

# DIGEST Magazine

WWW.NIRIX.COM

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## Control in the Cloud

### oneCLOUD CONTROL PANEL

NIRIX introduces self-service features to Cloud services. Now your business can comfortably move to the Cloud while maintaining control.



Computing Differently.

oneCLOUD CONTROL PANEL FROM NIRIX

# CLOUD COMPUTING WITH SELF-SERVICE FEATURES: CONTROL IN THE CLOUD

As NIRIX expands and improves our products and services, we keep our customers in mind. NIRIX oneCloud Control Panel assists companies that want to maintain internal control over their business-critical data and IT systems in the transition to the Cloud. With oneCloud Control Panel, your business can enjoy the benefits of the Cloud and still feel secure with internal controls.

**W**hat is Cloud Computing?

Cloud Computing is an umbrella term for how IT is delivered as a service, through the Cloud (Cloud is the term used to describe anything Internet-based). Cloud Computing is the distribution model for scalable, on-demand, affordable, pay-as-you-go, advanced hosted IT services. The concept behind Cloud Computing is the ability for businesses to leverage the infrastructure of

Cloud Service Providers (CSPs) to obtain many different types of services, at a lower cost, and through a user-friendly model in which IT knowledge is not required.

Cloud Computing is the future of IT; many traditional in-house approaches to business IT are steadily being replaced with hosted-model IT solutions, provided by Cloud Service Providers. This rapid migration is likely due to the increased benefits experienced with Cloud services.

## KEY BENEFITS OF CLOUD COMPUTING

Regardless of size, location, and industry, Cloud services offer your business maximum features and benefits with a suite of enterprise-class, hosted IT solutions, applications and services. Cloud Computing offers businesses, both small and large, increased benefits when compared to traditional IT methods. These benefits are tangible and often immediate. Some of these benefits include:

### COST SAVINGS

Moving your internal IT services to the Cloud equates to substantial cost savings for your company. Enjoy the predictability of convenient, affordable, pay-as-you-go subscription-model monthly costs, so that you can better manage your business growth.

### ATTRACTIVE ROI

Cloud computing customers invest in capabilities, not in the resources required for the capabilities. With Cloud services, businesses no longer need to purchase, maintain or upgrade hardware and software or software licenses – the Cloud does away with capital investment that is often not properly utilized.

## INCREASED PRODUCTIVITY

With Cloud Computing services, you no longer have to worry about managing internal IT, nor do you require internal IT knowledge and expertise. Hardware, software, applications, infrastructure, support, etc. are all the responsibility of the Cloud Service Provider. Implementing Cloud Computing allows you to focus on your business instead of what supports it.

### FLEXIBILITY AND SCALABILITY

Cloud solutions can be deployed quickly and on-demand; enjoy immediate access to a suite of enterprise-class applications and services, and leading edge hardware and software. Scale and allocate additional technology resources on demand to meet the demands of your growing business.

### SECURITY

Partner with a certified and compliant Cloud Service Provider and enjoy the benefits of Cloud services provided through a guaranteed, highly-secured, fully certified/compliant world-class datacenter, including achieving compliance faster and more cost-effectively, and dramatically improving the protection of your company data and information. An added security bonus is the fact that all hosted data,

applications, and systems are stored off-site, providing another layer of security against natural disasters or other catastrophes that may affect your business headquarters.

## RESISTANCE TO CLOUD COMPUTING: CONTROL

Despite these benefits, some companies are hesitant to enter the Cloud space. According to IPsoft, 62% of enterprises are not adopting Cloud Computing because they believe that infrastructure management in the Cloud is too complex (Computer Business Review, July 27, 2011). According to research, both large and small companies share similar concerns when considering moving into the Cloud: security, data governance, SLAs, use of the public Internet, lack of standards, missing industry road maps, and loss of control (McNevin, Ambrose of Datacenter Dynamics June 6, 2011).

Customers feel they have lost control of their IT when migrating key business systems to the Cloud because the operation of their IT systems lies in the hands of a third party. This loss of control often leads businesses, and especially their IT departments, to distrust the security measures taken by a Cloud Service Provider.

