



Mailscape[®] 

◀ Solution Overview



Mailscape is a complete systems management tool that combines all the key elements for Exchange monitoring, reporting and administration into a single solution. ►

The Exchange experts at ENow think it's about time; it's time for a software vendor to listen to the market and understand the technological trends taking place. In today's economy, budgets are being slashed and IT Departments are expected to produce more results with fewer resources. With email being one of the most mission-critical tools for any organization today, how do you ensure that this vital business communication stays up and running?

The answer is simple: Mailscape is a complete systems management tool that combines all the key elements for Exchange monitoring, reporting and administration into a single solution.

Instead of forcing you to use separate, complicated products for Monitoring and Reporting, Mailscape makes your job easier by providing Exchange monitoring and reporting in a concise, easy-to-use solution.

Mailscape's sleek dashboard provides you with vital information about each server's current health and growth rate to facilitate proactive Exchange management. Mailscape will make you more efficient; it will enable you to optimize system performance and minimize costly downtime. In addition, it will empower your help desk and enable them to improve the level of service you provide to your end users.

We have gathered feedback from Exchange MVPs (Microsoft Most Valuable Professionals) and technology leaders from around the world to create an innovative solution that provides:

- Simplicity and Value
- Customizable Reporting
- Personalized Dashboards
- Proactive Monitoring

With Mailscape's one-look dashboard, your help desk can be more proactive and provide better service to your end users.

Simplicity and Value: Mailscape delivers tremendous value by providing both Exchange Monitoring and Reporting capabilities in a single, affordable solution. Don't waste months and precious company resources trying to deploy, configure, and learn how to use overly-complicated point products from multiple vendors. Mailscape is easy to deploy and intuitive to use. You will be up and running in minutes rather than weeks. With Mailscape's personalized dashboards, you can provide value to all the key roles in your organization.

Customizable Reporting: Traditional reporting products try to predetermine the types of reports an organization will need, but since everybody's requirements are unique, the goal is never fully achieved. At ENow, we understand this challenge and have decided to take a new approach to providing reports; we start with delivering over 160 of the most commonly-requested reports in our Reports Library, and then go one step further by giving you the ability to either customize these reports or create an entirely brand new one. Mailscape gives you endless creative freedom when it comes to the types of reports you can create and how you can disseminate them throughout your organization. (See diagram on page 4).

What makes Mailscape Reporting capabilities different?

