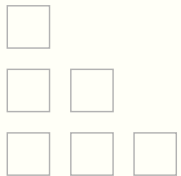
Office Live Meeting can have common/unique private
keys or be based on Access Lists





Administrative Template

Plan default properties before users log in



Microsoft Office
Live Meeting

Admin_fabrikam.micro Logout Download Support Help

My Home

Administer

- Account
- Groups
- Roles and Policies
- Storage
- Account Preferences
- User Preferences
- Default Preferences**

Default Preferences

Note: Any changes to default values will apply only to new users.

Meeting Size:

Audio Preferences

- Enable computer audio conferencing (Not available to participants using Web Clients)
 - Two way computer audio for all participants
 - One way audio broadcasting (mute attendees)
- Enable telephone conferencing

Toll free meeting phone number +1

Country/Region:

City/Area Code: Local Number:

Toll meeting phone number +1

Country/Region:

City/Area Code: Local Number:

Sample Dialing Keys

Additional dialing keys are used by recording and Internet audio broadcasts only.

Conferencing Provider Example	ppppp <participant code> #ppppppp#
Organizer Default Dialing Keys:	<input type="text"/> <participant code> <input type="text"/>

Valid Characters: 0123456789*#p
Each 'p' is a one-second pause
Example:ppppp five-second pause

Additional audio information that is inserted in meeting invitations

For Attendees:

For Presenters:

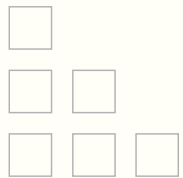
Allow additional audio information

Invitation Preferences

- Allow Outlook Integration (Requires ActiveX)



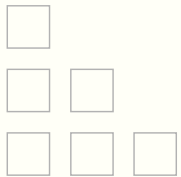
Practices



Exploring Online Conferencing



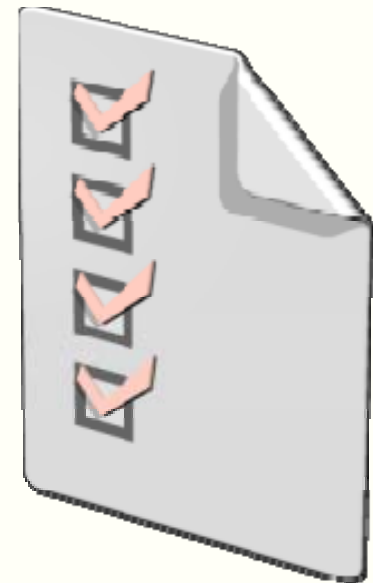
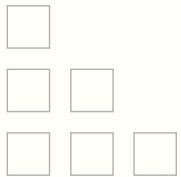
Instant messaging and collaboration with online services





OCS Core Scenario

- OCS Online key scenario is IM and presence with all users in the online environment
- In all other situations, there are considerations that affect:
 - Free/Busy information
 - Integration
 - Voice and Video
- Key to success is properly scoping use for OCS





OC Online Highlights

▶ Business-Class Messaging**

- Instant Messaging and Presence
- Group IM
- Address Book Search
- Distribution List Expansion
- File Transfer*
- 1:1 Audio and Video*

▶ Security and Availability

- Instant Messaging encryption
- Instant Message filtering
- Multi-layer data protection

▶ Integrated User Experience

- Office Integration – Presence and IM
- Exchange Integration – Calendar
- Sharepoint Integration
- Single Online Services Sign On

