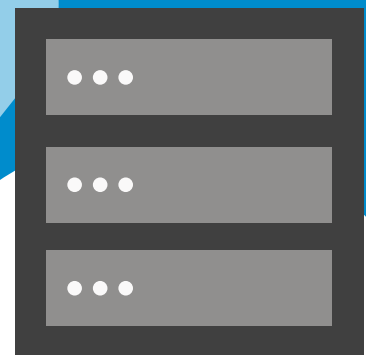




10 Simple Questions That Not Every Email Provider Can Answer



Moving customers to the cloud is a great choice. But how do you identify the right provider? Here are 10 questions to ask potential email providers to help you make your decision.



INTERMEDIA
The Business Cloud™

CALL US
+44(0)20 3384 2158

EMAIL US
emeapartners@intermedia.net

ON THE WEB
intermedia.co.uk/partners

When evaluating a hosted email provider, make sure you ask the right questions. And more importantly, make sure you like the answers that you get. Here are ten questions to help you effectively assess potential hosted exchange providers:

1

How many users do you support today?

In today's market, there's constant churn. Service providers with less than 500,000 users face an uncertain future.

2

What kind of uptime service level agreement do you offer?

No one can guarantee 100% uptime. Beware over-inflated promises or providers who don't put uptime guarantees in writing. At the same time, if they offer less than 99.99% uptime, you should raise your eyebrows.

3

What do current customers say?

Nobody knows a service better than existing clients. Ask for references or case studies. Make sure you get concrete answers to hard questions about reliability, access, customer service and any problems they've experienced.

4

Do you have Microsoft-certified technicians on your staff?

Your Exchange provider should employ Microsoft-certified staff, because that's the only way to be sure of their technological prowess. One reason you're partnering with a service provider is to leverage their investment in highly qualified personnel.

5

Which in-house technologies do you use to support your hosted clients?

If a service provider doesn't invest in its infrastructure, this does not bode well for the services it provides. Make sure providers use top-tier vendors and the latest technologies.

6

What other services do you provide?

Finding a partner with multiple areas of expertise allows you to easily expand your IT footprint. Look for easy integrations with communications, collaboration and email archiving services.

7

How will you support users?

24x7 phone support is vital. Long hold times are inexcusable.

8

Are you compliant?

If you operate in a regulated environment, it's important that your provider be compliant and/or certified in the required standards. Otherwise YOU could be vulnerable during an audit.



How do I control my data if I use your service?

Your data should belong to you, and this fact must be stated clearly in your agreement. Watch out for companies that may hold data hostage if their contract is not renewed.



How do you help me migrate end-users?

Some hosted Exchange businesses only offer a technical support manual. Look for a partner whose experts manage this incredibly complex process from start to finish.

Ask Intermedia these tough questions. You'll like what you hear.

For almost 15 years, Intermedia has been in the business of providing hosted Exchange business email. Our Office in the Cloud™ suite of services has over 60,000 customers.

We're famous for two things: our hosted Exchange and our Worry-Free Experience™. We help ensure that nothing distracts you from running your business. That's why we provide expert migration and onboarding, 24x7 phone and chat support, and a 99.999% uptime service level agreement.

So go ahead, ask us these tough questions. We know you're going to like the answers you hear.

Intermedia's Partner Program

For MSPs and VARs who serve SMBs, Intermedia helps you profit from the cloud without changing how you do business.

Intermedia partners sell the essential IT services their customers need to do business. This includes email, file sync and share, security, protection, back-up and many others. These high-demand services are all fully integrated and managed from a single control panel, which keeps your overhead low—and unlocks efficiencies that help generate higher margins.

Unlike other channel programs, Intermedia partners face no minimums, commitments or fees. You can choose on a customer-by-customer basis between our private label, advisor and referral models. All three models feature generous compensation and include expert marketing support and sales assistance. And they're all backed with a 99.999% uptime service level agreement, 24/7 technical support, free email migrations and white-glove onboarding that assure a worry-free experience for your customers—and for you.



INTERMEDIA

The Business Cloud™

CALL US

+44(0)20 3384 2158

EMAIL US

emeapartners@intermedia.net

ON THE WEB

intermedia.co.uk/partners

3