WHITE PAPER

Managing Business Email Accounts from Work, Home and Mobile with Microsoft Outlook and MailSite SE

MailSite SE 11: The Complete Messaging Server for Small Businesses

A MailSite White Paper

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1 Introduction

Businesses increasingly need to give people access to their data at work, at home and on the road. Many organizations rely on Microsoft Outlook and on smartphones for email, calendars and contacts, and need a reliable, secure messaging server behind them. MailSite SE 11 is an alternative to Microsoft Exchange designed for small businesses. It is an all-in-one email, calendar and contact server with spam and virus protection, and it works with Outlook, web browsers, iPhone, iPad and Android.

This paper describes how MailSite SE works with Outlook, webmail and phones to support people in a small organization. Each person has one mailbox on your server, and every app they use works on that same mailbox. A message filed at the office is in the same folder at home. A meeting accepted on a phone is on the calendar in Outlook. MailSite SE gives you this without the complexity and administration overhead of running Exchange.

Multiple Email Accounts

Microsoft Outlook lets people manage all their email accounts in one place. They can read, send and receive mail from work, personal and group accounts, as well as web-based accounts such as Outlook.com or Gmail, all in a single view.

Adding a MailSite account to Outlook is simple. Outlook finds the server's settings by itself from just an email address and password, through the Autodiscover service that MailSite provides, as Exchange does. Classic Outlook for Windows then connects with MAPI over HTTP. One account brings mail, calendars, contacts, tasks and notes, with no plug-in to install on each computer.

For people who travel, such as sales and service staff, MailSite provides ExpressPro webmail and support for iPhone, iPad and Android phones and tablets. That helps them serve customers, pass on orders quickly and stay in touch with the office.

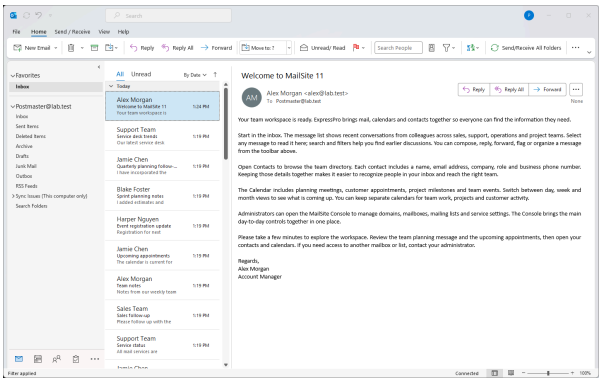
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IMAP Mailbox Access

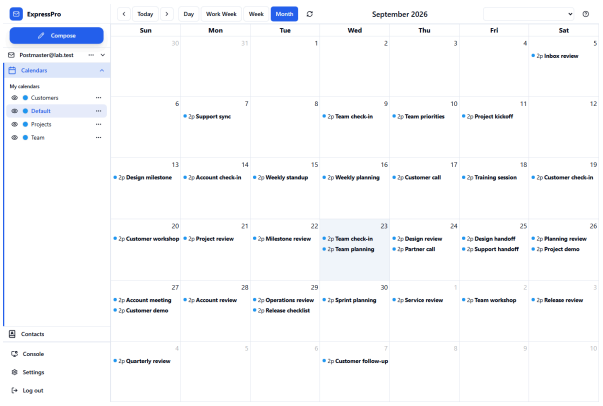
MailSite SE also supports POP and IMAP mailbox access, for mail apps that do not use Exchange protocols. POP and IMAP are standard protocols that let apps retrieve messages from a mail server.

For people who read their mail on more than one computer or device, IMAP is the better choice. It keeps messages and folders on the server, so every device sees the same mailbox. POP downloads messages to one computer, which suits a person who reads mail in only one place. IMAP and POP carry mail only, not calendars or contacts.

A team address such as sales@company.com or support@company.com can be a mailbox that several people open. The owner grants access to the whole mailbox or to chosen folders, and can let others send as the mailbox or on its behalf.



MailSite ExpressPro Webmail



MailSite SE includes ExpressPro, a modern webmail client. ExpressPro gives people another way to reach the same mailbox they use in Outlook when they work from home or check mail while traveling. From any computer with Edge, Chrome or Firefox, they find their mail, calendars, contacts, tasks and notes as they left them. Nothing needs to be installed on a home computer.

Because Outlook and ExpressPro use the same mailbox on the server, there is nothing to synchronize between them. A contact added in one is in the other.

Outlook Synchronization

Classic Outlook for Windows connects to MailSite over MAPI over HTTP, as it does to Exchange. Everything people keep in Outlook (mail, calendars, contacts, tasks and notes) is kept in their mailbox on the server, so it is just as easy to reach from a browser with ExpressPro. No plug-in needs to be installed or maintained on each computer. In Cached Exchange Mode, Outlook keeps a local copy for working offline and catches up when it reconnects.

Outlook and ExpressPro both handle several calendars, and every calendar is available in both. MAPI over HTTP is a licensed feature of MailSite.

Flexible Calendar Support

Not everyone uses Outlook, especially at home. Apple Mail, Calendar and Contacts on a Mac connect to MailSite through Exchange Web Services (EWS). Thunderbird can use IMAP or EWS for mail, and the TbSync add-on for calendars and contacts.

That is no problem for MailSite SE. At work people can use Outlook, and their calendars are on the MailSite server, where ExpressPro and their phone show them too. From ExpressPro, they can publish a calendar as a subscription link in the standard iCalendar format, which most calendar apps can subscribe to. A published view can show only busy times or event details, and only the days you choose.

To share a calendar with co-workers, people choose Share in ExpressPro and decide who may read or change it. They can also subscribe to calendars published elsewhere, such as a family or school calendar, which then appear beside their own.

Mobile Device Synchronization



People know their mobile devices well and want a choice of phones. IMAP and synchronizing with a cable are not enough.

MailSite includes an Exchange ActiveSync server, supporting versions up to 16.1. It works with iPhone, iPad and Android phones and tablets to keep mail, calendars and contacts in step, and tasks and notes where the device's app supports them. If a phone is lost, the user or an administrator can wipe it remotely.

2 Summary

MailSite SE 11 is a secure, easy to use alternative to Microsoft Exchange for small businesses. It includes an email, calendar and contact server, an Exchange ActiveSync server, ClamAV virus scanning, Bayesian spam filtering and ExpressPro webmail. It works with Classic Outlook for Windows, with Apple Mail, Calendar and Contacts, with other mail and calendar apps and with iPhone, iPad and Android devices. MailSite delivers a complete, integrated solution and helps organizations provide reliable, secure messaging to people at work, at home or on the road.

For more information about MailSite SE, see www.mailsite.com.

2.1 About Rockliffe

Rockliffe develops MailSite, an alternative to Microsoft Exchange for service providers and businesses, which runs on Windows servers they control.

2.2 Assistance

To discuss your requirements, contact sales@mailsite.com.