

# On Demand

(SaaS – Software As A Service)

## ENTERPRISE CLASS Messaging & Collaboration

**Power Of Collaboration From Outlook Client  
(through Outlook Connector\*)**

**With Security And Stability Of**

**LINUX Based Environments**

**Save up to 70% on costs  
as compared to MS Exchange  
on recurring basis**

XMPP IM Server with Administrative Control On Configuring Access Rights \*\*

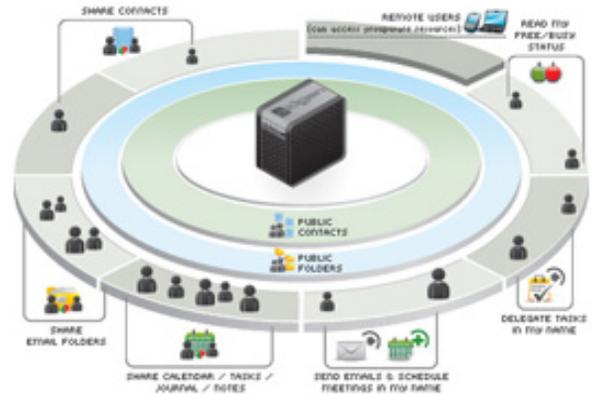
- \* Outlook Connector which works faster than even native Outlook + MS Exchange
- \*\* Available by default For 500 and above user accounts only.

## (A) Mail Server with Groupware/Collaboration/Outlook Connector & Exchange ActiveSync

A perfect answer to the complex challenges & requirements of collaborative enterprises, the Enterprise mail server features Groupware, Personal Organizer, Public Folders, Account Classes and advanced security policies, all backed-up by an efficient 24x7 technical support. For larger than 500 accounts we also provide integrated XMPP Server.

### Main Features

- Groupware (includes shared folders and permissions)
- Outlook Connector (fastest in market)
- Push Email & PIM Synchronization
- AJAX WebMail with Desktop-like Usability
- Webmail interface for Mobile devices.
- ActiveSync for PUSH Sync of Mails and PIM Data
- Blackberry Support through NotifySync (No BES Needed)
- AntiVirus & Custom AntiSpam Integration Support.
- 24x7 Free Technical Support
- Advanced Security Policies



## Email Collaboration Using Groupware Features

### Key Benefits

#### Share information and resources

Share personal email folders and contacts, appointments and tasks with co-workers, assign dedicated public folders for your teams (such as support, sales, or office).

#### Share company resources

Book company common resources, such as meeting rooms and projectors; For example, allow everyone to do the booking but only a dedicated person to cancel it.



#### Mobility

Users can access their email and personal info such as contacts, calendar, etc by using Push Email Synchronization or Mobile WebMail interface. See more about the Push Email and PIM Synchronization methods:

#### Push Email & PIM Synchronization via ActiveSync® Connector

Handling business operations is now easier when using built-in Microsoft® Exchange ActiveSync® support for mobile devices, used for synchronizing Contacts / Calendar / Tasks.

**See supported mobile devices**

#### Delegate calendar and / or message replies

Allow your assistant to call meetings and confirm availability in your name. When out of the office, allow a replacement to read your new messages and send emails in your name.

#### View your free / busy status

Team-mates can check your availability each time before requesting your attendance in a meeting, without actually accessing your calendar details.

#### BlackBerry® Support (Push Email & PIM Sync) via the NotifySync™ Client

The NotifySync™ solution integration grants business travelers instant access from their BlackBerry® devices to relevant data such as emails, contacts or tasks, enabling them to increase productivity and efficiency. No BES needed.



## Advanced Web Based Administration Console

Smart structured administration offers the option of local or remote access to servers. With the web-based administration front-end, configuration is a breeze and maintenance simple and straightforward, while all day-to-day tasks can be easily automated. (Please note that this is only available for single client dedicated server with 1500/3000 users and above). Part of controls are available for Delegated Administrator for Shared Servers.

### Web Administration console

Configure service specific parameters through comprehensive Web Administration interface designed for optimized navigability, with quick links and contextual help. (**Dedicated Server Only**). Advanced tasks still need CLI access which is not needed as servers are fully managed by SIPL.

### Account classes

Enable system administrators to create different classes (groups) of accounts, differentiating the service levels (such as allowed services, message size quota, filters applied, etc). **Available on Shared Server also for Delegated Account Administrators.**

### Reporting Engine

By using the Reporting Engine, system administrators can monitor the server's health and activity. The granularity of the reporting service allows administrators to easily generate & export charts and reports. (**Dedicated Server Only**). This is not available on Shared Servers.