An example of this fear is the fact

that many companies are resistant to move their business email services to the Cloud. In a September 2010 poll on the Windows IT Pro "Exchange & Outlook page," contributor B.K. Winstead asked: "How will the addition of Exchange 2010 to Microsoft's Exchange Online offering affect your decision to choose hosted Exchange?" and found these results:

- 69% - It won't; we're not interested in hosted Exchange under any circumstances.
- 7% - We might look into Microsoft's hosted offering to get the benefits of Exchange 2010.
- 13% - We would like to move to Microsoft's hosted Exchange 2010 provided it has all the features of on-premises Exchange 2010.
- 2% - We're already using hosted Exchange from Microsoft.
- 9% - We're already using hosted Exchange from a different vendor.

These numbers likely reflect the opinion of IT administrators and even management that email service control, especially when it comes to the management of mailboxes, mobile-integration, aliases, etc. should remain internal. While email service has generally been commoditized, businesses are still very personal

with their mailboxes. IT Administrators still want the ability to manage and control their email systems. For example, in a typical scenario like the termination of an employee, the business needs to quickly remove permissions on the mailbox, transfer emails, delete the account, and possibly create a new account for a new employee. Without IT administrator access to the employee's mailbox and permissions for mailbox control and management, this sensitive issue could become time-consuming and put the company at risk.

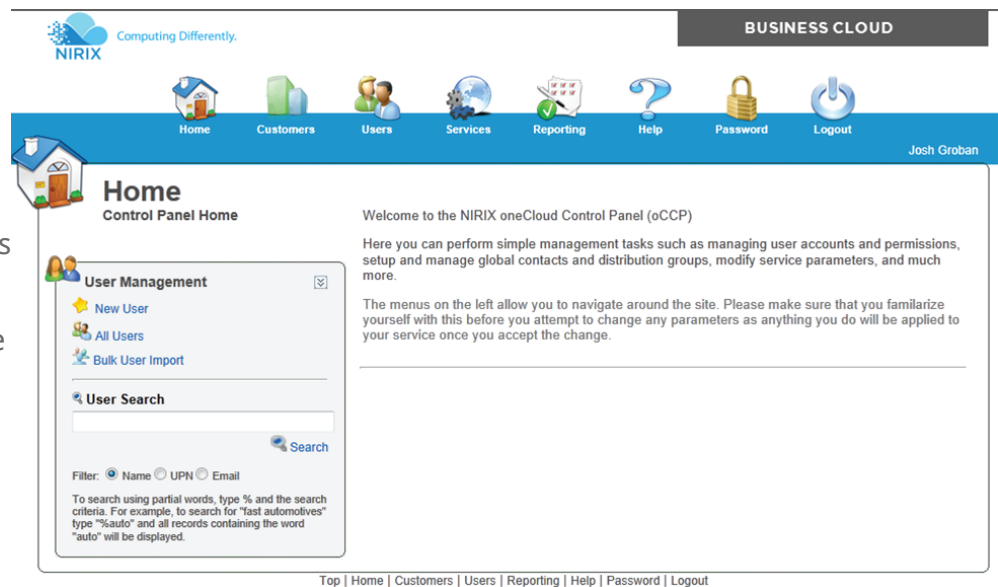
## INTRODUCING oneCLOUD CONTROL PANEL

The new oneCloud Control Panel (oCCP) tool from NIRIX appeases these types of Hosted Exchange management issues. oCCP offers added value to the Hosted Exchange service by meeting those issues most often expressed by Cloud-resistant companies. For example, some of the challenges faced by the last version of NIRIX's Hosted Exchange service that were solved by the addition of the oCCP include:

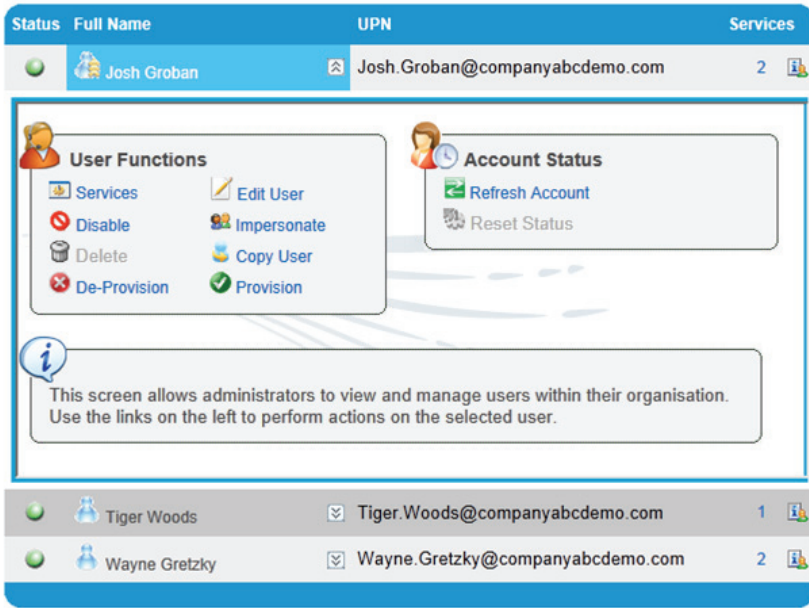
- Loss of internal email service control and reliance on CustomerCare support technicians.

