

# CITY OF GLENDALE HOSTED EXCHANGE

Presentation on the City of Glendale's search  
and selection of a hosted e-mail provider.

Presented by  
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# Why Hosted E-mail



The City of Glendale (COG) started researching hosted e-mail providers to fill a variety of gaps in personnel and disaster recovery. We lost our Exchange Administrator and could not replace the position, remaining Administrators had limited experience with Exchange. We also had very limited Disaster Recovery (Clustered Servers and Backups, no DR) and the current servers were due to be replaced therefore a decision was reached to research hosted e-mail providers.

# The Criteria

The city was looking for a large, stable company with a proven history of hosted e-mail. Data had to be stored in the US in a secure ISO-certified data center. It could be a vendor provided web based e-mail service (Google, Gmail) or it could be a hosted Microsoft Exchange solution. Last but not least, could it save the city money and still meet e-mail expectations from the end users.

# The Search



Listed below are some of the companies COG contacted for information and demos:

- Google
- LiveOffice (No Longer provides Hosted E-mail)
- Microsoft BPOS
- Cisco WebEx Mail
- 123Together
- Intermedia
- And a host of other companies that did not make the list..

The City had several companies come out to provide demos of their products and services. At the time, Google was doing a lot of work with Los Angeles and we were very interested in their solution.

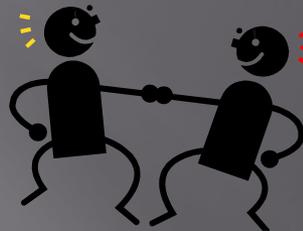


# The Selection

After a few months of testing the city decided to focus on Microsoft BPOS. The trials proved we could continue to use Outlook and it appeared it would be the least disruptive to the end users. At this same time Microsoft was in the process of turning up it's new service "Microsoft 365". 365 Online offered hosted Exchange 2010 (No local client required) and hosted SharePoint. COG decided to wait until pricing was announced for the 365 offering. In the mean time Microsoft offered the city a 365 demo account and we continued to test.

# Finding a Partner

While waiting for the Microsoft 365 pricing it was recommended by Microsoft that we obtain a partner to assist with the conversion. COG selected Ensynch to assist with the transition and to help with the SharePoint Online. Ensynch is a Microsoft Gold Partner, has performed other conversions to BPOS and 365, has worked with the city on a previous project and is on the state contract.