▶ Simplified Management

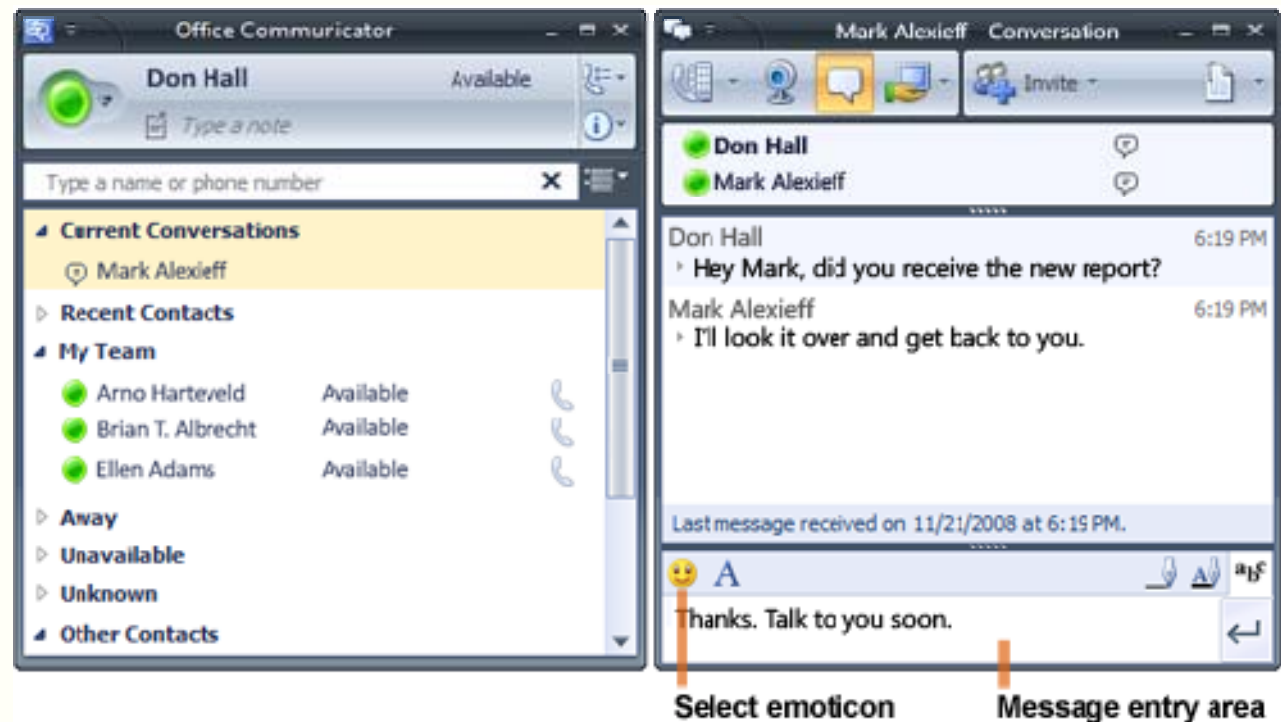
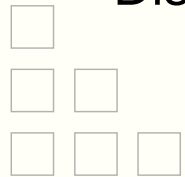
- Unified administration center
- 24x7 support
- 99.9% service level agreement
- Always up to date software





Instant Messaging and Presence

- Robust Instant Messaging
- Free/Scheduled/Busy information at a glance
- Group IM for instant communications with several colleagues at once
- Address Book Search
- Distribution List Expansion





Business-class security

Confidentiality

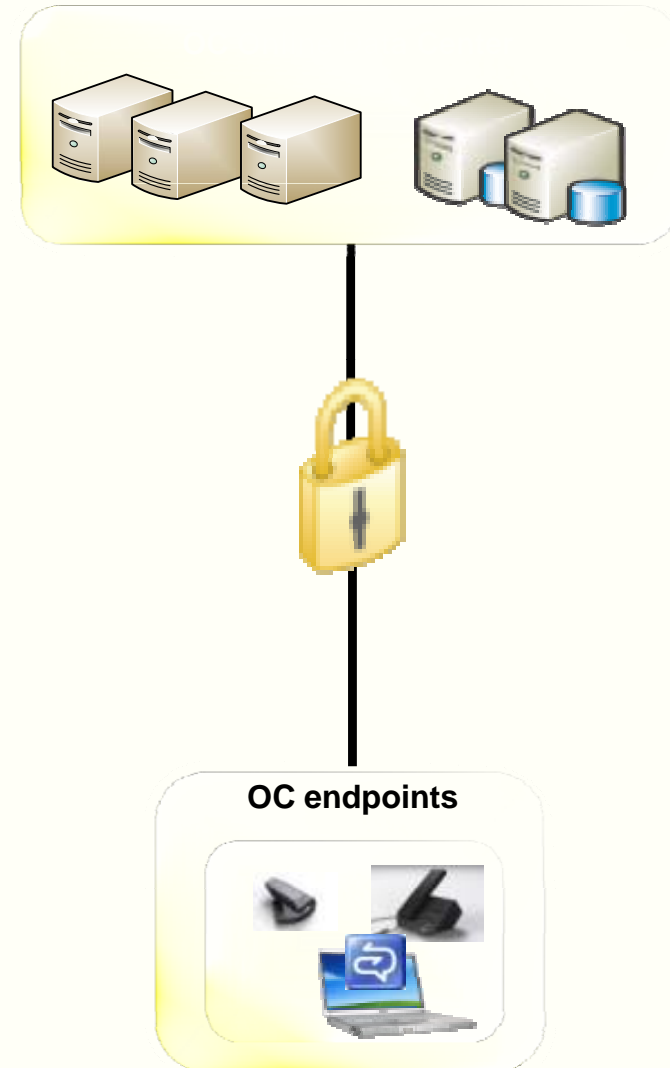
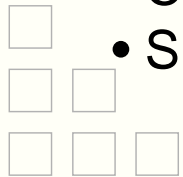
- Secure connections (TLS / HTTPS)
- Encrypted IM and media (AES128)