### Automated operations

Automate administrative and provisioning tasks using the CLI (Command Line Interface). Not needed by client as servers are fully Managed by SIPL.

Please note that Web based administration access is available for Delegated Administrators for a domain on Shared servers also to perform common account management tasks. Postmaster account enables all administrative controls on user accounts without logging to the users interface. Every domain has a postmaster account.



## Security for Your Email Traffic

We consider email protection and reliability as high priority concerns for nowadays business communication. All the following is incorporated on all domains hosted on server

### Incoming Security Options

- Multi-layer access control
- Encryption
- Flow control
- SPF & DomainKeys compliant
- Blacklisting / Whitelisting
- Country Filtering
- DNSBL
- DNS Checks
- AntiSpam
- AntiVirus Filtering
- Message Acceptance Policies

### Outgoing Security Options

- Encryption
- Anti-Impersonation
- Message Sending Policies
- AntiVirus Filtering
- SPF & DomainKeys compliant
- Routing Policies



## User Features

Users are offered the comfort of easy communication in an Outlook native desktop environment, while also being able to enjoy the fast and feature-rich WebMail interface, with drag-and-drop functionality. It comes with Outlook Connector to control collaboration & sharing right from Outlook. Works faster than native Outlook+Exchange setups.

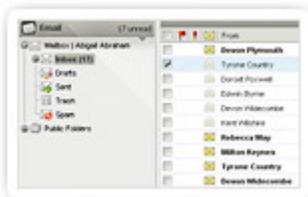
- Fast and feature-rich WebMail
- Personal Organizer (Calendar / Tasks / Notes / Journal)
- Personal, public and domain Address Book - quickly add recipients to newly composed messages directly from the personal contacts or from the domain's public address book.
- Rules & filters (Outlook-like)
- Individual blacklists
- PUSH Sync of Mail folders/PIM Data over the air through Exchange ActiveSync connector Add on (Nokia N/E series, iPhone, Windows Mobile 6.x supported)
- Out-of-office messages
- Personalized signature
- HTML email composer
- Read receipts
- Customized look and feel - users have the option to choose from multiple predefined layouts, personalizing the Webmail experience.
- Access the same PIM via WebMail or Outlook
- Push Sync Mail Folders/PIM Data on blackberry through NotifySync connector Add on without BES. (Needs ActiveSync enabled on account)



## AJAX "Refresh-less" WebMail with Desktop-like Usability

The AJAX-powered WebMail interface provides users with a desktop-like experience. Keyboard navigation and shortcuts, drag-and-drop, "Live" email list view, frequent folders, all these intuitive features render email related tasks effective and pain-free.

### Advanced navigation:



- Drag-and-drop
- Keyboard navigation
- Keyboard shortcuts
- Dynamic loading / caching
- "Live" email list view (no pagination)

### Information access improvements:



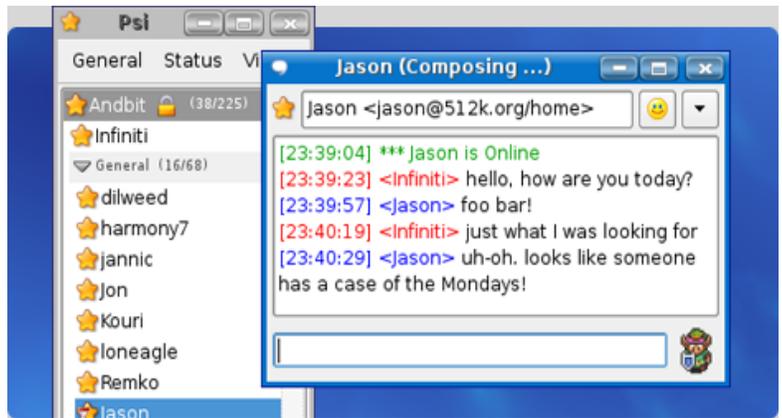
- Attachment management
- Frequent folders
- Quick search: filter as you type
- Distribution lists for mass communication

## (B) Integrated XMPP (Jabber) Server for IM

For clients with 500 user accounts and above we also provide following:

- OpenLDAP Server integrated with Groupware Server for given domains of client.
  - Continuous Sync of email user database to OpenLDAP server through LDAP Connector.
  - XMPP Server with STUN Support (for traversing across NAT in major cases).
  - Voice Chat and in many cases Voice Chat even across disjointed LAN using PSI client which now comes with **jingle support**.
  - Instant Messaging, File Transfer and Multiuser Chat (Group chat) – aka MUC -- including provision for creating password protected rooms.
  - XMPP Authentication against OpenLDAP Server.
  - Access Rights controlled by Domain Admin by moving Suspended users to a Given Account class from the Web Admin interface of Groupware.
  - LDAP based VCARD support for populating the Client end vcard details. No Updates allowed as the data is always in Sync with the users on Groupware Server.
  - Virtual Host support if there are multiple domains for same client.
- XMPP servers for Instant Messaging are most popular and this we provide as a part of account for all clients with greater than 500 users on a domain. Any XMPP Client (PSI >= 0.13 being recommended by us) can be used for connecting to XMPP Server.

All LINUX environment so more secure, stable and doesn't involve CAL costs like on WINDOWS environment.



## (C)Service Feature Comparison

Service Environment -->	SIPL Service (On Linux)	Exchange Based Service
<b>Personal Organizer</b>		
Public Address Book	Yes	Yes
Synchronization Of Contacts	Yes	Yes
Contacts Folder	Yes	Yes
Calendaring	Yes	Yes
Real Time reminders	Yes	Yes
Journals	Yes	Yes
Tasks	Yes	Yes
iCalendar (Webcal access to calendars/tasks)	Yes	Yes
<b>Groupware And Collaboration</b>		
Shared Contacts/Address Book	Yes	Yes
Shared Mail folders	Yes	Yes
Shared calendaring	Yes	Yes
Shared Tasks	Yes	Yes
Shared free/busy status	Yes	Yes
Shared Public folders	Yes	Yes
Mail-box level permission control	Yes	Yes
Send email in another user's name	Yes	Yes
Offline mode (offline caching)	Yes	Yes
<b>Webmail</b>		
Availability	Via supported browsers	Via Outlook WebAccess
Shared Contacts/Address book	Yes	Yes
Shared mail folders	Yes	Yes
Shared calendaring	Yes	Yes
Shared Tasks	Yes	Yes
Rules and filters	Yes	Yes
Calendaring	Yes	Yes
Real-time reminders	Yes	Yes
Tasks	Yes	Yes
Out of office notification	Yes	Yes
Keyboard navigation/Drag and drop	AJAX	Only through IE *
Live email list with no pagination	AJAX	Only through IE *
HTML Composer	AJAX	Only through IE *
SOAP Access to mailbox data	AJAX	Exchange 2007 only.
Keyboard shortcuts	AJAX	Only through IE *

Service Environment -->	SIPL Service (On Linux)	Exchange Based Service
<b>Mobile Email</b>		
Push Email	Yes	Yes
Over The Air PUSH Synchronization of Emails, Tasks, Calendars, Contacts	Yes Contact us for details.	Yes See Microsoft website for list of supported devices.
Mobile WebMail interface	Yes	Yes
<b>Security</b>		
Built-in Messaging Firewall capabilities	Yes	<b>NO</b>
Built-in Advanced proxy capabilities	Yes	<b>NO</b>
Built-in Advanced acceptance rules	Yes	<b>NO</b>
Built-in Advanced routing rules capabilities	Yes	<b>NO</b>
Internal user access scheme	Yes	Yes
LDAP Authentication (See <a href="#">Section B</a> )	Yes	Yes
Other system authentication (CRAM-MD5, login, plain, DIGEST-MD5 and GSSAPI)	Yes	Yes
SSL Hardware	<b>NO</b>	<b>NO</b>
SSL Software	Yes	Yes
<b>Anti virus</b>		
Free Anti Virus	Yes (ClamAV)	<b>NO **</b> All are paid on per user/year basis so adds to costs on per user/year basis.
Optional Anti Virus plugins	Not Needed.	Refer Microsoft website for details of supported Anti Virus
Attachment Filtering	Through Outlook Client	Through Outlook Client
Multiple Anti Virus support	Yes	<b>NO</b>
MILTER Protocol Interface	Yes	<b>NO</b>
<b>Anti-spam</b>		
Optional Anti Spam Plugins	Yes	Refer Microsoft website for details
Multiple Anti Spam program support	Yes	<b>NO</b>
FREE Anti Spam program support	SpamAssassin	<b>NO **</b>
Relay protection	Yes	Yes
Caller ID	<b>NO</b>	Yes
SPF	Yes	Yes
Domain Keys	Yes	Yes
Intelligent Spam Filter	Bayesian Filter	Smartscreen Technology
Public Blacklist Support	Yes	Yes
Custom Blacklists	Yes	Yes
Advanced Custom whitelists	<b>NO</b>	<b>NO</b>
Directory harvest protection	<b>NO</b>	Yes

