HyperOffice
Collaboration Made Simple

Presents

WHITE PAPER

HyperOffice vs. Microsoft Exchange
A Comparative Analysis

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COMPUTERWORLD HORIZON AWARDS 2006

"HyperOffice joins a select group of organizations leading the industry in developing new technologies that will benefit enterprises in the future."

Don Tennant
Editor In Chief, Computerworld

According to Gartner Group, Forrester, and other technology forecasters, corporations will spend $200 billion per year by the end of the decade on intranet and collaboration hardware, software, and related services worldwide.

"I've tested the service both as my complete work environment and as an occasional user…I've seen high dollar corporate portal projects that didn't have all the bells and whistles HyperOffice provides for as little as $40 per month for five users."

James Gaskin, Network World

More HyperOffice White Papers

- HyperOffice's Security Infrastructure
- Selecting Software
- SharePoint or HyperOffice? A Small Business' Perspective

HyperOffice vs. Microsoft Exchange

Historically, growing businesses have been prevented from leveraging high-tech communications and collaboration technologies. Available solutions like Microsoft Exchange were crafted with big business (and big budget) in mind, requiring pricey hardware, technical savvy, or with superfluous features inappropriate for a small to medium sized business environment.

Even worse, these partial solutions lack the collaborations components – document management, intranet and extranet portals – that have become intrinsic to today's corporate survival, requiring customers to purchase their communications and collaborations tools piecemeal, at precious lost time and expense.

Finally, there is HyperOffice – the long-awaited viable alternative for growing businesses seeking access to comprehensive, first-class technology solutions on a coach class budget.

"I needed something that would allow us to share information reliably. With HyperOffice we get document management, contacts, calendar - I get everything I want, and quickly!"

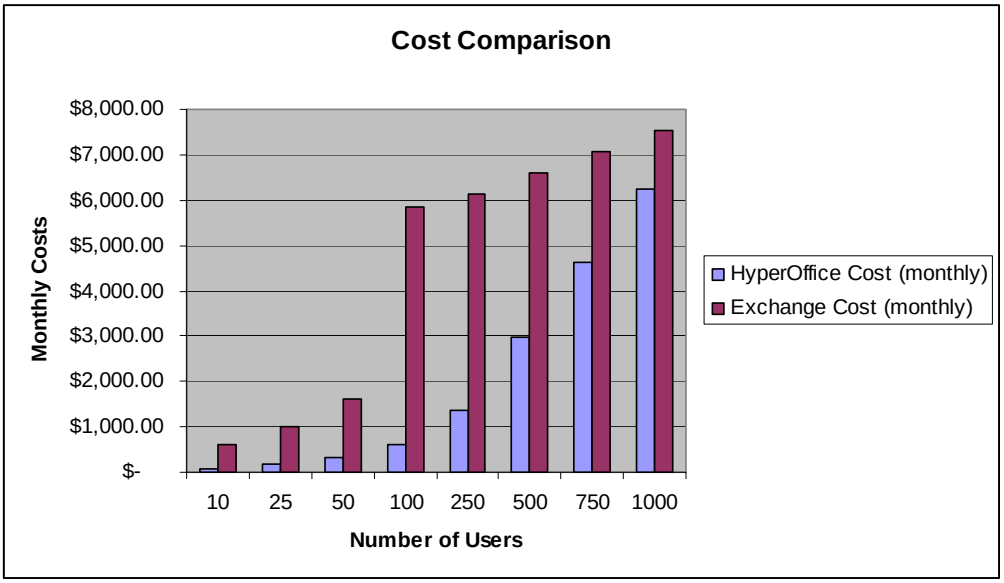
Vijay Raghavan,
President and Chairman,
TowerStrides, Inc.

HyperOffice produced an additional unexpected benefit for TowerStrides in that it facilitates employee training. The HyperOffice-hosted Intranet provides a centralized place for TowerStrides to post its internal training materials, so new employees have access to training materials instantly, saving TowerStrides time and money on internal training costs.

Here's What Microsoft Exchange Doesn't Want You To Know…

HyperOffice Gives More Bang For The Buck

HyperOffice's cutting-edge solution includes a robust feature set, unsurpassed security, an intuitive interface, and outstanding support, all for a fraction of the cost of Microsoft Exchange.



Hard Costs

"Exchange lacks command line management tools that support automation of administration and has no web administration, instead requiring the high overhead of manually performing repetitive asks through local or remote access to each separate Exchange Server"

System Manager, TSS Wireless

Studies have shown that the hardware cost alone for Exchange ranges from $15 to $25 per user.