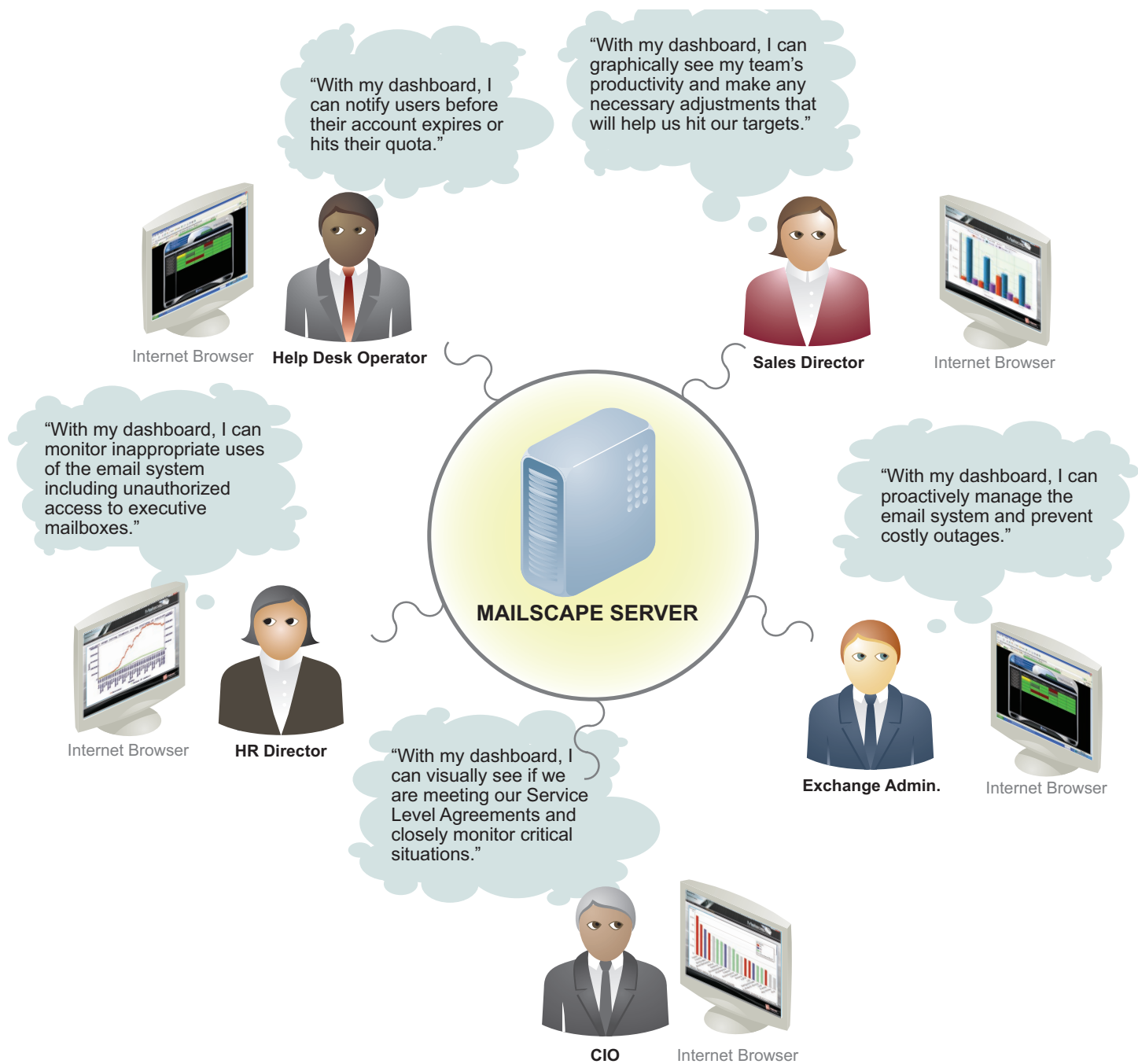
- Through our innovative Report Wizard, we give you the flexibility to create very complex reports with only a few clicks. By exposing all the objects in our database, you can decide which attributes of the Exchange or Active Directory architecture to create conditional reports on. You can choose how many filters to add and watch as Mailscape does all the work for you! When you're finished, you can customize the format and layout of the report to suit your unique needs and save it in the Reports Library for future use.

- Mailscape enables you to create reports based on several technologies, including BlackBerry, Active Sync, iPhones, Outlook Client Version, Active Directory and Exchange objects.
 - *Real world example:* Create a single report that identifies users who have their password expiring in the next week *and* that also have their mailbox in a warning state so that the help desk can proactively assist users. You can further customize this report by department, manager or site.
- Deliver custom tailored reports to your end users one time using our Mailscape dashboard. With no client software to be installed, your users can view their reports with their browser and see data that is always fresh. Mailscape also gives you the ability to email reports in a .CSV or HTML format.

Personalized Dashboards: Traditional reporting products only allow you to email a report, resulting in information that is already out-dated by the time the recipient opens it. Mailscape extends value beyond the Exchange environment by providing your colleagues with vital information via Mailscape's Personalized Dashboards that automatically self-generate, displaying the most current data.

For example, the CIO can use his dashboard to ensure his organization is meeting their Service Level Agreements and can closely monitor critical situations. A Sales Director can graphically see her team's productivity and make any necessary adjustments that will help them hit sales targets. The HR Director can monitor inappropriate use of the email system, including unauthorized access to executive mailboxes. The Help Desk Operator can notify users before their account expires or hits their quota. They can also assist with monitoring critical servers like BlackBerry and Exchange. Finally, the Exchange Admin can proactively manage the email system and prevent costly outages.

Mailscape's Personalized Dashboards provide value to all the key roles in your organization. ▶





Mailscape's advanced monitoring capabilities, developed by Exchange experts, perform regular health checks to ensure all vital aspects of your messaging system are running optimally.

Proactive Monitoring:

Mailscape's One Look Dashboard is an intuitive, visual approach to monitoring Exchange. The One Look Dashboard graphically presents real-time data on all the vital information that directly impacts Exchange uptime. The beauty of our visual display is that it points you towards a solution even as it alerts you to a problem - it does not leave you adrift to figure out an issue's cause and its solution.

Real-World Example: Mailscape gives you peace of mind by determining if your CCR nodes have been configured in harmony with Microsoft best practices.

