Exchange Server:
Today And Tomorrow

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Program Manager, Exchange Server
Microsoft Corporation

Messaging Environment Challenges

Keeping It All Running

- Email is mission critical and needs to be up 24x7
- Messaging infrastructure is no longer an island
- Attacks on the system are proliferating

Pressure to Do More With Less

- More demands while resources are reduced
- Messaging deployment requires integrated planning
- Internal "Customers" want service level agreements

Increased Scrutiny on New Investments

- Understanding ROI needed to justify migrations
- Want input from successful customers and partners
- Important to know future product direction

9 Top Questions About Exchange

Keeping It All Running

9) How do I know I can trust Exchange 2003?

8) How can I better manage my infrastructure?

7) How can I effectively fight spam and viruses?

Pressure to Do More With Less

6) What's the best way to deploy Exchange 2003?

5) Does Active Directory add any value?

4) How do I provide cost-effective communications and collaboration?

Increased Scrutiny on New Investments

3) I'm a Lotus customer: Should I consider Exchange?

2) Who else is deploying Exchange 2003?

1) Where is Exchange going in the future?

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9) How Do I Know I Can Trust Exchange 2003?

- Jointly designed with Windows and Office

- Top priorities were quality and security
  - Security push for Windows and Exchange
  - Didn't ship Exchange 2003 until fully baked and highest quality ever

"Microsoft IT wins CFO Award"

"Microsoft IT maintained 99.99% availability while reducing Exchange servers 61%, decreasing from 73 to 7 sites. This resulted in savings of $10M/year."

"Pella consolidates servers and boosts reliability"

"Window/door manufacturer had outgrown 5.5 and wanted better performance with higher availability…consolidated from 16 servers to a single site with 6 servers in one A/P redundant cluster. They expect availability to go from 99% on 5.5 to 99.999% on Exchange 2003"

8) How Can I Better Manage My Infrastructure?

- Backup/Restore
  - Snapshot Backup
  - Recovery Storage Groups

- System Management
  - Enhanced ESM troubleshooting and error reporting
  - Exchange Management Pack for MOM included in Exchange 2003

Exchange 2003 SP1

Focus on Manageability

- Updated Tools for E5.5 Cross-site Mailbox Moves
- Enhanced Exchange System Manager Functionality
  - Recovery storage group wizard
  - VSS now can do differential or incremental snapshots
- Easier RPC/HTTP setup and configuration

Other New Tools (Web Download)

- Outlook – Exchange Profile Update Tool
- OWA Web Admin Tool
- Enhanced Journaling (Compliance support)
- Management Pack Configuration Wizard
- Domain Rename Fix up (XDR-Fixup)

7) How Can I Effectively Fight Junk Email and Viruses with Exchange?

- Exchange 2003
  - Exchange VSAPI 2.5
  - Protocol-level spam filtering

- Intelligent Message Filter (IMF)
  - Exchange server-side anti-spam filtering
  - Based on SmartScreen™ Technology
  - Examines email and applies an "SCL" rating
  - Works with 3rd Party Solutions

- Edge Services (Available in 2005)
  - Email protection and security at boundary of network
  - Extensible platform

Intelligent Message Filter (IMF)

http://www.microsoft.com/exchange/downloads/2003/imf/

6) Best Way To Deploy Exchange 2003?

- Prepare Well
  1. Download documentation
  2. Evaluate possible partners
  3. Do tech review to assess infrastructure impact
  4. Design AD together with Exchange and plan deployment
  5. Test migration scenario

- Deploy Correctly
  6. Deploy AD
  7. Upgrade to 2003 & SP1
     - 5.5: Install first 2003 server, then move mailboxes
     - E2K: "In-place" to Exchange 2003 before Windows 2003
  8. Upgrade supporting infrastructure and incorporate new technologies

"MGM Mirage reduces servers 50% and enhances availability"

"With 10,000 mailboxes, MGM Mirage wanted to simplify administration of email servers. They planned ahead, upgraded to Windows Server 2003 and Exchange 2003 and consolidated from 6 servers to 3 two-node, active-passive clusters…now have high availability"

"Abbey National migrates from Exchange 5.5 to 2003"

"British bank wanted to centralise email infrastructure management and consolidate number of servers to improve performance and increase reliability. With a partner's help and the new migration tools, the upgrade went speedier than anyone expected."

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5) Does AD Add Any Value?

- Top benefits according to customers
  - Centralized, streamlined network management
  - Tighter user account security and single sign-on
  - Centralized directory and Exchange integration

- Overall, 94% of customers are satisfied with AD

"K2 Sports reduces IT team's workload by 50% with AD"

"Overcame chaos on the network operations side with upgrade to Windows Server 2003 & AD that went so smoothly that nobody realized it took place. Using AD to centrally manage & support desktops and servers reduces IT team workload by 2400 person hours per year…also can give help desk limited permissions."

