

# CGI's Cloud Email Solution

## KEY BENEFITS

- **High availability:** Targets 99.9% uptime, complete with a financially-backed service level agreement.
- **Service continuity:** Designed with service continuity in mind and features a redundant architecture across multiple datacenters.
- **Security:** Employs industry-leading email security protection against viruses, spam and phishing threats through multiple layers of signature, dynamic reputation and zero-hour threat detection. Optional encrypted archival and data loss prevention services are also available.
- **Cost efficiency:** By leveraging CGI's cost-effective, price-per-user cloud email, organizations can expect substantial savings in time and effort spent on managing on-premises messaging infrastructure.

CGI's Cloud Email solution is a built-for-enterprise, hosted e-mail messaging solution that uses Microsoft Exchange Server 2010<sup>1</sup> to provide the mission-critical messaging services that enterprise and government users require today. With CGI's Cloud Email, your organization's email is hosted on a dedicated instance within a secure cloud environment in CGI's Canadian data centers. Email is accessible to users on a wide range of devices from inside your corporate network or over the Internet.

## CGI Cloud Email advantages

- Flexible messaging services. Email, shared calendar, Outlook connectivity, and Microsoft Outlook Web App functionality provides the flexibility to meet diverse and evolving organizational needs.
- Multi-level data protection. Safeguards are applied on multiple fronts, from message encryption support to multi-level message filtering capabilities that include spam and virus protection, to the logical and physical security that protects customer information in data centers.
- Mobility device support. Mobility features provide the messaging agility that organizations require to stay competitive in the marketplace so that users can access their hosted services and stay connected anywhere in the world. At the same time, remote device wipe and policy provisioning helps to ensure that sensitive data is protected.
- Remote administration of key features. Client and user administration features are designed to help reduce help desk escalations, enhance customer service management and empower users.
- In-Canada solution. Recognizing government and certain enterprise's regulatory requirements to keep data in-country, CGI's solution is 100% Canadian-based in our secure data centers.

## Features

Mailbox sizes	500MB, 1GB, 2GB, 25GB
Security	Anti-spam/filtering Data loss prevention (optional)
Data retention	Email archiving (optional)
Mobile device management	Exchange ActiveSync BlackBerry enterprise server (optional)

## Archiving

Archiving is offered as an optional service with CGI Cloud Email and allows organizations to create real-time copies of emails. Once enabled, archiving assists organizations with managing mailbox capacity limits, enforcing corporate retention policies and retaining data in legal holds during e-discovery. Further, high-speed searches can be performed on archived data, and administrators have the ability to grant or restrict user access to archives. Archived data is encrypted at all times.

## Data loss prevention

For organizations requiring stringent data protection, data loss prevention is offered as an optional service. With data loss prevention, organizations can communicate securely with customers, patients and cardholders using built-in, policy-based email encryption. CGI Cloud Email accomplishes this through the use of power data protection software that protects private information in email, defends against leakage of confidential data and ensures compliance with common international data protection regulations, such as HIPAA, GLBA and PCI-DSS.

## Licensing

With Microsoft License Mobility, clients can continue to benefit from their current Microsoft Exchange licenses and move them into CGI's Cloud Email<sup>2</sup>. As an alternative, CGI can also provide Microsoft licensing.

## Migration services

CGI provides expert migration services to seamlessly move you from your current environment into the cloud. These services include the migration of email, calendar and contact data from an existing customer messaging environment, as well as the management of existing messaging systems during the migration phase. This feature provides a standard, consistent solution with tested and proven migration processes to ensure a successful migration.

## 24x7 support

Technical support for Cloud Email is provided 24 hours a day, 7 days a week via the web and phone. Trained support staff will rapidly resolve service-related issues and requests.

## Experience you can count on

CGI makes use of best practices developed in working with clients and partners on many successful enterprise email migrations.

## Built-for-enterprise

- Dedicated client instance
- Client active directory integration
- Certified secure data centers
- 24/7 help desk accessible to all end users
- Configurable solution

1. Microsoft, Microsoft Exchange servers are registered trademarks of Microsoft Corporation  
2. Subject to Microsoft License Mobility terms and agreement