Microsoft Exchange Server 2010

Fact Sheet
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Microsoft Exchange Server is the industry's leading e-mail, calendaring and voice mail server and the cornerstone of Microsoft Corp.'s unified communications portfolio. The latest version under development, Exchange 2010, provides organizations with new levels of reliability and performance by simplifying administration and deployment, helping protect communications and bringing new tools that enable users to better manage their inboxes. Exchange 2010 helps ensure that people stay connected with each other no matter where they are, what device they use, or whether they rely on an on-premises server or an online service.

The following provides an overview of the significant new features included in Exchange Server 2010, now available for purchase at http://www.microsoft.com/exchange/2010.

Key New Features and Enhancements

User Experience
Exchange 2010 introduces new features to help people better manage inbox overload and be more productive. Users have the freedom to access all their communications — e-mail, voice mail, instant messaging and more — from virtually any platform using secured connection methods, whether they are using Outlook on the PC, a mobile phone or a browser.

- **Enhanced Inbox Experience**
  - **Ignore Conversation.** This e-mail "mute button" allows people to remove themselves from an irrelevant conversation, reducing unwanted e-mail and runaway reply-all threads.
  - **Conversation View.** To reduce inbox clutter, Exchange 2010 provides an enhanced conversation view that streamlines inbox navigation by automatically organizing message threads based on the natural conversation flow between parties.
  - **MailTips.** People can be warned before they commit an e-mail faux pas such as sending mail to a large distribution group, to recipients who are out of the office or to recipients outside the organization. This helps protect against information leaks, reduce unnecessary e-mail and limit accidental e-mail.
  - **Voice Mail Preview.** Exchange 2010 further enhances voice mail functionality by delivering speech-to-text voice mail, allowing users to receive voice mail previews in their inbox.
  - **Call Answering Rules.** Employees can create customized "Press 1 for …" call-routing menus that help them better manage incoming phone calls with Exchange voice mail.
  - **External Calendar Sharing.** Exchange 2010 facilitates interaction with contacts outside the organization by making it easier to share calendars across organizational boundaries,

while IT staff helps maintain security and control so organizational boundaries do not impede successful collaboration.

- **Enhanced Outlook Web App and Mobile Experience**
    - **Multiple browser support.** Outlook Web App premium support is available for Mozilla Firefox and Apple Safari in addition to Internet Explorer.
    - **Scroll feature in Outlook Web App.** The mailbox in Outlook Web App allows people to scroll though messages without needing to advance though pages.
    - **Instant messaging.** Outlook Web App contains instant messaging and presence integrated into the client. Administrators may choose to connect this to Microsoft Office Communications Server or the Windows Live Messenger service. Users can see others' status and set their own.
    - **SMS text messaging.** Short message service (SMS) text messaging is available in Outlook Web App, and it synchronizes to users' inboxes, letting them back up, sync and send messages from the Web.
    - **Name cache.** People entering an e-mail address using Outlook Web App and Microsoft Office Outlook Mobile can see suggested names they have previously used in any of their clients.
    - **Reply/forward status.** Outlook Mobile users can see which messages they have already replied to or forwarded, even if they did it on a different machine.
    - **Free/busy information.** With Outlook Mobile-based devices, users are able to view their contacts' free or busy status.

Flexible and Reliable
Exchange 2010 provides increased operational and deployment flexibility that helps companies save money by reducing operating costs and administrative overhead.

- **Deployment flexibility and choice.** Exchange 2010 provides organizations with the same enterprise-grade capabilities whether deployed on-premises or as a service from Microsoft and partners, or as a mix of both. Companies can choose the right deployment solution for their specific needs without interrupting or changing the user experience.

- **Simplify administrative tasks with role-based access control.** New features enable IT staff to delegate tasks to responsible users in a controlled way to meet the needs of the organization. Examples include these:
    - Delegating privileges to human resources to update employee information
    - Delegating privileges to the legal department for e-mail auditing
    - Delegating privileges to employees to create their own distribution lists

- **Improved performance and scalability options.** Added support for a wider range of storage hardware increases the ability to deploy large mailboxes without impacting hardware budgets. Exchange 2010 further improves performance against lower-cost direct-attached storage, enabling organizations to dramatically reduce storage costs by up to 85 percent without sacrificing performance or reliability.

- **Simplified high availability and continuous availability.** Exchange 2010 provides a simplified approach to high availability and disaster recovery by maintaining up to 16 copies of the data and can provide automatic recovery from a variety of failures. A database-level disruption, such as a disk failure, no longer affects all the users on a server, which coupled with faster failover times (30 seconds) dramatically improves an organization's overall uptime.

- **Enhanced maintenance tools.** Exchange 2010 eliminates the inconvenience of taking users offline while moving mailboxes between servers, thereby increasing productivity and minimizing server downtime during migrations and infrastructure upgrades. Transport servers have built-in redundancy to protect against the loss of messages in transit. These two items combined allow maintenance to take place anytime, even during business hours.

Protection and Compliance
Exchange 2010 delivers integrated e-mail archiving capabilities and enhanced information protection and compliance features, aimed at safeguarding information and meeting regulatory requirements.

- **Integrated e-mail archiving.** The new archiving capabilities make it easier to store and query e-mail across the organization using the Exchange software that organizations already know and use. Exchange 2010 enables organizations to move Outlook data files (PSTs) to an integrated archive while maintaining a consistent user experience.

- **Corporate governance and compliance.** Several built-in features simplify the prevention of information or security leaks, making it easier to maintain corporate and regulatory compliance. Tools such as the cross-mailbox search interface enable compliance officers and human resources representatives to conduct searches based on selected e-mail attributes across the entire mail infrastructure.

- **Simplified communication confidentiality.** In Exchange 2010, Windows Rights Management Services (RMS) policies can now be set centrally by IT staff, to automatically help protect messages based on sender, subject, content or other specified attributes. RMS restricts recipients' ability to view, print or forward protected e-mail. Users can easily view and compose RMS-protected messages in Outlook and Outlook Web App as well as on mobile devices and can instantly protect messages using "one-click" encryption.

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