"Kimball Homes saves $45K per year with AD"

"Staff was spending 15 to 30 minutes per PC just assigning IP addresses…also many requests for new user accounts and software installs. Moved to central directory and can now easily manage servers, PCs, hard disks, user names/passwords, and apps from anywhere on the network. $25K/year saved due to group security policy management & $20K/year from automation"
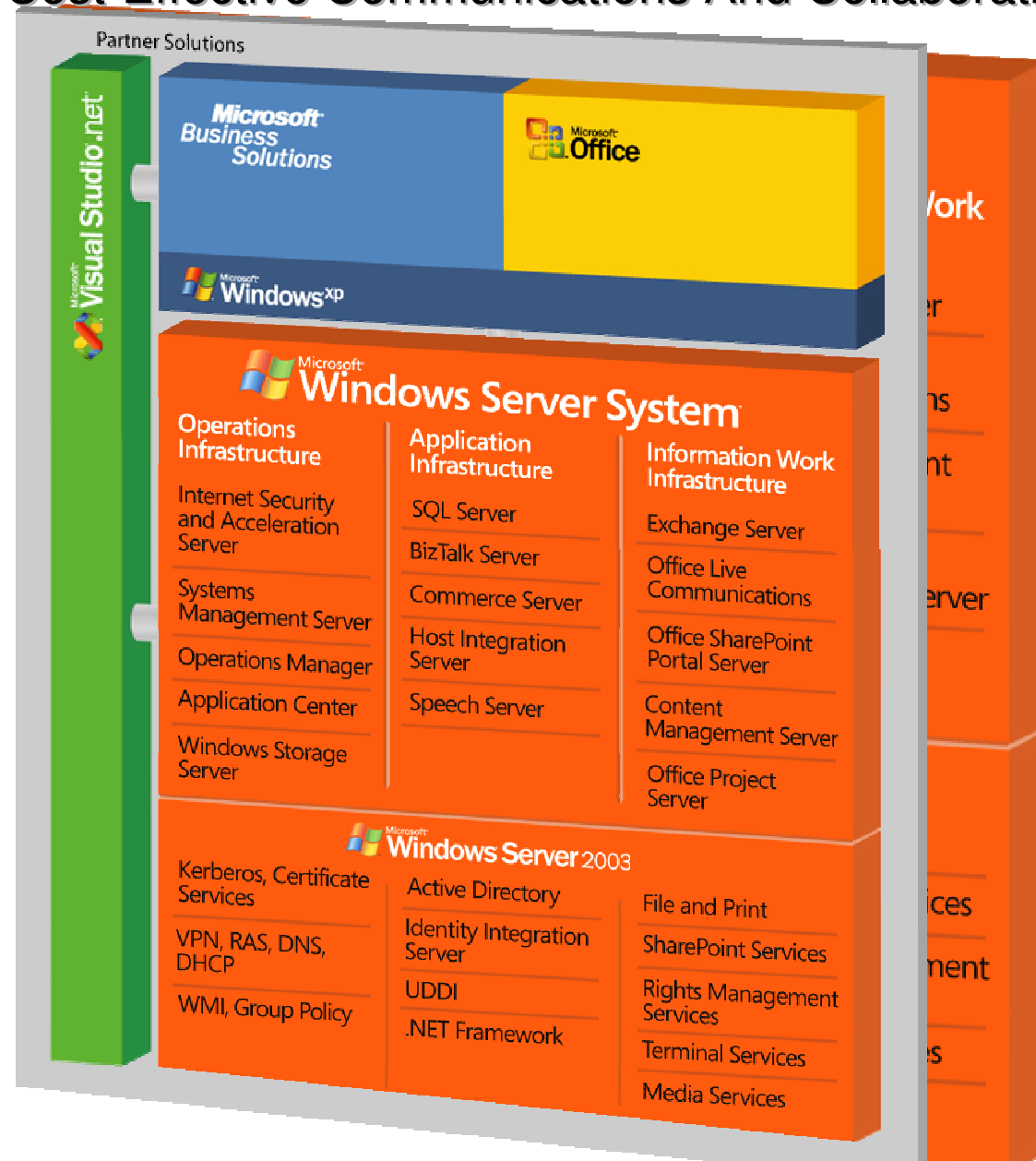
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4) How Do I Provide Cost-Effective Communications And Collaboration?

Trustworthy

Familiar

Cost-effective

Accessible Technology

3) I'm A Lotus Customer: Should I Consider Exchange?

- Exchange has best Outlook server and Office integration
- Exchange easier to administer with lower TCO than Notes/Domino*
- Exchange offers best application integration with Windows Server
- Partners offer broad range of solutions on Windows Server System

*Radicati Group study, January 2004

"Dutch firm migrated to Office System from Lotus Notes"

"Grontmiij, an engineering firm with 4000 employees, migrated from Lotus Notes to Outlook 2003; consolidated 30 Lotus Notes servers to a clustered Microsoft Exchange and SharePoint environment."

"Packaging company migrates 5.5 and Notes to Exchange 2003"

"Completing merger with Riverwood Holding, Graphic Packing International needed a centralized solution that could converge 1700 Exchange users and 1800 Lotus Notes users...decided to consolidate both on Exchange 2003."