HyperOffice

- No initial hardware or software investment to get your system up and running.
- All you need is a broadband connection.

Exchange

- Requires extensive initial investment.

Software –

- operating system
- communication, collaboration, intranet tools
- email client
- spam & virus protection
- backup
- redundancy, system uptime, data integrity
- load-balancing, security, monitoring and connectivity

Hardware –

- Servers
- Backup devices
- redundancy, system uptime, data integrity
- load-balancing, security, monitoring and connectivity

Exchange clients are at the mercy of hardware and software glitches, meaning possible downtime for every upgrade, security patch, or hardware malfunction.

HyperOffice's solution guarantees:

- Secure offsite facilities
- Fill redundancy
- System fault tolerance
- Real-time back up
- 99% uptime guaranty
- Spam & virus protection

So your data remains secure and available, 24/7.

Soft Costs

HyperOffice

- No software licensing costs. All software is delivered through your broadband connection.
- No unanticipated IT costs
- Online training
- 24/7 Professional support.
- Automatic Upgrades

Exchange

Requires ANNUAL licensing purchase for EVERY :

- End-user
- Server
- Requires ANNUAL maintenance contract purchase.

Requires IT expertise to:

- Install the software
- Configure the network
- Provide on-going maintenance (e.g. security patches)
- Manage upgrades
- Provide training

For a comprehensive cost analysis of how HyperOffice compares to Exchange, refer to our Total Cost of Ownership. HyperOffice VS MS Outlook/Exchange whitepaper.

ATTENTION OUTLOOK USERS!!!

You don't have to give up Outlook in order to use HyperOffice. HyperShare allows clients to use multiple email clients, including Outlook 2000 and 2003, while maintaining complete calendar and group list functionality!

"We have been impressed with HyperOffice. It has given us all the functionality of Exchange minus the costs and headaches."

Romero Van Bochove,
President,
Orizon Inc.

The Meta Group (now Gartner) reported that database problems are responsible for 20% of unplanned downtime in Exchange environments, customers must invest in expensive monitoring tools and preventative maintenance, all of which add cost and complexity to their email environment.

Gartner Report

HyperShare Extends the Power of Outlook

HyperShare for Outlook has been designed specifically for Outlook users who want the functionality of Microsoft Exchange without giving up Outlook and without the expense and pain of installing, maintaining, and supporting Microsoft Exchange.

You will benefit from HyperOffice if you are:

1. Currently using Outlook and would like to begin sharing calendars, contacts, documents, and tasks with other Outlook and non-Outlook users without the expense and pain of MS Exchange.

2. Currently using Outlook and MS Exchange but are tired of the upgrade cycles, security threats, expense and pain of dealing with MS Exchange. Would like to migrate off of MS Exchange without giving up Outlook or losing the information already stored on MS Exchange.

3. Currently using MS Exchange but would like to share calendars, contacts, documents and more with partners, customers and vendors without giving them access to your Exchange servers. HyperOffice can coexist with MS Exchange so that you can create collaborative environments to satisfy your operational requirements while insulating your Exchange servers.

Read our **Success Stories** for more real-life examples of how you can benefit from using HyperOffice.
http://www.hyperoffice.com/clients

"It was a perfect solution for us, because HyperOffice had all the pieces we were looking for."

Carroll Ross, President, Collaborative Solutions

HyperOffice Is A One-Stop Shop

HyperOffice recognizes that today's decision-makers are no longer satisfied with piecemeal, cookie-cutter solutions that require multiple hardware and software purchases. We provide our clients with a comprehensive and customizable platform of communication and collaboration solutions to grow and adapt to your specific business needs.

Read our St Edward Church and School Success Story for a real-life example of how you can benefit from using HyperOffice.
http://www.hyperoffice.com/clients/education-and-research

Function	HyperOffice	Exchange
Email	✓ Business class email ✓ Spam protection ✓ IMAP and POP 3 support ✓ Support for Outlook, Outlook Express and Any Browser ✓ Mobile Access	✓ Business class email ✓ Spam Protection requires regular maintenance ✓ Support for Outlook and Outlook Express. ✓ Web Access and Mobile Access ✓ require extra licensing expense and configuration
Collaboration	✓ Shared contacts ✓ Shared calendaring ✓ Shared Tasks ✓ Voting ✓ Forums ✓ Shared Links	✓ Shared contacts ✓ Shared calendaring ✓ Shared Tasks
Document Management	✓ Robust document management ✓ File locking ✓ Versioning ✓ Commenting ✓ Change notification ✓ Auditing ✓ Virtual drives ✓ Shared folders ✓ Accessible through any browser	✓ Shared folders
Intranet/Extranet	✓ Create Customer, Partner, Vendor…portals ✓ Turn sections and features on/off	✓ None with Exchange
Content Management	✓ Publish and manage content on your intranet/extranet	✓ None with Exchange
Support	✓ Free Upgrades for life ✓ Free telephone and email technical support ✓ Free online training	✓ Good luck!

