



# Dedicated Email Servers

Outsourced Email Hosting &  
Secure Webmail Services

▶ Honest

▶ Reliable

▶ Responsive Webhost

Secure your site to us

**webserver.com.my**

# Outsourced Email Hosting and Secure Webmail Services

Outsourced Email Hosting is a service that eliminates the need for businesses to manage their email in-house. In addition to the process and delivering your email, we go extra mile to filter your spam, protect your email from viruses, and provide you with anytime/anywhere access through webmail desktop clients and wireless devices. Simply put – we offer you cost efficient, “**No Hardware, No Software, No Additional Manpower**” approach to managing a company wide email system.

We don't believe you should manage your own hardware, software and security services just to provide your employees with email. Instead, we've built an email hosting solution that will allow you to outsource your entire email ecosystem. Immediately, you will save money for your company, free up valuable IT resources, and provide your employees a better email experience.



## Common problems faced by corporate email users:

### Efficiency and productivity issues

- ▶ Large quantity of spam or junk emails
- ▶ Missing emails for unknown reason
- ▶ Late delivery and receipt of emails
- ▶ Ineffective mail filtering mechanism
- ▶ Cannot send large attachments
- ▶ Virus infected emails
- ▶ Email account being blacklisted
- ▶ Frequent downtime
- ▶ No privacy and confidentiality

### Financial issues

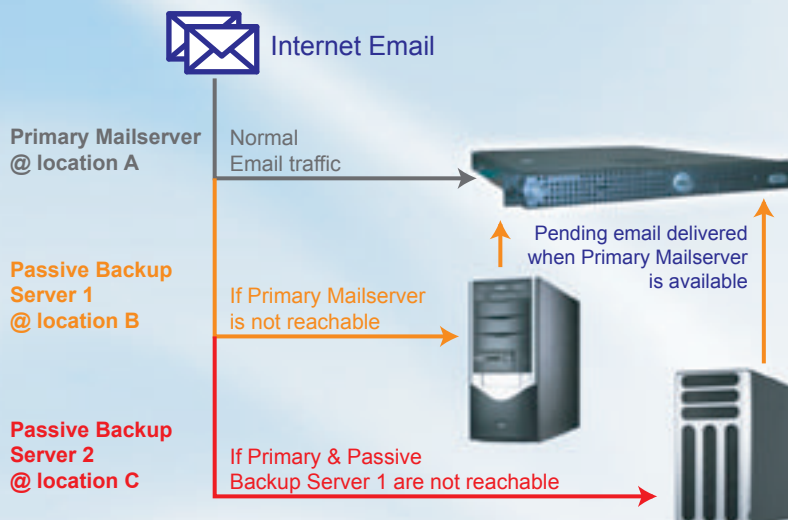
- ▶ Expensive hardware and software to purchase
- ▶ Insufficient technical support after office hour
- ▶ Very high maintenance cost
- ▶ Never ending investment to upkeep the mail system

## Is Dedicated Email Server Right For You?

Your organization may require a dedicated email server under the following circumstances:

- ☑ You are depending on the email for your business
- ☑ You have a lot of email data (large email and attachments)
- ☑ You want maximum security, flexibility and reliability
- ☑ You do not want to share your email services with others
- ☑ You have a special backup requirement
- ☑ You require special software or hardware
- ☑ You require a Service Level Agreement (SLA) for your email services

## System Structure



## What Webserver.com.my will do for you as your provider of choice

**Identify Your Needs** Based on your requirements, we will determine what servers, software, and hardware will best suit your current and future needs.

**Provide Customizations** We can provide support and integration with your existing infrastructure by customizing our application and working with your technicians to provide a seamless coexistence with your organization.

## Webserver.com.my Dedicated Email Services Provide

Each Dedicated Email Server client receives a package customized to their requirements. All of the features listed here are available, but not necessarily required. If you have additional requirements, we will try our best to accommodate.

**No explicit limits** on number of users or disk space that you can use, subject to what your server(s) can handle.

**A Complete Feature Set:** You may receive all of the standard email hosting features of our shared email services, including IMAP, POP3, SMTP, WebMail, Email Aliases, Email Forwarding, Auto Responders, Address Books, Security, and much more.

**Complete IT Outsourcing:** Our custom email hosting and secure webmail software will be installed onto your dedicated servers. We will manage the administration, security, backups, upgrades, and all aspects of these servers and the software used on them. You do not need to have a technical staff on hand to manage your organization's email.

**Security:** For the security conscious organization, we offer Secure SMTP, Secure IMAP, Secure POP3, Secure WebMail and other features to ensure the integrity and privacy of your email. All servers are secured by firewalls and access is restricted to essential support personnel.