- Limited access to Hosted Exchange options and configuration and no ability to manage mailboxes, aliases, distribution groups and lists, passwords, Blackberry Enterprise Service and other mobile access, etc. without contacting NIRIX.
- Time-consuming change processes that included paperwork and support ticket creation.

In order to improve customer experience by increasing efficiency, ease-of-use, and add control for internal IT administrators, NIRIX implemented the oneCloud Control Panel, a web-based self-service and on-demand service provisioning control panel. This tool will allow customers access to self-service capabilities for NIRIX Cloud Computing services like Hosted



**ILLUSTRATION 1 - oCCP HOME SCREEN - LOGIN**



## ILLUSTRATION 2 - MANAGE USERS

Exchange. Users can simply log in anywhere from any device on a standard web browser and make required changes for the most streamlined experience.

oneCloud Control Panel 3.0 is designed as a Hosted Exchange control panel. The self-service web portal includes features and capabilities that will allow customers to perform many daily email administrative tasks.

## FEATURES OF oCCP

### NEW USERS AND MAILBOXES

Customer administrators can quickly add new Hosted Exchange users and provision new mailboxes for them, as required.

### DELETING MAILBOXES

Disable and remove users and their associated mailboxes from the Hosted Exchange account.

### PASSWORD MANAGEMENT

Resetting user's passwords is the number one daily task for network administrators. With oCCP, customer administrators and the end-user have the ability to change and reset the password. Calling NIRIX Customer-Care is no longer required.

### FORWARDING

From time to time, users require emails to be forwarded to another email address or external email address. With oCCP, customer administrators can quickly activate/deactivate email forwarding.

### DISTRIBUTION GROUPS AND LISTS

Add new Exchange distribution groups and distribution lists and manage existing lists.



## ALIASES

Add, delete, and modifying email aliases. The number of aliases associated with a mailbox is stipulated in Hosted Exchange service plans.



## MANAGE BLACKBERRY ACCOUNTS

For users that have real-time synchronization over the air of their email, calendar, and contacts, with their BlackBerry, customer administrators can now activate and deactivate BlackBerry Enterprise Services with a few mouse clicks.



## SERVICE PLANS

Change and upgrade Exchange mailbox service plans as business needs transform.



## OUTLOOK PROFILES

Outlook clients can download pre-configured Outlook profiles for easy setup and connectivity.

## BENEFITS OF oCCP

The above features and capabilities of the oneCloud Control Panel allow for an improved customer experience in which customers may acquire the

**User Service Setup**

Enabled	Service Access Level
<input type="radio"/>	Hosted Exchange - Basic (2GB)
<input type="radio"/>	Hosted Exchange - Basic (2GB) w/ POP3
<input type="radio"/>	Hosted Exchange - Enhanced (4GB)
<input type="radio"/>	Hosted Exchange - Enhanced (4GB) w/ POP3
<input type="radio"/>	Hosted Exchange - Premium (6GB)
<input type="radio"/>	Hosted Exchange - Premium (6GB) w/ POP3
<input checked="" type="radio"/>	Hosted Exchange - Premium (25GB)
<input type="radio"/>	Hosted Exchange - Premium (25GB) w/ POP3

Features include:

- RPC over HTTPS (Full MAPI) Access
- Real-time anti-spam and anti-virus protection
- Daily Backups
- Maximum of 3 additional email aliases
- INCLUDES FREE Windows Mobile or SmartPhone integration!
- INCLUDES FREE Apple iPhone 3G/3GS/4 integration!
- INCLUDES FREE BES syncing and integration (BES Data Plan Required)
- Technical Support incl. Monday - Friday (8AM-5PM MST Time)

