

Exchange My Mail, Inc delivers enterprise-class email, collaboration and mobile messaging services using Parallels Automation.

Parallels Automation provides an end-to-end automation solution in order to streamline operations and business processes while its web-based control panels provide Exchange My Mail customers and resellers the ability to self-manage account, billing and subscription data.

Business Challenges

Enterprise-Class Email and Collaboration

As a result of market demands for hosted enterprise-class email and collaboration solutions, Exchange My Mail sought to deploy hosted Microsoft Exchange and SharePoint service offerings into the mobile markets. Initially, Exchange My Mail deployed their hosting solution without a graphical user interface and used multiple systems for provisioning and billing which resulted in data duplication. As business rapidly grew, Exchange My Mail needed an end-to-end automation solution with centralized management for all operations and business processes. In order to retain customers, Exchange My Mail required a solution that would allow them to quickly build and market new service plans and give their customers access to control panels to provide self-management of accounts and subscriptions.

Mobile Messaging Services

Exchange My Mail customers want reliable, mobile access to their enterprise-class email. To meet this market need, Exchange My Mail offered an integrated solution with Microsoft's Hosted Exchange platform and a BlackBerry Enterprise Server so customers could connect to an enterprise-class mail service with a mobile device. Centralized management of service plans and subscriptions as well as browser-based control panels for clients was required to contain costs while providing 24x7 self - management.

Anti-Spam and Anti-Virus Support

As spam and viruses have quickly become a threat to email accounts, Exchange My Mail sought to deploy a solution to protect their customer accounts from the potential dangers. Postini Email Security service was selected as the anti-spam / anti-virus solution and was positioned into their customer accounts offered to clients as an add-on to a standard Exchange subscription. Exchange My Mail wanted to bring the Postini

Exchange My Mail is a full service provider of hosted business-class email and collaboration services. By partnering with industry-leading technology partners, Exchange My Mail provides small and medium business customers and enterprise departments with customized and affordable advanced messaging solutions. Exchange My Mail customers looking for wireless solutions benefit from the company's 10 years of experience in mobile messaging.

Exchange My Mail Solution

Products:

- Parallels Automation
 - Parallels System Automation
 - Parallels Business Automation

Parallels Automation Modules:

- Hosted Exchange (2003 and 2007)
- Hosted SharePoint (2.0 and 3.0)
- BlackBerry Messaging
- Good Mobile Messaging

“The Parallels Automation control panel is by far the best we have used; we believe it to be one of the best decisions we have made to date. It has allowed us to automate and grow our business while reducing support overhead.”

— David Grantz,
Chief Information Officer,
Exchange My Mail, Inc

Parallels Automation Deployment and Solution

Exchange My Mail implemented Parallels Automation as an end-to-end automation and billing solution to manage its Hosted Exchange, Hosted SharePoint, and Mobile Services platform. Parallels Automation provides a web-based customer control panel for Exchange My Mail customers to self-manage accounts which greatly improves the user experience and reduces the number of customer service calls. In addition, Parallels Automation automates the provisioning and billing processes to streamline service delivery and eliminate manual efforts thus reducing operational costs.

Exchange My Mail deployed a new Hosted Exchange infrastructure with Parallels Automation. The initial deployment was Hosted Exchange 2003 and later Exchange 2007 was deployed using the same Parallels Automation deployment. This allowed Exchange My Mail to easily migrate customers with older Exchange 2003 mailboxes to Exchange 2007.

Parallels Automation provides a solution in which Exchange My Mail can quickly deploy service offerings, such as Blackberry and Good Mobile services, in order to satisfy customer demand and increase the time-to-revenue for service offerings.

Exchange My Mail's Results

Exchange My Mail deployed a service provider datacenter with fully automated provisioning and billing using Parallels Automation. Exchange My Mail service offerings include Exchange 2003, Exchange 2007, Postini Email Security, SharePoint Services, and Blackberry & Good Mobile Messaging.

As new challenges have arisen, Parallels has quickly responded to the market needs to ensure that Exchange My Mail can provide competitive services. New services such as Exchange 2007 and Postini Email Security service have been added to Exchange My Mail's initial deployment without interruption to existing customers.

Parallels Automation Benefits

Parallels Automation is helping Exchange My Mail:

- Decrease operation costs by automating and streamlining OSS/BSS processes.
- Deploy service offerings from a centralized management point.
- Increase time-to-market for customized service plans.
- Increase revenue while satisfying customer demand.

"The Parallels Automation solution for Hosted Exchange allows us to offer the most advanced and up-to-date messaging services to our customers," says Grantz.

Contact Parallels

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