RapidScale
personalizing business cloud

CloudMail FAQ

Meet CloudMail

Hosted Microsoft Exchange provides business-class email, calendar and contacts to your PC, phone, and Web browser. RapidScale Hosted Exchange offers a high standard of physical and digital security for your information while providing the control you want and the reliability your business needs.

CloudMail Options

You can choose to build your CloudMail solution based on Hosted Exchange or Dedicated Exchange - also known as our Multi-Tenant CloudMail or Enterprise CloudMail offerings. Customers can also pick their add-ons, such as archiving, Active Directory Sync, encryption and more, their redundancy and implementation preferences, and whether or not they want the solution to include full RapidScale management.

Frequently Asked Questions

Why is Hosted Exchange better than in-house Exchange?

There are multiple reasons. In regards to maintenance, with CloudMail, we manage and maintain your email servers, which saves you both time and money. We provide 24x7x365 support so you always have someone to turn to, rather than self-supporting. When updates are available or necessary, you don't need to manually purchase, test and install new updates in-house. With CloudMail, we simply provide the service, conduct tests and implement updates for you. Additionally, according to Gartner, with in-house Exchange, businesses experience an average of 40 hours of downtime per year. RapidScale, on the other hand, has a 100% uptime SLA guarantee. Hosted Exchange is better in the following areas: deployment, pricing, storage, infrastructure, expertise, maintenance, security and disaster recovery, management and availability.

What does CloudMail include?

The solution includes email, calendars, contacts and tasks using Microsoft Outlook for PC or Mac, as well as the Outlook Web App (OWA), which all of your users will have access to. Additionally, it includes the following: familiar features (Nickname Cache, Conversation View, filters, search options, single page of messages, MailTips), Universal Inbox (voicemail preview, SMS sync, view/set status, instant messaging), Web enhancements (calendar sharing, publishing and printing, themes, optimized user interface, multiple browser support), Unified Inbox (Unified Messaging Card, global address list photos), an efficient interface, managed flexibility, Exchange ActiveSync, policy management, a 100% SLA, Microsoft Exchange version upgrades, and more.

What add-ons can I include?

CloudMail offers multiple add-ons. These include: Archiving, Archiving with Compliance, Active Directory Sync, Encryption, Secure Messaging, DLP and Large-File Transfer, and Anti-spam and Anti-virus.

What is Enterprise CloudMail?

RapidScale's Enterprise CloudMail provides organizations with Hosted Microsoft Exchange in a private/dedicated environment. This increases the level of control and customizability an organization has within its environment while still providing secure, global access to email on any device.

How can I use my email?

CloudMail delivers on the capabilities demanded by today's mobile workforces. Your users can access their business email, calendar and contacts on their desktop, laptop, smartphone, tablet, etc., so email can go wherever they need to go. With Exchange, you remain in control of your solution by tailoring it to your specific needs and ensuring that communications are always available.

The Outlook Web App helps users be even more efficient and productive across all platforms and locations by offering access to email, voicemail, instant messaging, SMS text messages and more inside all popular browsers. You can use Conversation View to see messages in context, making it easier to manage your email efficiently, while reducing inbox overload. You can also share your calendar with colleagues that are inside or outside of your organization. Additionally, you're able to check other users' availability with the presence indicator and choose the best mode of communication for that moment, whether it's email, instant message or SMS Familiar Features. Users can stop switching between apps and make their communications experience more powerful with the Web app. This will reduce complexity for your users while offering secure access for multiple approved applications.

What is the mailbox storage size?

We allow 50GB per mailbox, so your employees will no longer have issues with mailboxes filling up.

What is the maximum size for attachments?

CloudMail can support up to 20MB file sizes, both incoming and outgoing, making it easy to send pictures, videos and large documents.

How does pricing work?

You pay a monthly per-user fee to use our CloudMail solution. Our goal is to remove the budgeting burden from clients and enhance the end-user experience. Part of our service is to analyze our clients' organizational needs and provide suggestions towards improving budgeting. At an affordable per-user cost, your organization benefits from the latest version of Microsoft Exchange, helping you stay up to date with technology and licensing.

How do I manage CloudMail?

Our Control Panel is a one-stop shop virtual management interface used for configuring applications and infrastructure for end users. There is available flexibility toward bulk administration and changes being able to be conducted from anywhere in the world, simply with an Internet connection. You can add or subtract users easily through the Control Panel as needed. The Control Panel provides end-to-end administration for everything, including email, file sharing, user/service provisioning, etc.

Is my email secure?

Email holds much of the information businesses use daily, making the need to easily preserve and search this information essential. Microsoft Exchange combines built-in anti-spam and encryption technologies with an advanced anti-virus infrastructure for efficient management of a wide range of security threats. CloudMail includes a high standard of physical and digital security for data as it receives reliable monitoring and around-the-clock support from our team. We guarantee 100% uptime and provide 24x7x365 US-based support to our clients. We are dedicated to providing you with first-class support.

CloudMail is built on a secure and durable technology platform with industry-recognized certifications and audits. Exchange 2013 features automatic encryption at both the channel and message levels to help control access to data and ensure trusted communications both inside and outside the network. Eliminate the risk of single-points of failure with an on-premise Exchange solution by moving to CloudMail. Hosted Exchange allows you to benefit from built-in Disaster Recovery and Business Continuity features.

Is the service managed or unmanaged?

Your business information is stored in infrastructure managed and operated by RapidScale, if you opt for fully managed CloudMail. You receive the resources via the Internet. While you don't manage the physical infrastructure yourself, you can manage the service through our Web-based Control Panel and complete basic functions like adding users, resetting passwords, etc.

What's included if I opt for managed CloudMail?

The managed solution includes the following: end-user troubleshooting, end-user device setup and management, operating system management, basic spam filtering, licensing management, Exchange application management, Exchange server management, patches and upgrades to server, managed backups, and 24x7x365 support. This is all in addition to the base CloudMail features.

About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

For More Information Contact Us Today

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