Reply e-mail address

System e-mail address: Josh.Groban@companyabcdemo.com

Custom e-mail address: josh.groban@companyabcdemo.com

Advanced Options

Service Settings

Provision Deprovision

## ILLUSTRATION 3 - SERVICE PLAN MANAGEMENT

following benefits with their hosted service:

### IMPROVED DEGREE OF CONTROL

Customer administrators and users can now manage and make changes to their NIRIX Hosted Exchange service themselves, via a simple 24x7 accessible web portal. oneCloud Control Panel enables customers to make

## Distribution Group Overview

Use this screen to create a distribution group of contacts, users and groups. Mail-enabled distribution groups can be used for sending mail to all mail-enabled recipients contained in the distribution list.

Search Count: 3

The screenshot displays the 'Distribution Group Overview' interface. At the top, it shows the 'Group Name' as 'Operations' and the 'Primary E-mail' as 'COMPANYABCDemo.COM User' with the address 'COMPANYABCDemo.COM@COMPANYABCDemo.COM'. Below this, there are sections for 'Manage Group', 'Add Group Members', 'Existing Group Members', and 'Distribution Group E-mails'. The 'Manage Group' section includes fields for 'Group Name', 'Mail Alias', and checkboxes for 'Require Authentication' and 'Hide From Address Lists'. The 'Add Group Members' section has a search box and a 'Find' button. The 'Existing Group Members' section shows a table with one member: Wayne Gretzky, with a 'Remove' button. The 'Distribution Group E-mails' section has a table with columns for Name, Domain, Primary, and Add. At the bottom, there are 'Save', 'Cancel', and 'Delete' buttons.

Type	Display Name	E-mail
	Wayne Gretzky	wayne.gretzky@companyabcdemo.com

Name	Domain	Primary	Add

### ILLUSTRATION 4 - MANAGE EMAIL DISTRIBUTION GROUPS

their service work for them; changes can now be implemented as needed, without requiring provider assistance. For example, Hosted Exchange customers have access to their internal employees' mailbox passwords and can internally change a password should one be forgotten, without the support team's involvement.

## ACCESS ANYWHERE, ANYTIME, ON ANY DEVICE

Hosted Exchange can be managed from anywhere, at any time, using any Internet-accessible device with the web-based oCCP, through any standard web browser.

## SPEED OF CHANGE

Customers can now expand, change, and upgrade their hosted services, all at the click of a mouse. Customers will now see the effects of these changes immediately with the real-time, online oCCP. For example, Hosted Exchange customers can manage distribution lists and groups, aliases, and Blackberry accounts; create and delete mailboxes; change service plans; forward emails; and more using the oCCP, and immediately experience the changes.

## SELF-SERVICE WITHOUT THE HEADACHE OF IT MANAGEMENT

The oCCP allows for the delivery of Hosted Exchange service the way it should be delivered – with the same full control and capabilities as an in-house email solution, but without the hassle, complexity and cost of managing and supporting the backend IT infrastructure.

NIRIX is very excited about the first release of the oneCloud Control Panel for Hosted Exchange customers. Through tools like the oneCloud Control Panel, customers can enjoy hosted services that offer the control and access of internal IT without the cost, the required expertise, and the hassle of implementing and maintaining internal IT solutions.

The oneCloud Control Panel is the cornerstone of the expanded offerings of NIRIX advanced Cloud services. This offering focuses on the provisioning of tools and functions that take hosted services above and beyond basic functionality for the most progressive and improved customer experience.

With the launch of oneCloud Control Panel, NIRIX is helping companies accelerate the adoption of Cloud Computing while providing the control and tools necessary to reliably and securely operate within the Cloud, with at-your-fingertips-access. Outdo your competition by adopting proven advanced technology to substantially increase the productivity and efficiency of your workforce.

For more information on the oneCloud Control Panel or Hosted Exchange, please visit our website: <http://www.nirix.com/>.

## **FOR MORE INFORMATION**

### **NIRIX Advanced Cloud Services**

<http://www.nirix.com/>

### **Next Digest Magazine**

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Topic: Hosted Server

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NIRIX is in the business of delivering advanced Cloud services to highly-regulated industries.

Cloud services offer businesses, regardless of size, maximum flexibility and access to a suite of business-class hosted applications and services, all at a low and predictable monthly rate. The Digest Magazine is a quarterly release, written by NIRIX employees. All content © NIRIX Inc.



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