Integrity

- Strong identity (AD)
- Authentication & authorization for users
- IM content filter
- Client version check

Availability

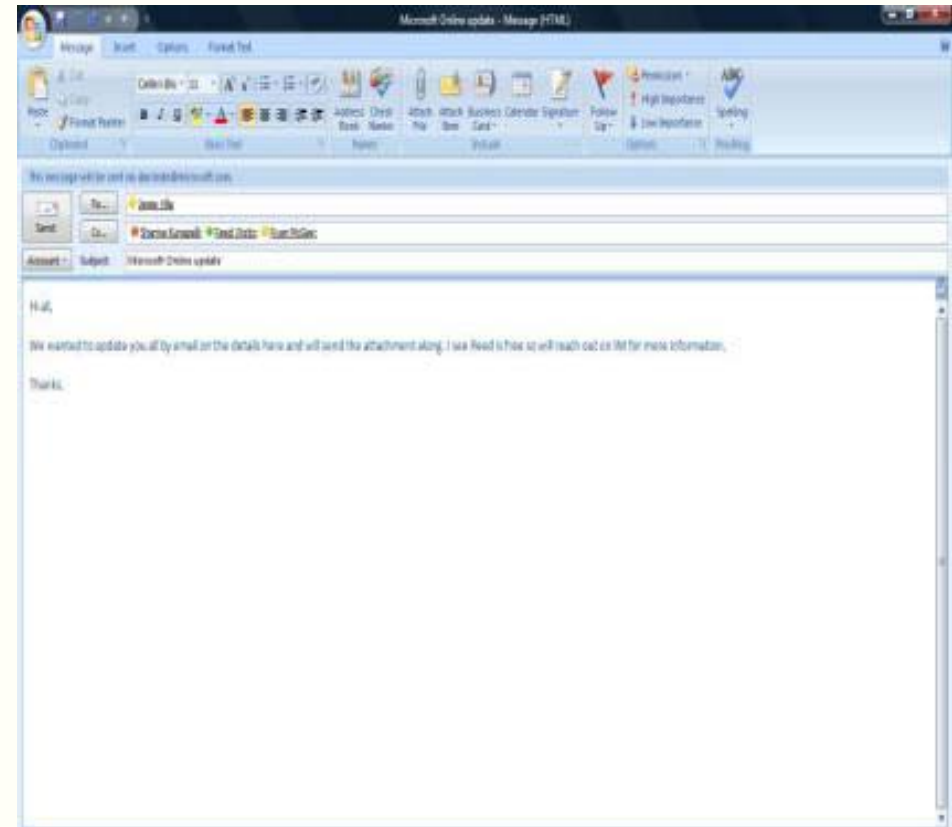
- Connection and message throttling
- SIP protocol validation





Easy Access Through Integration

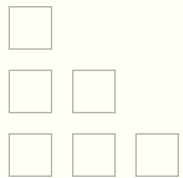
- Microsoft Office integration
 - Presence indicator integrated into most popular Microsoft Office applications for ease of access throughout workflow processes
- Exchange Integration
 - Calendar integration facilitates OOF messages as well as fast status updates
- Sharepoint Integration
 - Access presence status within Sharepoint
 -





Single Sign On

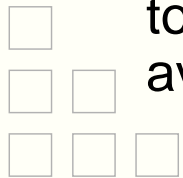
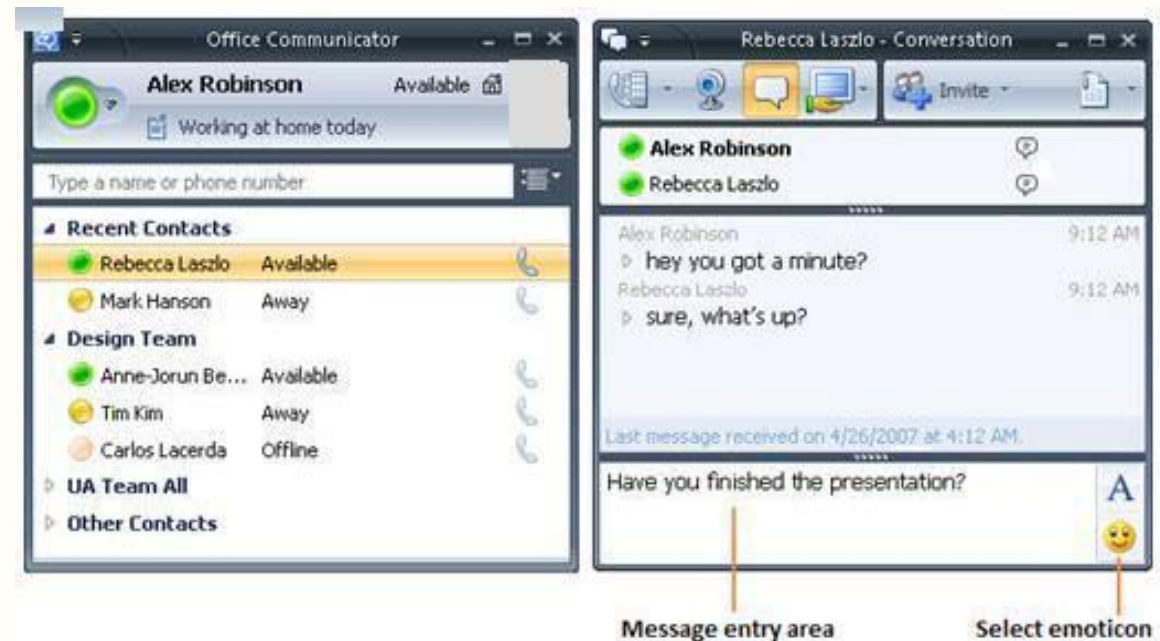
- Single Sign on Across Microsoft Online Services Applications
- Log in once from the single sign-on tool across Microsoft Online Services applications





