

Highlights

- ✓ *Quick and easy account set up*
- ✓ *Adding new services is as simple as clicking a button*
- ✓ *Allows your non-IT personnel to administer email through a simple and intuitive interface*
- ✓ *Our Customer Center will allow you to delegate spam management to a central administrator*

Our Customer Center makes email administration simple!

We have partnered with the email experts, Ceryx Inc., who has developed a time-tested infrastructure that is the chosen Hosted Exchange solution for thousands of users. Using a simple yet powerful administration control panel, administrators are now able to retain control over their email administration, whether it's adding or removing new users, creating distribution lists, or making changes to existing email accounts. Typically, these functions would be cumbersome, time consuming and would require an IT professional with the appropriate technical background.

Our Customer Center's intuitive user interface eliminates the need to know how to configure and set up an Exchange environment. We have designed a tools set that removes the burden from technical staff and significantly reduces the amount of time needed to manage the user base.

Here are some of the Customer Center feature highlights:

Integrated Environment

In one solution we have combined Microsoft Exchange administration with our Email Firewall functionality. Through one common front end, you can easily manage the set up and administration of user accounts for antivirus protection, spam management and Microsoft Exchange.

Spam Preferences

Set global preferences to simplify the setup or modification of any email account. This time saving security feature allows you to set and maintain your corporate policies in one location. This simplified process utilizes a single window rather than several interfaces to manage unwanted spam.

Security Options

A full suite of password management options can set up at the customer level. These include the ability to manage password expiration, complexity (including size and character requirements) as well as notifications for your customers.

Address Profiles

A time-saving feature, address profile templates, allow the set up of global addresses for branches or divisions thereby eliminating duplicate data entry for users at the same address.

Adding or Deleting Accounts

The intuitive interface allows administrators to make updates or changes to user accounts quickly.

Changing Accounts

Our Customer Center makes it simple to handle routine account operations such as adding storage, creating email aliases or password changes.

Wireless Email

The normally onerous task of enabling a wireless device with your email has been simplified! Devices can be added quickly and easily with a click of a button.

Import Tool

Administrators can utilize the import feature to upload information when performing the initial setup for a large number of new accounts thus saving valuable time.

Delegate within your Company

Within the Customer Center, email users can either manage their spam individually or delegate this burdensome task to other administrative personnel.

All of the necessary operations for end user setup and support are accessed through the Customer Centre interface:

The screenshot shows the 'Manage Accounts >> View All' page for 'Flexpoint Software Solutions Inc.'. The interface includes a navigation menu on the left with options like 'Manage Accounts', 'Permissions', and 'Accounts Quick-Start'. The main content area displays a table of accounts with columns for 'Primary Email' and 'Type'. A dropdown menu is open for the selected account, showing various operations such as 'Select Account Operation', 'Manage Email Addresses', 'Change Password', 'Delete Account', 'Change Preferences', 'Disable Account', 'Suspend Account', 'Select Exchange Operation', 'Change Account Attributes', 'Hide from Address Lists', 'Forward', 'Change Plans', 'Change Storage', 'Change Wireless Email', 'Select Quarantine Operation', 'Change Digest', 'Change Quarantine Preferences', and 'Change Delegation'. Callouts point to specific features: 'Quarantine via common control panel', 'Real-time messaging reports', 'Administer global preferences and domains', 'Reference to knowledge bases and downloads', 'Searchable online help functions', 'Full administration of user account details', 'Activate BlackBerry or ActiveSync devices, change individual plans or storage options', 'Password resets at the click of a button', and 'Total control of all mail enabled objects'.