



the global communications network for organizations serving human needs

# CGNET Managed eMail

## Manage eMail Easily with CGNET's Full-Spectrum Service

CGNET's solutions extend from fully hosted individual mailboxes to complete support for Microsoft Exchange servers located at your organization's facilities. The alternatives include:

### **CGNET Hosted Mailboxes**

Organizations can host any number of MS Exchange mailboxes at CGNET. All CGNET mailboxes come with full Exchange services, such as public folders, group calendars and task lists. We back up all mailboxes dynamically to avoid any email failures, and all messages are protected from viruses and spam.

### **CGNET Hosted Servers**

For large organizations, it may be more economical to host virtual or dedicated Exchange or alternative mail servers at CGNET. Several options are available, depending on your needs.

### **CGNET 24/7/365 Remote Monitoring**

For organizations that prefer to maintain their eMail servers at their own offices, CGNET offers constant monitoring, which can alert you to issues 24/7/365. CGNET also offers remote management services which can proactively avoid or fix many problems remotely.

### **CGNET Anti-spam, Anti-virus & Backup**

By combining Symantec's most comprehensive spam and virus detection with CGNET's backup services, we provide a level of reliability not available from individual solutions. After a one-step modification of your DNS setup, all messages are redirected through Symantec Hosted Mail Security and then through CGNET's Network Operations Center for real-time processing, before delivery to your email servers.

Symantec Hosted Mail Security protects your email from spam, viruses, and other unwanted content without requiring on-site hardware, software or ongoing maintenance. The solution features award-winning Brightmail AntiSpam and Symantec AntiVirus technologies, flexible quarantine management, graphical reporting and protections against directory harvest attacks and other email-borne threats. CGNET also maintains a real-time backup of all incoming email for at least two weeks. In the event your systems fail, all email can be restored. CGNET's backup service is redundantly configured at two geographically separated Network Operation Centers, insuring the continuous flow of your email.

## Customer Experience

*"Every time we have worked with CGNET, they have delivered beyond expectations. In particular, the email and other applications we host there consistently work completely up to specification, with no unexpected downtime."*

- Pablo Roman  
IT Director  
AIDS Healthcare Foundation

*"We are very happy with our hosted email. CGNET was superb and took our huge email folders in stride. The move to the hosted service was very smooth. As usual, CGNET has provided us with an excellent solution and excellent service. You guys are outstanding!"*

- Jimmy Harris Jr.  
Deputy Director, The SEEP  
Network



### CGNET

1170 Hamilton Court  
Menlo Park, CA 94025 USA

**Tel:** +1.650.833.6000

**Fax:** +1.650.325.2313

**E-Mail:** [info@cgnet.com](mailto:info@cgnet.com)

**Web:** <http://www.cgnet.com>

## The Global eMail Management Challenge

email is currently the lifeblood of most organizations' communications, but the resources for maintaining a reliable and efficient network can be prohibitive. Many organizations have found that integrating multiple office email systems into a seamless service can be a major headache. Then there are viruses to worry about, and growing amounts of junk mail make life unpleasant for everyone. Aren't your limited IT resources best deployed on other projects where your staff has unique capabilities?

## CGNET Consulting, Implementation and Support

CGNET's Professional Consulting Services will architect, implement and manage your existing messaging services. CGNET can also help you strategically plan for your future messaging needs by:

- Enabling you to focus your valuable internal IT resources on new initiatives by offloading management of your existing network
- Augmenting your staff expertise both at home and in remote parts of the world
- Implementing new IT initiatives that are presently beyond your staffing resources

## CGNET Is Your Global Messaging Expert

For over 23 years, CGNET Services International has provided global information networks and communications services to many of the most prominent nonprofit organizations and foundations in over 130 countries. CGNET extends our clients' reach, particularly in challenging environments and difficult to reach geographies. We do this by providing stellar services in the areas of network design, implementation, eMail services, maintenance and support.

Our clients are nonprofits of all sizes with headquarters throughout the world, including the David and Lucile Packard Foundation, the Hewlett Foundation, the World Bank, the African Development Bank, CAB International, Conservation International, the Consultative Group for International Agricultural Research, and the International Development Research Centre. For an extensive list of CGNET clients, see our web site at <http://www.cgnet.com/about/clients.htm>.