"One-Stop Shopping: Unlike other Web solutions that focus on one piece of the puzzle (say, document management or group calendaring), HyperOffice has packaged it all together — which means just one login for users and one monthly bill for you."

Jamie B. Sales, An Online Workplace for Businesses on the Go, Small Business Computing.com

"Add it all up and it's a compelling portfolio of Web services for the SB set. Even better is the ability it has to let you grow from SB to MB and up without necessarily sacrificing the tool kit to which your employees have grown accustomed."

Oliver Rist, Infoworld, Office on the Web

HyperOffice Is User-Friendly

HyperOffice offers straightforward and trouble-free features that are attractive to both employee and employer, demonstrating true mass appeal.

EMPLOYEE APPEAL

HyperOffice	Exchange
User Friendly Interface	User Friendly Interface if using Outlook
Simple user setup – wizard walks you through step by step configuration	Complicated setup – often requiring IT support and intervention
The choice of using Outlook, any browser, PC, Mac or any handheld device without extra configuration	Support for Outlook
Single point of access for all communication and collaboration tools and information	Limited to email, calendaring, contacts, tasks and shared folders
Accessible anywhere and anytime	Must have access to the Exchange Server

EMPLOYER APPEAL

HyperOffice	Exchange
Simple, web based system administration	Complicated system administration
Setup in just a few minutes	Setup can be very complicated and lengthy
Admin wizard walks you through step by step configuration	Complicated system administration
Scale up or down with just a few clicks	Requires reconfiguration
Free Upgrades	Never Free
Upgrades are automatic and transparent	Requires IT staff intervention

Microsoft recently stopped providing support for Exchange 5.5, forcing customers to upgrade and purchase expensive 3rd party support contracts.

"The turnaround time for support was amazing."

Carroll Ross, President, Collaborative Solutions

Industry experts confirm that the leading cause of Exchange downtime is the installation of (security) patches.

"It gives your employees and clients a single point of entry to all their communication and collaboration needs, while simplifying the administration of a suite of apps for you."

Jamie B. Sales, An Online Workplace for Businesses on the Go SmallBusinessComputing.com

HyperOffice Is Scalable

HyperOffice was created to address the specific needs of small to medium-sized businesses. Conversely, Exchange was designed for Enterprise-level business, making its true value to smaller businesses is a force-fit at best.

HyperOffice	Exchange
▪ Flexible technology easily and transparently scales up or down to meet your business size and geographic needs.	▪ Server, software and licensing arrangements are fixed with little room for scalability.
▪ Easily accommodates resource fluctuations (contractors) with simple adaptations that can all be performed online.	▪ Accommodating resource fluctuations requires costly hardware reconfiguration, software and licensing considerations.
▪ Adding branches, divisions, or resources to your environment is quick and pain-free.	▪ Adding branches, divisions or people are cumbersome undertakings requiring IT expertise.

"HyperOffice makes it a lot easier for small-business owners, employees, clients, business partners and suppliers to work together as a team, plan projects, share and edit documents, schedule meetings, and stay connected via email -- without having to first shut down the business to earn a degree in computer science."

Tom Bunzel, Informit.com

With HyperOffice we can open branch offices and expand our workforce quickly and at a predictable cost. Our IT staff can now focus on core IT projects while HyperOffice handles our communication and collaboration requirements.

Fred Aryan, LaserShip, Inc.

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HyperOffice Upgrades Are Easy and Pain-Free

HyperOffice boasts a rich product roadmap and is constantly rolling out new applications and upgrades, providing customized, flexible solutions, with the speed to maintain your competitive edge.

HyperOffice
▪ Implements upgrades and new applications without any interruption of service or need for client IT involvement.
▪ Upgrades are executed frequently and seamlessly, in keeping with HyperOffice's nimble and cutting-edge approach.
▪ No need for security patches

HyperOffice makes it easy…

… and saves time

Exchange
▪ Demands server down-time, on-site IT personnel, and often requires follow-up consulting to fine-tune adjustments, resulting in lost time and additional expense.
▪ Upgrades often interfere with other previously existing software or hardware installed on-site.
▪ Frequent need for security patches