

Introduction

The Managed Direct Push service provides Managed Business Email Premium Mailbox users who own a Windows Mobile 5.0 device with the Messaging & Security Feature Pack the following functionality:

- Always up to date email, calendar, contacts and tasks via Windows Mobile Direct Push
- Two-way over-the-air synchronisation of email, calendar, contacts and tasks
- Global Address Lookup when addressing emails
- Over-the-air remote device reset capability

Platform

- The service is delivered from load-balanced front-end Exchange Servers within the Managed Business Email service.
- The Managed Direct Push service add-on is monitored using Microsoft Operations Manager 2005 and HP Systems Insight Manager.

Data Security

- The delivery of the Managed Direct Push service is controlled by ISO27001 Information Security Management policies and procedures.
- The security features of the Active Directory within Microsoft Windows Server and Exchange Server ensure that customer mailboxes are in their own unique segment of the service. No other customer has permissions or can see or access any other customer's data.
- Network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve constant monitoring of network traffic, router loading and application behaviour.
- Our state-of-the-art data centres are managed on a 24*7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance
- 128bit SSL encryption protects wirelessly transmitted information at all points between the Managed Business Email service and Windows Mobile 5.0 devices.
- Windows Mobile 5.0, Windows Server and Exchange Server security settings are used to ensure that each user has access only to their own mailbox and data.

Access Methods

- Windows Mobile 5.0 devices connect to the Managed Business Email service over any network that supports GPRS, 3G or WiFi connections.
- Windows Mobile 5.0 devices can only be configured to access a single Managed Business Email Premium Mailbox at any point in time.

Device Management

- In the case where a Windows Mobile 5.0 device which is connected to the Managed Business Email service via the Managed Direct Push service is lost or stolen a Severity 1 call can be logged to enable the remote resetting of the device.

Customer Support

- The service is fully supported 24*7 via Email, Control Panel Support Form and Telephone
- Remote Device Reset requests are classified as Severity 1 calls.
- Configuration change requests are classified as Severity 3 calls.
- All other requests will be classified as Severity 2, 3 or 4 as appropriate.
- Severity 1 issues only will be progressed 24*7 with all other issues handled during Core Hours of Support.
- Access to the Service Desk is for named Customer Administrators only.

Service Level Guarantee

All service level guarantees are based on service monitoring data collected over whole calendar months.

- The Managed Direct Push service comes with Service Level Guarantee of 99.5% availability.

Service Credit Period	Service Availability
1 st	Between 99.0% and 99.5%
2 nd	Between 98.0% and 99.0%
3 rd	Less than 98.0%

- Service availability explicitly excludes mobile network availability, device configuration and any device connectivity

issues.

Service Term

- The Managed Direct Push service has a minimum term of 1 month from the date the service is first activated.

Service Administration

- Service administration and configuration is provided through the Service Desk