

Quest Collaboration Services for Exchange

REAL-TIME SYNCHRONIZATION FOR EXCHANGE 2000/2003

"Our staff has a thousand better things to do than sync GALs manually. Quest Collaboration Services is the most flexible, powerful and scalable solution we found to automate this process."

—Chuck Williams
Director of Information Technology
Penske Corporation

Quest® Collaboration Services™ for Exchange enables the real-time synchronization of free/busy information and Global Address Lists (GALs) between Exchange organizations. Collaboration Services delivers the level of protection that you require by maintaining secure boundaries between Exchange organizations and Active Directory forests. Its powerful automation features provide a transparent collaboration process. Whether you need time to properly plan for your upcoming Exchange migration, or you have communications and scheduling requirements with partners, Collaboration Services can improve your productivity. This technology provides unique benefits and advantages:

Synchronize free/busy information and GALs

Stop frustrated end users from calling your help desk and reduce e-mail traffic when you use Collaboration Services to display free/busy information for users in different Exchange organizations— using your existing Outlook client. In addition, with Collaboration Services, you can provide a comprehensive GAL for your organization. Select the information to be synchronized and Collaboration Services takes care of the rest!

Preserve Security

Provide value-added services to your end users while sustaining your security requirements. Collaboration Services sends compressed, encrypted messages over Simple Mail Transfer Protocol (SMTP), which is a native protocol for Exchange 2000/2003 servers. There's no need to set up trusts, additional accounts, or open extra ports.

Exercise Complete Administrative Control

You decide which objects and attributes to make available. You decide which partners will be allowed to see your directory data. You decide what data from their organizations to display in your organization. The Collaboration Services architecture keeps you in control of your Exchange environment.

Reduce Workload

Automatic updates eliminate the redundant tasks of manually synchronizing contact information. Maintain productivity organization-wide by providing up-to-date contact and free/busy information to every end user.

Ease Migration Concerns

Exchange migrations require careful planning. Collaboration Services resolves many of the communication challenges inherent during this complex initiative and allows users to operate from a common GAL and view free/busy information immediately.

Support Partner Collaboration

Collaboration Services leverages synchronization for strategic organization partnerships. Organization can improve the success rate of their joint projects by providing true collaboration between all partners. No training is required to get end users communicating; they simply use their existing Outlook client, increasing productivity.



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"Migration projects are complex and time consuming, but most organizations cannot afford to wait until a migration is complete to begin communicating. Collaboration Services buys IT time to properly plan and execute the migrations and allows business to begin to communicate immediately."

—Dave Champine
Director of Exchange Solutions
Quest Software

Find Free Meeting Times: Synchronize free/busy information between Exchange organizations so that end users have a single source for determining available meeting times. End users avoid an endless loop of e-mails and increase productivity by using their current Outlook client to schedule meetings.

Provide a Truly Global Address List: Create a single address list for multi-org Exchange deployments. Collaboration Services provides a comprehensive GAL while maintaining security boundaries.

Transparent to Users: No need to visit the desktop. There's no need for end users to go to a separate application or web page; everything is in the users' normal e-mail environment - Microsoft Outlook.

Administrative Control: Publish only the object you want to share. Subscribe to only the objects you want to receive.

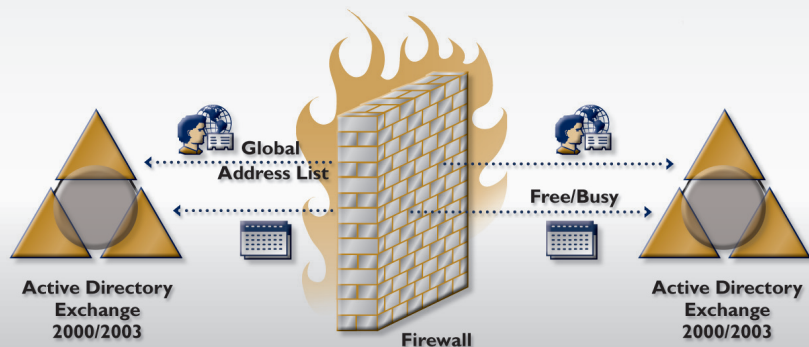
Secure Synchronization: No need to open ports, create trusts, or share accounts. Synchronize with confidence by using encrypted SMTP. Maintain the security boundaries of Active Directory while gaining the collaboration power of synchronization.

Notification Services: Receive status updates by e-mail. Collaboration Services automatically detects changes to Active Directory and Exchange data and synchronizes the changes to other collaboration partners. Complete online statistics are also available for easy monitoring.

Remote Administration: Administrative Web interface provides secure access to Collaboration Services from any computer connected to the Intranet or Internet, which makes it easy to respond to important events or issues promptly.

Flexible Data Format: Maintain your preferred data format with Collaboration Services' Display Mappers, regardless of how the original collection displays data. Select the format you like and all subscribed-to collections will be automatically reformatted.

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