Service Environment -->	SIPL Service (On Linux)	Exchange Based Service
<b>Remote / Onsite Administration</b>		
WEB Interface	Yes	<b>NO</b>
User Account Classes	Yes	Needs ActiveDirectory
GUI Application	<b>NO</b>	WINDOWS
Delegated Administration	Yes	Needs ActiveDirectory
Multiple Logs	Yes	Yes
Virtual Servers	Yes	Yes
CLI (Command Line Interface)	Yes	Yes
Generic migration Tool	IMAP Based	<b>NO</b> (Needs manually formatting and import)
Report Module	Yes	<b>NO</b>
Admin Control Over user defined filters <i>The admin can over-ride user created filters without having to login to user's account</i>	Yes	<b>NO</b>
<b>Local and Remote User Access</b>		
Microsoft Outlook 2003/2007	With Groupware Access Via Outlook Connector Supplied Free	Yes
Standard Email Clients Via IMAP <i>Outlook Express, Mozilla Thunderbird, Apple mail etc</i>	Yes	Yes
Webmail Interface	Yes	Yes
Mobile Webmail Interface	Yes	Yes
Microsoft Exchange Activesync	Yes (Via Microsoft Exchange Activesync Connector)	Yes
Blackberry Support	Yes through NotifySync client. No BES Needed	Yes (need BES)
<b>Message handling</b>		
Multiple domain	Yes	Yes
List Server/ Mailing List	Yes <i>Only for Dedicated Server clients.</i>	<b>NO</b>
Priority Email delivery	Yes	Yes
Delayed Delivery	Yes	Yes
POP3 Download	Yes	Yes
ETRN	<b>NO</b>	Yes
Aliases	Yes	Yes
Temporary Aliases	Yes <i>Only for dedicated server clients</i>	<b>NO</b>
Quotas	Yes	Yes
Replace / Remove offensive words in a message	Yes	<b>NO</b>

**Please Note:** Certain items in the section above are enabled for dedicated server clients only in line with the AntiSpam Policy and also to ensure that it's only the client who is responsible for any SPAM Abuse complains. It is explicitly noted in the respective sections.

Service Environment -->	SIPL Service (On Linux)	Exchange Based Service
<b>User Directory Please refer Section B for where we integrate this</b>		
Internal database	Yes	<b>NO</b>
Apple/LDAP Directory	Yes	<b>NO</b>
Active directory synchronization <i>Active Directory User management Console</i>	<b>NO</b>	Yes
<b>Services</b>		
SMTP regular / SSL	Yes/Yes	Yes/Yes
POP3 regular / SSL	Yes/Yes	Yes/Yes
IMAP4 regular / SSL	Yes/Yes	Yes/Yes
SNMP Configurable	Yes	Yes
WEBMAIL regular / SSL	Yes/Yes	Yes/Yes
ESMTP Support	Yes	Yes
MAPI Connector	Yes	Yes
FTP Server	Yes	Yes
Archiving	Available only for dedicated server clients	Yes
Configurable POP3/IMAP4/SMTP greeting message	Yes	Yes
<b>Storage</b>		
Technology	Proprietary – ULTRASTORAGE	Microsoft Proprietary Datastore
Search Optimized Storage	Yes	Yes
Size optimized Storage	Yes	Yes
Multi-threaded	Yes	Yes
Multi-recipients message storage optimization	Yes <i>This causes less storage requirements as a result of de-duplication</i>	<b>NO</b>
<b>Programming / Scripting</b>		
Includes Source	<b>NO</b>	<b>NO</b>
Own API and SDK	Yes	Yes
Own Scripting/batch language	Yes	<b>NO</b>
Supports external scripting/batch language	<b>NO</b>	Yes
MILTER Protocol support	Yes	<b>NO</b>
<b>Scalability</b>		
Clustering	Yes	Enterprise version Only
Mail backup and restore	Yes	Yes
Automatic creation of user from directory	Yes	Yes

Service Environment -->	SIPL Service (On Linux)	Exchange Based Service
<b>Server Supported Operating Systems</b>		
Linux	Yes	<b>NO</b>
BSD	Yes	<b>NO</b>
Solaris	Yes	<b>NO</b>
MAC	<b>NO</b>	Yes
Windows	N/A	Windows server 2003/2008
<b>Supported Architectures</b>		
X86	Yes	Yes
X86_64 (32bit emulation)	Yes	Yes
SPARC	Yes (Solaris10)	<b>NO</b>
PPC	Yes (Fedora8)	<b>NO</b>
<b>Supported Web Browsers</b>		
Internet Explorer	Yes	Outlook Webaccess only from IE
Firefox	Yes	Outlook Webaccess only from IE
Safari	<b>NO</b>	Outlook Webaccess only from IE

\*Doesn't work on browsers other than IE. On NON IE Browsers many functionalities of Outlook WebAccess Of MS Exchange are not available.

