RapidScale

White Paper

In-House versus Hosted Exchange

In-House vs. Hosted Exchange

Microsoft Exchange has become the gold standard for business email. It increases productivity and successfully keeps people connected around the world. However, traditional Exchange is often out of reach for small businesses or organizations with limited resources due to high costs, hardware requirements, and management responsibilities.

Email is a critical business resource, and that's why it's important to make sure you have the best system in place. Enter Hosted Exchange.

Hosted Exchange is the best option for businesses that want to harness the power of an Exchange solution but don't want to deal with the costs or hassles. This is becoming the preferred option for business email.

This solution is managed in the cloud by a provider like RapidScale. Hosting enables businesses of any size, in any industry, to take advantage of the major benefits of Microsoft Exchange. In general, Hosted Exchange removes the need for on-site Exchange servers and the associated management and maintenance. And consequently, this eliminates the need to spend huge amounts upfront on hardware and software.

"In particular, it's not strictly a work tool or strictly a personal thing. Everybody uses email in different ways, but they use it in a way they find works for them." - Ray Tomlinson, inventor of email

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The Importance of Business Email

According to US market research institute, Radicati, there are currently over 4.3 billion email accounts and 2.6 billion email users around the world. That's a lot, and the number will only grow. It's predicted that by 2019, the number of accounts will rise 26% and the number of users will rise 12%.

The magic of email is that it crosses organizational boundaries - it's the lowest common denominator for all organizations. It enables external communication and is the primary way to remain connected with partners, customers and vendors outside of an organization.

Email is also a key component of the modern work-place, as it allows users to better adapt their working habits to the digital world. The fixed office hours aren't the only time users can share business ideas or maintain communication. Thanks to email's flexible nature and adaptation to the needs of today's businesses, users can access their email wherever they are, on any device, at any time.

Businesses shouldn't rely on email as their sole form of communication, but despite its age, email continues to be the top form of communication for business - it's essentially the standard. And it contributes significantly to a business' success, taking care of more than just communicating back and forth.

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The Exchange Comparison

Deployment

In-House

An in-house Exchange solution includes complex implementation, with a lengthy configuration and setup process.

Hosted

Hosted, on the other hand, offers quick and easy deployment, either on-premises or in the cloud. You will also have a specially-trained support team on your side.

Storage

In-House

In-house Exchange makes it more difficult to increase capacity when you need to, like when your email volume increases.

Hosted

You receive a scalable solution when you switch to hosted because you can simply pay as you grow. The capacity easily adjusts to fit your constantly shifting needs.

Pricing

In-House

This presents high upfront and maintenance costs, often with brutal, unpredictable spikes. The life of the investments does not align with technology cycles, which are rapidly increasing.

Hosted

With Hosted Exchange, you experience flexible, per-user pricing. The provider invests so you don't have to, allowing your business to work with the latest technologies without seeing the costs.

In-House versus Hosted Exchange

Infrastructure

In-House

The internal setup for in-house Exchange requires a mess of equipment and high costs that many SMBs cannot afford.

Hosted

With Hosted Exchange, you get to use enterprise-class infrastructure, benefiting from high availability and superior quality. Better yet, you only use and pay for the infrastructure resources that you need.

Maintenance

In-House

Maintenance can be disruptive to your business and extremely unpredictable. It is a time-consuming process and often requires additional resources.

Hosted

With Hosted Exchange, you simply offload the maintenance headaches! Your provider takes care of everything, with SLAs that guarantee uptime.

"With Hosted Exchange, you get to use enterprise-class infrastructure, benefiting from high availability and superior quality."

Expertise

In-House

For an in-house solution, you need an administrator and technical expertise on your side to make sure everything works. The system also requires ongoing training and maintenance.

Hosted

Instead, you can utilize the expertise provided by your Hosted Exchange provider. This frees up your IT staff to focus on developing your business strategy while you receive 24x7 support.

Security and DR

In-House

In-house Exchange requires continuous updates, and it's subject to the quality of your in-house network stability and security. Any unplanned downtime you experience could even put you out of business!

Hosted

With Hosted Exchange, you get anti-spam and anti-virus protection, clustered and redundant architecture and enterprise-grade data centers to store your information.

Management

In-House

IT management is highly technical, expensive and time consuming, requiring expertise and resources on your end. It's also a longer process overall.

Hosted

You can experience an easy-to-manage email environment with a Web-based control panel. This allows you to add or subtract users easily and quickly.

Availability

In-House

It's more difficult to preserve your business communications with in-house Exchange because your users have limited access.

Hosted

Instead you can experience the flexibility to use any Internet-compatible device for anywhere, anytime access to your Hosted Exchange solution.

About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

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