**Comprehensive Spam and Virus Filtering:** Our services can be combined with our web-configurable premium anti-Spam and anti-Virus filtering services.



## Responsive Support

**Pro-active monitoring:** we will monitor your email server(s) 24 hours a day, 7 days a week. Our experienced technicians will automatically fix any problems that occurred.

For standard support questions and concerns, our support staff is available via email and via our online support ticketing system. For emergencies, you can contact us via our extended hour support number 24 hours a day, 7 days a week. We pride ourselves on our customer relations.

We provide detailed help and solutions for the use of our email hosting services and software to your technical staff and your users. We will also provide you with and install upgrades to our software and operating system patches as they become available.

## Service Level Agreement

We provide the following guarantees on your service:

**Network Connection:** We guarantee that the network will be available 99.9% of the time in a given month, excluding scheduled maintenance.

**Hardware:** We guarantee the functioning of all hardware components and will replace any failed component at no cost to the customer.

**Infrastructure:** We guarantee that the critical infrastructure systems, including power and HVAC, will be available 100% of the time in a given month, excluding scheduled maintenance.



## About Us

**WebServer.com.my**, specializes in the complex managed hosting services such as email hosting, database hosting and mission critical application hosting since 1998.

A member of Genuine Intel® Dealer (GID) and part of Intel e-Business Network has enable us to provide our valued clients a stable platform of proven Intel Network Servers.

Our experience in managing over 200 servers for over 10,000 sites from over 60 countries and our understanding of advance technologies has allowed us to develop one of the most stable and reliable and responsive email hosting environment for any corporation.

All servers are housed in three of Malaysia most advance server facilities in Malaysia. Our carrier neutral Data Centres are powered by fully redundant systems with backup generators.

Our proven ability to provide responsive and reliable last mile application support 24 hours a day, 7 days a week, make us stands out from other web host provider in this region.



# Product Specification

## Server

- Dell ultra rack dense server or equivalent
- Intel Pentium 4 ® Processor 2.80GHz
- 1024MB DDR ECC SDRAM
- 80GB SATA Hard Drive

## Software

- Linux Fedora Core 2
- Qmail Mail Transfer Agent (MTA)
- SquirrelMail webmail interface
- Spam Assassin
- F-Prot Anti virus

## Network

- 1 Dedicated IP address
- 1 x 100Mbps network port
- 10GB Daily email data transfer

## Security

- Netscreen and/or Secure Defence 2.0 Firewall
- Daily Backup
- Business Continuity Solution



## Benefits

- ★ Purpose built messaging server to lower cost
- ★ Provide high reliability and availability
- ★ Standard based mail server supports mail clients of your choice including Outlook
- ★ Feature rich web-based client
- ★ Employs secure and hardened operating system
- ★ Reliable service trusted by more than 10,000 customers worldwide
- ★ You own the server after 24 months contract

# Product Comparison Chart

Features	Email Options			Our Solution Dedicated email server
	Free public emails	Shared email hosting subscription	Host your own email server	
Own corporate identity	No	Yes	Yes	Yes
Dedicated server (exclusive used)	No	No	No	Yes
Hardware and software license purchase	No	No	Yes	No
Cost for bandwidth subscription	No	No	Yes	No
Customisable webmail interface	No	No	Yes	Yes
SSL encryption for sending sensitive emails	No	Not likely	Likely	Yes
Unlimited email accounts	No	No	Yes	Yes
Large attachment	No	<20MB	Maybe	Up to 50MB
Support Multi Lingual	No	No	Maybe	Yes
Proprietary Processing Rules	No	Limited	Maybe	Yes
Hidden Carbon Copy (Email Journal)	No	No	Likely	Yes
Mass Mail Marketing	No	No	Risky	Yes
Time Zone setting	No	No	Yes	Yes
3G mail access	No	No	Maybe	Yes
Your own IP address	No	No	Yes	Yes
Anti Spam	Lite	No	Maybe	Yes
Daily pattern updates for antivirus and antispam	No	No	Maybe	Yes
Daily data backup	No	Likely	Likely	Yes
Business continuity solution	No	Not Included	Not Included	Yes
Secured firewall protection	Limited	Limited	Maybe	Yes
Global address book	No	No	No	Optional
24 x 7 telephone support	No	No	No	Yes
Online or downloadable operation manual	No	No	No	Yes
Training at our training center	No	No	No	Yes
Service Level Agreement (SLA)	No	No	No	Yes
Private Customer Support Executive	No	No	No	Yes



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