Mailscape's advanced monitoring capabilities, developed by Exchange experts, perform regular health checks to ensure all vital aspects of your messaging system are running optimally. Mailscape automatically tests critical Exchange services, such as Mail Flow, Outlook Web Access, ActiveSync, BlackBerry, Outlook Anywhere and cluster health (CCR.) In addition, Mailscape gives you visibility into the key components that make up each of these services. We do not leave you guessing as to whether all your components are functioning properly or not: Mailscape tests each component every few minutes and will notify the help desk of any issues. You can also send email alerts to notify your team of an impending problem. With Mailscape you can quickly identify problem areas before they cause a mail outage.

Open up the hood on your Exchange server... ►

Monitoring Overview

Open up the hood on your Exchange server...and go beyond generic monitoring. Mailscape delivers comprehensive monitoring on all the key components in your environment. Listed in the table below are some of the key areas Mailscape monitors.

| Mailbox Servers |
|-----------------------------------|
| Database mount status |
| Mapi connectivity |
| Database size alerts |
| Database backup status |
| White Space alerts |
| AD Replication test |
| Mail flow verification |
| CAS Servers |
| OWA availability |
| ActiveSync availability |
| Outlook Anywhere |
| OAB verification |
| Autodiscover validation |
| Exchange Certification validation |
| Hub Servers |
| Queue monitoring |
| Internal mail flow test |
| External mail flow test |
| Edge Hub connectivity |
| Edge Hub synchronization |
| Active directory connectivity |
| High Availability |
| Passive node verification |
| Cluster network testing |
| Quorum health |
| File share witness connectivity |
| Copy & Replay queue length |

| Edge Server |
|---------------------------------|
| Queue monitoring |
| AD connectivity |
| Edge Hub connectivity |
| Edge Hub Credential status |
| Transport Server status |
| Transport Config status |
| Accepted Domain status |
| BlackBerry Enterprise Server |
| Exchange connectivity |
| BES thread monitoring |
| Device Queue monitoring |
| BlackBerry Service availability |
| Carrier status |
| SRP verification |
| Operating System |
| Disk Space alerts |
| Service monitoring |
| CPU/Memory |
| Event monitoring |
| Exchange Versions |
| 2003 |
| 2007 |
| 2010 |

Reporting that meets your organization's unique needs. ▶

Reporting Overview

Mailscape contains over 160 of the most commonly-requested reports in our reports library, plus gives you the ability to customize the built-in reports or create a new one. Listed in the table below are the key areas Mailscape reports on.

| |
|--|
| ActiveSync Reports Over 17 built in reports, including: |
| Device Type (Model, OS, Carrier) |
| Least Active users |
| Most Active users |
| BlackBerry Reports Over 21 built in reports, including: |
| Device Type (Model, OS, Carrier) |
| Phone number |
| Users with password disabled |
| Inactive BlackBerry |
| User activity |
| Mailbox & Message Traffic Reports Over 21 built in reports, including: |
| Top Mailboxes by size |
| Mailboxes by department |
| Mailbox Quota state (Warning, Prohibit Send, Locked out) |
| Top Senders |
| Top Receivers |
| Peak Traffic times |
| Mailbox Activity (internal & external) |
| Top Inbound Domain |
| Top Outbound Domains |
| Message Volume (Size, Items) |
| Mailbox Auditing (Folder Access) |

| |
|---|
| Storage Reports |
| Database size |
| Database growth |
| Storage Overview |
| White Space |
| Client Access |
| Outlook version and mode |
| OWA |
| Logon time |
| Access time and IP address |
| Server Reports Over 30 built in reports, including: |
| Server Type (Role and Operating System) |
| Server Traffic by Day, Hour, and Month |
| Message Volume (Size & Items) |
| Report Customization |
| Any built-in attributes (Company, Department, Manager) |
| Custom attributes |
| Organizational Unit |
| Distribution/Security Group membership |
| AD State (Disabled, Locked out, Password expiration) |
| Exchange Server, Administration Group, SG and Database |
| Mailbox state (Connected, Disconnected, Quota state) |

"The graphical display of data makes it easy enough that the Help Desk can quickly diagnose the cause of a problem and take a more active role in monitoring the system. Plus, the customizable reporting makes it easy to create very complex queries. Overall, Mailscape is a very impressive solution, and one that sets itself apart from the competition."

- Lasse Pettersson, Exchange MVP

ABOUT ENOW INC.

ENow is a Microsoft Gold Certified Partner specializing in high-end Exchange consulting and the development of software to simplify Exchange system management. The company's flagship product is an innovative utility called Mailscape that provides administrators with a 'onlook dashboard view' of the entire Exchange environment. ENow is headquartered in Orange, California, and is proudly represented by a world-wide network of resellers and distributors.



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