

In-House Versus Hosted Solution

	Small Business In-house Solution	Hosted Solution
Financial Investment	Large financial investment , of thousands of dollars for redundant infrastructure, hardware, software licenses, IT resources and backups. As well as unpredictable maintenance expenses and upgrade costs into the future.	Initial costs are minimal. No need to purchase hardware or software; no need for added IT personnel. Ongoing fees are low, predictable and easy to budget.
IT Resources	Requires dedicated IT resources. Managing a typical e-mail system for a 100 person company takes 85% of the time of a senior network engineer with MS Exchange specialization.	No dedicated IT resources required. All system management is performed by the provider.
Deployment	Average 60 days to deploy the basic in-house messaging and collaboration solution with dedicated staff, excluding OWA, mobile computing, SPAM and virus scanning applications,	Full access to a fully featured Exchange environment with the implementation within a shared environment.
Reliability and Maintenance	Server instability, failure and e-mail interruptions causing business delays and loss of productivity.	Updates performed in timely manner by trained experts. Quality of service is guaranteed by SLA (99.99% uptime) and 24x7 technical support. Backups are provided with hosted service.
Security, Maintenance and Upgrades	Constant vigilance is required to combat viruses and SPAM. Delay in upgrades can create vulnerabilities. Costly, complex security solutions are needed to provide the security necessary.	Security and mobility services are available on demand. SPAM and antivirus features are included with service; advanced features available at low cost.