\*\* These only cause additional add on costs on per user/year basis taking costs of per user still higher for a similar secure setup based on MS Exchange due to additional licensing costs involved for these third party components.

1. On account of costs, security and stability we do not support windows based installations.
2. Additional costs for MS Exchange come in due to OS license, Antivirus License, AntiSpam etc. 70% of world on web is NON WINDOWS due to costs/security/stability issues as LINUX is known to be far more stable and secure than WINDOWS environment.
3. All shared and dedicated servers are leased to clients from US data center by default.
4. If servers are leased out of data center at US where we place all our hardware, then client has to pay nothing for license costs, management costs. One flat fee for server paid quarterly and that includes fully managed server everything preloaded.
5. For dedicated server clients with server leased through us, we can also integrate a third party **XMPP server** to authenticate against the LDAP component so that users with valid email address can also login and chat with users on same domain. Domain administrators will also have provision of banning users from accessing XMPP Server.
6. LIST Server component, Delegated Administration, Third party Archiving Integration etc is only available for Dedicated Server clients.
7. Cheapest GROUPWARE / COLLABORATION Through Outlook Connector solution in world when computed on per user per month basis and entire service is sourced through [Scorpio Informatics Pvt Ltd](#). Show us the one that you think is CHEAPEST and we will match that price if it has same features

## (D) Supported Devices (ActiveSync):

For ActiveSync Direct Push synchronization of Mail and PIM data over the air. Any device that is not supported out of the box can/may function through commercial (one time license charges) third party client from DataViz (Data Viz Roadrunner client).

Apple							
iPhone 2G	iPhone 3G	iPhone 3GS					
Asus							
Nuvifone G60	P565	P552w	P320	P550	P750	P527	P535
P525	M530w	P526	M930	P735			
BlackBerry (Through NotifySync Commercial Client). No BES Needed							
BlackBerry Bold 9000	BlackBerry Curve 8900	Blackberry Tour 9630	BlackBerry Storm	BlackBerry 8800	BlackBerry Pearl	BlackBerry Pearl Flip	BlackBerry Curve
HP							
iPAQ Voice Messenger	iPAQ Data Messenger	iPAQ 910c	iPAQ 610c	iPAQ 514	iPAQ rw6815	iPAQ rw6828	iPAQ rw6818
iPAQ hw6915	iPAQ hw6910	iPAQ hw6515	iPAQ hw6510	iPAQ h6325	iPAQ h6320	iPAQ h6315	iPAQ h6310
HTC							
Touch Pro2	Touch Diamond2	Touch Cruise 09	MAX 4G	Touch HD	Touch 3G	Touch Viva	S740
Touch Pro	Touch Diamond	Advantage X7510	Advantage X7500	Touch Cruise	Touch Dual	P6500	S730
TyTN /TyTN II	S630	Touch	P6300	Shift	P3470	S710	P3350
P3400	P4350	P3600i	P3600	P3300	S620	S310	MTeoR
LG							
GM730	KT770	Incite	KT610	KS20	KS10		
Nokia							
E50	E51	E52	E55	E60	E61	E61i	E62
E63	E65	E66	E70	E71	E72	E75	E90 (Communicator)
N70	N71	N72	N73	N75	N76	N77	N78
N79	N80 (Internet Edition)	N81	N82	N85	N86 8MP	N90	N91
N92	N93	N93i	N95	N95 8GB	N96	N97	
Qtek							
9600	8600	A9100	S200	9000	8310	8300	9100
9090	2020i	2020	8080	1010			
Samsung							
i8910 Omnia HD	C6625	i770 Saga	C6620	i907 Epix	i7110	i8510	INNOV8
i740	i900 Omnia	L870	G810	i200	SPH-i325 Ace	i640	i780
i600	i617	BlackJack II	i607 BlackJack	i320	i700		

Any device which works with MS Exchange will also work here. If your device isn't listed then it could also work with third party commercial client from DataViz in case it doesn't work out of the box and DataViz has a client for your device.

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