



GlenTech Ltd

Tech Solutions & Services

HOSTED EXCHANGE 2016 VS ON-PREMISES

MOVING TO THE CLOUD. YOUR
WORRIES & CONCERNS EXPLAINED

EVALUATING THE DIFFERENC-

For many companies, the decision to move their existing on-premises Business Email to the Cloud is one that is never taken lightly. It takes time to adequately evaluate, plan and execute the project so that migration can be seamless and without issues. The consequences of a poorly planned migration can be disastrous for the companies involved, so taking extra care is essential when moving business-critical data to the Cloud.

While there's no like-for-like comparison between remaining on-premises and moving to a hosted environment, there are ways to evaluate the options. It's a good idea to start with the key business ingredients it takes to run an on-premises Exchange environment and develop your Cloud strategy from there.

TAKE INTO CONSIDERATION:



COST DIFFERENCES - ON-PREMISES EVALUATION

Businesses must evaluate the state of their on-premises hardware before they consider migration to the cloud. The difference in cost can be huge depending on what state their legacy infrastructure is in and what version of Exchange they are currently running. For companies that are nearing the end

of their hardware's lifecycle, it's a good idea to start looking at a hosted platform as Microsoft mainstream support for Microsoft Exchange 2010 ended January 2015 and extended support will end in January 2020.

PROPOSED EVALUATION QUESTIONS:

- 1/ How old are your servers?
- 2/ How much would it cost to replace them?
- 3/ Can your existing servers cope with the scale and flexibility your business needs to grow?
- 4/ Do you still have warranty support on your existing servers?
- 5/ Can you easily add new servers?
- 6/ How costly is it to maintain an energy efficient room for server cooling purposes?
- 7/ How much will Exchange licensing cost?

“Microsoft will no longer offer extended support to businesses running Microsoft Exchange 2010 by January 2020.”

COST DIFFERENCES – HOSTED EVALUATION

Moving to a Hosted Email solution means you'll no longer need to invest in an expensive legacy infrastructure or employ Exchange experts to manage and maintain your servers so that they remain in good condition. Instead, you'll pay a month-by-month

licensing fee to host your business data in the Public Cloud. With Exchange becoming more and more sophisticated each day, employing experts can be costly in the long-term.

PROPOSED EVALUATION QUESTIONS:

- 1/** What's the cost of leaving behind legacy infrastructure that was expensive to acquire?
- 2/** Will your teams be able to undertake a migration project and evaluate, plan and execute it to a high standard?
- 3/** What's the business cost of a migration project versus another investment project?
- 4/** Is it cost-effective for your business to train staff in maintaining and managing your Exchange servers?
- 5/** What is the cost of a day's business should you experience down-time when in the cloud versus on-premises?

CONTROL & CUSTOMISATION – ON-PREMISES EVALUATION

Control and customisation on-site is arguably the strongest benefit for businesses. You can easily set your own maintenance schedule and customise configuration settings on mailboxes. There's no restrictions – you own it. On the other hand, if you

should experience down-time your in-house experts are under pressure to get it back up and running within a few hours. If there's been a complex security issue or worse, it can often delay business output for an entire day.

PROPOSED EVALUATION QUESTIONS:

- 1/ Does your business have specific needs that would require an on-site Exchange server?
- 2/ Do you prefer to know when maintenance occurs and control the scheduling times?
- 3/ Are your servers reliable enough to achieve optimum performance and uptime?
- 4/ How quickly can you bring your servers back up, should there be a system failure?
- 5/ Do you have a fully redundant datacentre design?

CONTROL & CUSTOMISATION - HOSTED EVALUATION

With a Hosted Email solution, businesses will relinquish control when using Exchange in the Public Cloud. Maintenance, although likely to take place outside of working hours as is the case with Hosted Exchange 2016, will be external and scheduled to

suit the needs of all hosted customers. There's also limited options for customisation, however with more features being added to each Hosted Exchange iteration, there's still room to move.

PROPOSED EVALUATION QUESTIONS:

- 1/ How important is customising settings to your business?
- 2/ Do your employees need the ability to work from mobile devices?
- 3/ Are you happy to relinquish control over maintenance scheduling times?
- 4/ Do your employees need access to third-party integration tools such as voice and collaboration?
- 5/ Our Hosted Exchange 2016 has an industry standard SLA at 99.95% - can you provide this?

“By 2020, a corporate ‘no-cloud’ policy will be as rare as a ‘no-internet’ policy is today. Cloud-first, and even cloud-only, is replacing the defensive no-cloud stance that dominated many large providers in recent years. Today, most provider technology innovation is cloud-centric, with the stated intent of retrofitting the technology to on-premises.”

GARTNER, INC

SECURITY - ON-PREMISES EVALUATION

One of the biggest hurdles of an on-premises environment is making sure your security is robust enough to withstand a security breach. It must protect your critical data from theft, loss and natural disaster, such as a fire or flood. It means you must ensure that email has end-to-end encryption (in transit and at rest), as well as strong security policies in place and sufficient failover solutions in the event of a potential disaster.

When it comes to securing your on-premises servers, the questions you'll need to ask yourself are whether you have the in-house capabilities and resources required to carry out the correct security measures on a daily, weekly and monthly basis. There's also compliance to worry about, too. Is your security up to scratch so that it complies with new data protection laws introduced in 2018? If you're looking to upgrade your on-premises servers, you need to ensure they meet these needs first.

SECURITY - HOSTED EVALUATION

When you host your email through the Public Cloud, there's an immediate business worry that your data isn't secure. Your data is placed in the same servers as other businesses, but that doesn't mean that security isn't a priority. With Hosted Exchange 2016, your data is stored in multiple, geographically diverse UK datacentres that are quad protected for

ultra resilience. So, should there be an outage, you'll be safe in the knowledge that traffic is switched to a redundant datacentre and services are resumed. Our Hosted Exchange 2016 solution is also compliant. Business email is fully secure with encryption in transit and at rest, alongside meeting current data protection laws.

“Businesses must look for products that can deliver on the requirements of data protection by design and by default.”

EUROPEAN COMMISSION, 2018

SUPPORT – ON-PREMISES VS HOSTED

Support from an in-house IT team is a strong benefit to using an on-site Exchange server, but there's also the additional cost of employing the expertise too. With a hosted solution, you'll get a personal service

from your outsourced IT team, with dedicated technical support around-the-clock. It means you still get all the benefits of a cloud solution, but with a local team to call on when you need support.

IN SUMMARY...

Purely based on cost alone, a hosted solution would appear to surpass an on-premises environment. From a management perspective, moving your email from capital expenditure to operating expenditure is a highly attractive option. Upper management may prefer the idea of treating their business email as a utility (such as gas, electric, internet etc). Businesses must take everything into consideration

when looking to move from on-premises servers to the Cloud, but there are advantages and disadvantages to each. While a hosted solution will take the burden of employing IT technicians and training them in Exchange, it also gives you less control and customisation. Whichever side of the coin you fall, there's no hard and fast decision.

**FOR MORE INFO ABOUT OUR HOSTED
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