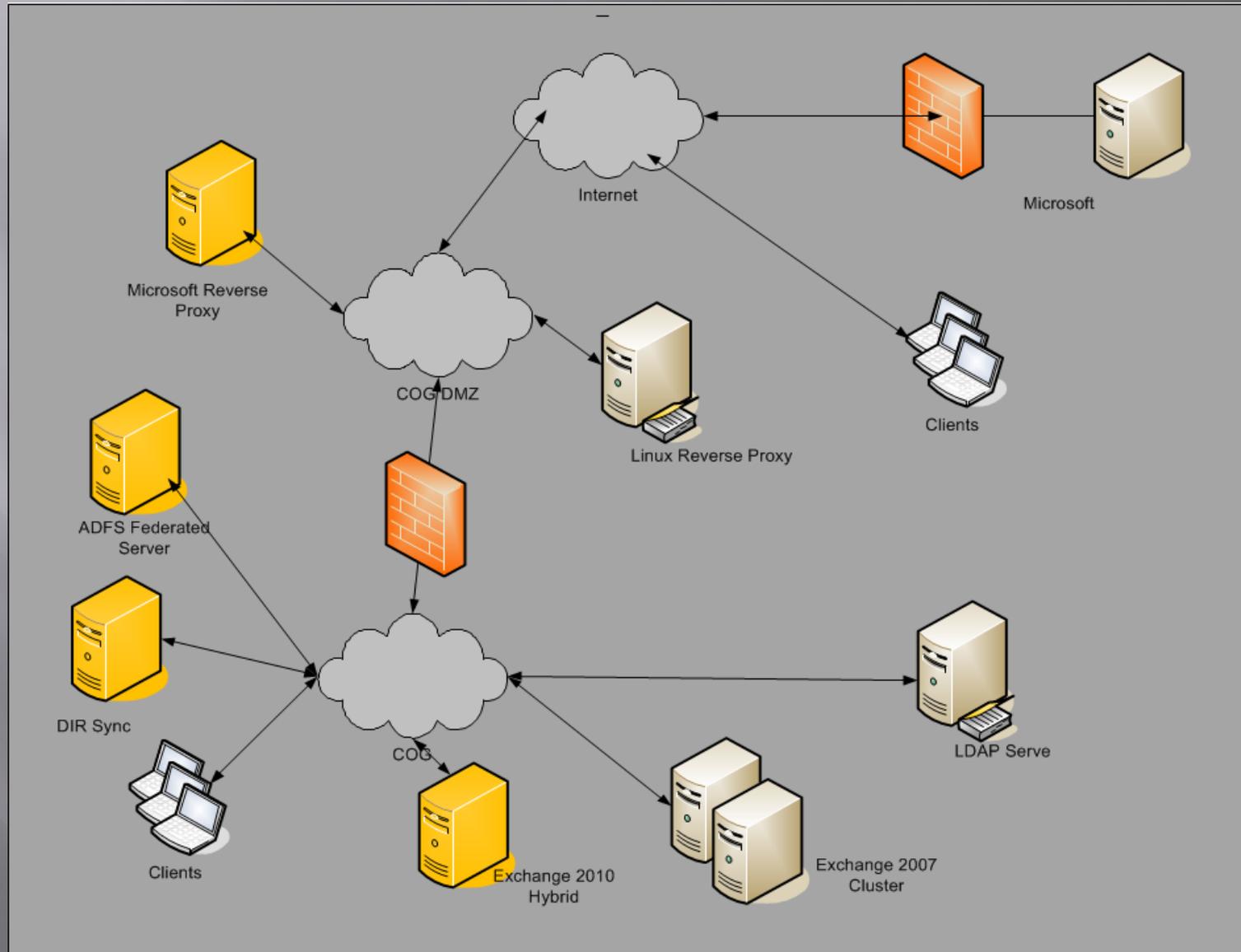


# Getting Started

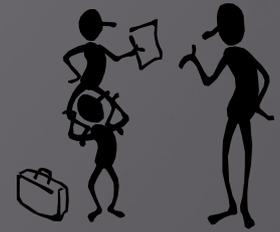
The cities ultimate goal is to move all e-mail to the cloud and remove the local Exchange servers. Some initial problems were encountered with BlackBerry users and Mobil Device Management. The city also uses a cloud based solution from LiveOffice for all of our E-mail Legal Holds. So far all of these obstacles have been overcome but it has taken time. 365 now offers RIM BlackBerry service and Live Office has worked out a connector to 365 for archive journaling. MDM from Fiberlink (MaaS360) is currently under testing, however we have been assured it does work and they have other customers using 365.



# What Does It Look Like



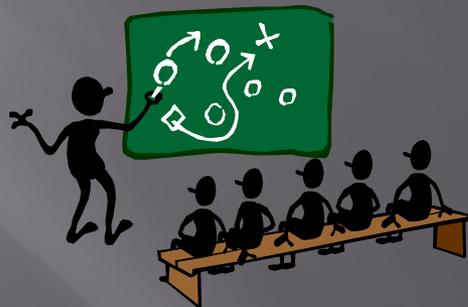
# How Does It Work



Any device that opens Outlook or OWA inside the COG network or uses external OWA e-mail will go to the Exchange 2010 Hybrid Server located in the COG network, from there it is routed to the proper mailbox (Local or 365), domain credentials are sent to Microsoft from the DIRSYNC server and are validated using the ADFS server. The Hybrid server was necessary because we needed an Exchange 2010 server to talk to 365. The Microsoft reverse proxy is used to pass calendar and free busy information between 365 and the local Exchange server

# Lessons Learned

- ❑ Because of staff constraints a partner was invaluable.
- ❑ Use the Microsoft Reverse Proxy, it will pass protocols that other proxies will not.
- ❑ Convert to Exchange 2010 before you convert to 365
- ❑ Train your staff in Power Shell



# Questions