Office Communicator Client

- Office Communicator client provides a rich and familiar Instant Messaging and Presence experience, optimized for business users
- Office Communicator client is included with Office Pro Plus edition
- Free Office Communicator client trial for customers new to Office Communicator available





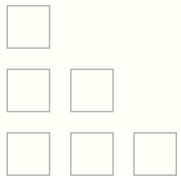
SharePoint Online Features

Features	Dedicated	Standard
Site collections per customer	Multiple	Multiple
Vanity domains	Yes	No
Storage	250 MB per user	250 MB per user / 0 Deskless
Access	Authenticated access only	Authenticated access only
Offboarding of customer data	Via partner	Via partner
Backup and restore	30 days	14 days
WAN acceleration	Yes	No
Disaster recovery	Yes	Yes
Server-side custom code	Yes	No
Pre-production environment	Yes	No
Anonymous access	No	No
Support for Quest migration tools	No	No
Web Part toolbox	No	No
SharePoint Silverlight Toolkit	No	No
Partner access (extranet access)	No	No



Key Features and Capacities

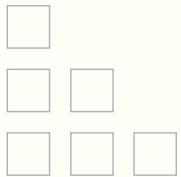
Features	Capacities
Storage	250 megabytes (MB) per user account
Site storage quotas	50 gigabytes (GB) per site collection 1 terabyte (TB) per company
Site collections	Up to 20 per company
2007 Microsoft Office system integration	Office Access 2007 Office Excel® 2007 Office InfoPath® 2007 Office Outlook® 2007
Browser support	Internet Explorer 6 Internet Explorer 7 Internet Explorer 8
Mobile device support	Nokia E series and N series devices Apple iPhone 2.0





SharePoint Online Security

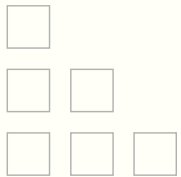
- Manage SharePoint Online security by using the SharePoint Online security features
- Create new users in the Administration Center - this process does not grant access to SharePoint Online sites automatically
- Plan SharePoint sites and plan site access, groups, and user rights as part of pilot
- Configure read-only access for deskless workers by using SharePoint Online





SharePoint Online Document Types

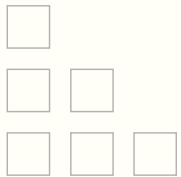
Extension	File type
.bat	Batch file
.chm	Compiled HTML Help file
.crt	Security certificate
.dll	Windows dynamic link library
.exe	Executable program
.hta	HTML application
.lnk	Shortcut
.mdb	Microsoft Office Access program
.msi	Windows Installer package
.reg	Registration entries
.scr	Screen saver
.url	Uniform Resource Locator (Internet shortcut)
.vb	Visual Basic script file
.vbe	Visual Basic Scripting Edition Encoded script file
.vbs	Visual Basic Scripting Edition file
.wsh	Windows Script Host Settings file





SharePoint Online Search

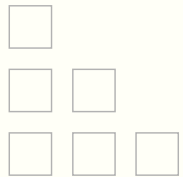
- Office Documents, .ZIP, and .PDF files are enabled for search
- Custom filters are not available
- Search is limited to site collection
- Best practice to review office document meta tags and search taxonomy for search requirements prior to migration





SharePoint Online and Office Integrations

- Open and edit documents from Office applications
- Drag and drop to desktop folders
- Manipulate data with Access and Infopath
- Publish folders to Outlook
- Publish PowerPoint slide libraries





Practices



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Instant messaging and collaboration with BPOS



Questions?

