



## **Features and Benefits**

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## Features and benefits

Benefits to ThinHost clients include: increased security, Blackberry support, future proofing of hardware and software, increased performance as applications are run on high end servers, independent off-site backups of critical data and the ability to work on documents and applications from any computer with an internet connection. All this, with no more unexpected costs, encapsulated within a fixed monthly user license.

At a higher level, ThinHost provides clients three broad fields of benefits:

1. Removal of the "IT headache"
2. Working from anywhere
3. Work collaboratively

These three areas have been further broken down below.

## Removal of the IT headache

The removal of the IT headache can be regarded as the combined benefits of the majority of the ThinHost features listed below. Without ThinHost, an SME (or other company), would be required to provide each of the features in order to ensure an up to date, reliable, secure and performant IT infrastructure. ThinHost provides all these in a single package from a single provider.

Feature	Benefit
Microsoft Office 2003	Latest office suite providing rich individual functionality and powerful collaborative tools.
Microsoft Outlook 2003 and Microsoft Exchange	Work collaboratively with colleagues through shared tasks, calendars and the centralisation of contacts and folders.
All other Microsoft Windows accessories	Latest accessories and utilities provided by Windows 2003.
Network drives	Bespoke network structure to share documents without the need for a central server.
Spam protection	Increase productivity and reduce bandwidth and email storage requirements and remove the risk of virus'.
Triple level virus protection	Remove the risk of virus infection that can lead to immediate downtime, lost productivity and processing capacity and the spread of malicious emails to contacts, clients and prospects.  ThinHost employs the same levels of protection used by companies including KPMG, Siemens, Sainsbury's and Toshiba.
All applications running on high end clustered servers	MS Office and all applications run faster than is possible on desktop computers.  Increased up time through the ability of the servers to fail over in the rare event of a crash. SLA of 99.9% uptime.
Servers managed within a secure data centre	24x7 security patrols and CCTV ensure no unauthorised entry. The data centre is also used by a number of FTSE 100 companies.
Daily off site backup for all email and client documents and data	No risk of losing business critical data from theft, crash, flood, fire or other factors which may cripple business operations.
Pin generator password	For additional security a "pin generating" key fob can be used for logging into ThinHost.
All software and hardware upgrades	Clients are consistently running the latest applications on the latest servers to lengthen the life of their existing infrastructure and ensure the highest levels of functionality at the best performance available.
Microsoft Outlook 2003 Webmail	See "Work from anywhere" below
BlackBerry pluggable	See "Work from anywhere" below

## Working from anywhere

The majority of SMEs would like, if they are able to, to work from home or out of the office. A smaller number actually require remote working of their staff. ThinHost provides this ability “out of the box”. Any computer connected to the internet can be used to access the service. Regardless of the location, as all the applications and data are maintained centrally, the network drives, emails, applications and data are presented to the end user using a common desktop.

Feature	Benefit
Access the ThinHost service from anywhere	Have access to the same applications, data, desktop from any computer with internet access. No difference in functionality or cut down feature set depending on location.
Outlook 2003 Webmail	Provides a web based interface into the end users Exchange mail box. As such, the user has access to their inbox, folders, contacts, shared calendars and tasks, including all the rich functionality surrounding each of these applications.
Plug in BlackBerry support	<p>The ThinHost data centre includes the deployment of BlackBerry Enterprise Servers which can be activated for any user. Activation of this service enables full BlackBerry integration with Exchange for a simple monthly fee. This provides the synchronous updates of a users mail box, calendar, tasks and contacts with the BlackBerry whilst a user is on the move.</p> <p>For an SME to replicate this level of functionality locally would require the purchase and maintenance of a BlackBerry server. This is a prohibitive cost to an SME requiring BlackBerry functionality for a proportion of their staff such as travelling sales teams or executives.</p>

## Work Collaboratively

The ability to work collaboratively within an SME can dramatically increase productivity and reduce administration. Collaborative work may begin with the use of shared calendars, contacts and staff and develop onto using Public Folders and shared network drives for document and project management. Traditionally, a local file Exchange server would be required to provide this level of functionality.

Feature	Benefit
Corporate network provided	Out of the box, ThinHost provides the ability for clients to setup shared folders for their business. Each folder can have a different level of security to ensure that only authorised users are able to view the documents in specific drives. No file server is required.
Outlook 2003 shared calendars	Each individual user has their own calendar that can be shared and viewed by other users to ensure to better manage users time. Other users can also be allocated to manage specific calendars is required.
Outlook 2003 shared contacts	A single repository of business wide contacts held centrally rather than within multiple CRM or bespoke systems.
Outlook 2003 shared tasks	Centrally manage your own tasks and those of your colleagues. Never lose another Post-it note again.
Public Folders	Share files, documents, emails, calendars, tasks and notes with colleagues. This allows businesses to manage project work, corporate data and documents centrally for all users. Each user can be allocated different levels of access to each folder, such as read, edit or contribute functionality.