



# HOSTED EXCHANGE VS GOOGLE APPS

COMPARE OUR FULL-SERVICE EXCHANGE 2010 SOLUTION WITH GOOGLE APPS

	ASC NETWORKS HOSTED EXCHANGE	GOOGLE APPS
Enterprise-grade service level agreement	Financially backed 99.999% uptime SLA	Only offers a 99.9% uptime SLA; based on service credits and does not include downtime of less than 10 minutes. Much of Google Apps is released in "Beta" form for liability purposes, and is therefore not subject to SLAs, uptime or support.
Security	SAS 70 Type II audited and PCI Compliant.	No recognized certifications, disqualifying Google Apps from all Financial, Legal, Insurance and other industries. Google Mail, Documents and Calendar use the same authentication cookie—if any service is breached all are accessible to the hacker.
Fortune 500 infrastructure	Premium Dell servers and Cisco network hardware. EMC fiber channel for secure storage.	Proprietary, inexpensive SATA-based storage and architecture.
Support	Phone support from a Microsoft Exchange certified support specialist.	24/7 web support only. Phone support is available only for "service unusable" issues. All others are directed to the Google Apps Help Center.
Active Directory synchronization	Offers AD synchronization; allows customers to run on-premise IT	Google Apps Directory Sync is available only for Premier, Education Edition or Partner



	alongside ASC's services.	Edition.
Resource mailboxes	Schedule shared resources like meeting rooms, conference lines or projectors.	Not applicable.
Compliance	Offers options for compliance including secure mail, archiving and MessageMirror. Additional features include options for enforced company disclaimer.	Not applicable
IMAP connections	Supports multiple IMAP connections allowing users to access email simultaneously from home, office and mobile device. In addition, multiple users can view mailboxes such as support@ABC.com or sales@ABC.com	Users experience issues when two or more users (or devices) are connected to a single email account. From a recent blog, "Google Apps is simply not suitable for business email use."
Offline email via Outlook	Outlook available for offline use and syncs when a connection is available	Offers IMAP/POP access (which is email only), or the Google Apps Connector for Outlook (which only synchronizes some information & settings with Google).
Webmail	Outlook Web Access 2010 – latest features include conversation style messaging.	Gmail consumer-grade interface.
Calendar	Outlook syncs.	Outlook syncs with the web.
Contacts	Outlook syncs with OWA. Detailed contact database.	Limited contact database available on the web. Does not sync Contacts with Outlook. This means there's no back-up.
Tasks	Outlook syncs.	Outlook doesn't sync with Google tasks in Gmail. There are task lists available in Gmail. This means there's no back-up.
Notes	Outlook syncs.	Outlook doesn't sync with Google. No notes feature in Gmail but there is in Google Docs. This means



		there's no back-up.
BlackBerry support	Full BES support for BlackBerry devices. Sync Email, Calendar, Contacts, Notes and Tasks. Plus option to remotely wipe the handheld in the event it is lost.	BES connector available, which requires you to manage your mobile solution on-premise, separately from your messaging solution.
iPhone support	Full ActiveSync support and wireless sync of Email, Calendar, Contacts, Notes and Tasks included in the offering. Remote wipe supported.	Sync Email, Calendar and Contacts via Exchange ActiveSync with Premier edition (\$50/year per user).
Shared folders	Can create shared folders for Email, Calendars, Contacts, Notes and Tasks. Accessible in Outlook and via Outlook Web App.	Can create shared Calendars accessible only on the web. Cannot share Contact folders, Tasks or Notes.
Delegation	Grant others fine-grained access to Email, Calendar, Contacts, Notes and Tasks. Available in Outlook and on the web.	Delegation available via web. Via Outlook there are privacy concerns that should be evaluated: No tracking in sent items, no mark as private, full access is required, etc.