

HOSTED VS. DEDICATED MICROSOFT EXCHANGE FROM RACKSPACE®

Feature-by-Feature Comparison

Discover the difference between Rackspace's Microsoft® Hosted Exchange and Dedicated Exchange offerings so that you can select the one that's best for your business. With either option, you're backed by Fanatical Support®, industry-leading SLAs, and over 10 years of hosting experience. Whether you need the utility and scalability of a fully hosted environment or the customization of a dedicated solution, we'll work with you to make sure you're getting the solution that best fits your business, technical, support, and budgetary needs.

FEATURE	HOSTED EXCHANGE	DEDICATED EXCHANGE
Pricing	Monthly per mailbox rate	Monthly based on configuration
Contract	Month-to-month	12 month minimum
Availability	High availability in a redundant, load-balanced, clustered environment	Various architectures available to accommodate required level of availability
Version of Exchange	2007	2007 or 2010
Outlook® Licensing	Purchase from Rackspace or use your own	Purchase from Rackspace or use your own
Administration	Managed through Rackspace Control panel	Exchange Console
Hardware Guarantee	N/A	1-hr hardware replacement
Uptime	100% Network Uptime Guarantee	100% Network Uptime Guarantee
Support	Live phone, ticket, and chat support 24x7x365	Standard Dedicated Exchange support available M-F, 7am-7pm CST. Scheduled maintenance and emergency on-call assistance available 24x7x365
Spam/Virus Protection	Included and supported	Required. Purchase from Rackspace or 3rd party provider
SSL Encryption	Included	Purchase from Rackspace or 3rd party provider
Mailbox Storage	2GB of pooled storage included, purchase up to 10GB per mailbox	Fully customizable
Attachment Size Limit	50MB	Fully customizable

experience *fanatical support*®

FEATURE	HOSTED EXCHANGE	DEDICATED EXCHANGE
Outgoing Mail Limits	Not customizable	Fully customizable
Active Directory® Integration	No	Yes
Monitoring	Included	Microsoft System Center Operations Manager (SCOM)
Mobile Access	Optional BlackBerry® Enterprise Services and ActiveSync®	Optional BlackBerry Enterprise Server and Active Sync
IP Address	Uses shared IP addresses	Uses a dedicated server IP address
Sub-domains	Yes	Yes
Backup	Every two hours for disaster recovery purposes	Multiple backup options available
Disaster Recovery	Recoverable up to 14 days from deletion/disaster	Customizable RPO/RTOs available
Email Archiving	Available	Available
Content Filtering/ Transport Rules	No	Yes
SMTP Relay	No	Yes
Apps Integration (e.g., CRM)	Yes, client-side apps only	Yes, server-side and client-side apps
Support for VM, Fax, Speech, or IM	No	No
Combine and Save	Can be combined with Rackspace Email for additional cost savings. Exchange and Rackspace Email users can view one another's calendars and see users within their respective Global Address Books regardless of whether they are using Rackspace Email or Exchange	Cannot be combined with Rackspace Email as Rackspace Email is not available on a dedicated platform

experience *fanatical support*®