New: SP1 has R6 Connector and Notes App Analyzer

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2) Who Else Is Deploying Exchange 2003?

Wragge and Company

Legal

U.K.

1,200 mailboxes

GroupWise

Top Reason: **Mobile Access to Exchange**

Wragge and Company

Legal

U.K.
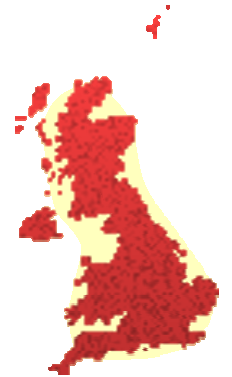
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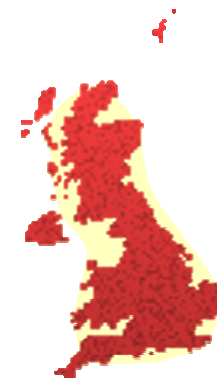
Siemens

Manufacturing

Germany

330,000 mailboxes

Exchange 5.5

Top Reason: **Single Forest Architecture**

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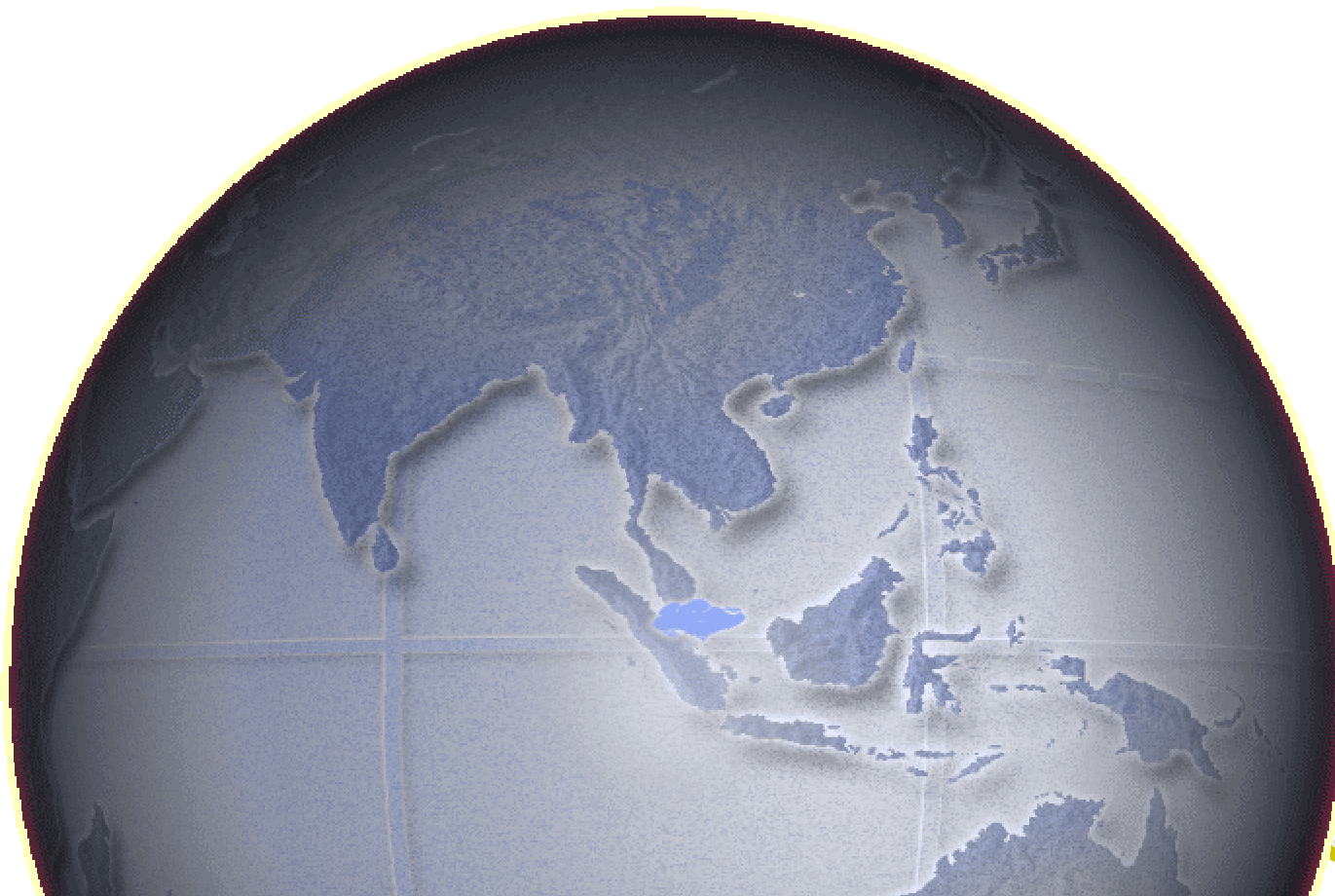
Ren Ci Hospital
Healthcare
Singapore

300 mailboxes

From Exchange 2000

Top Reason: Remote Email/Calendaring Access

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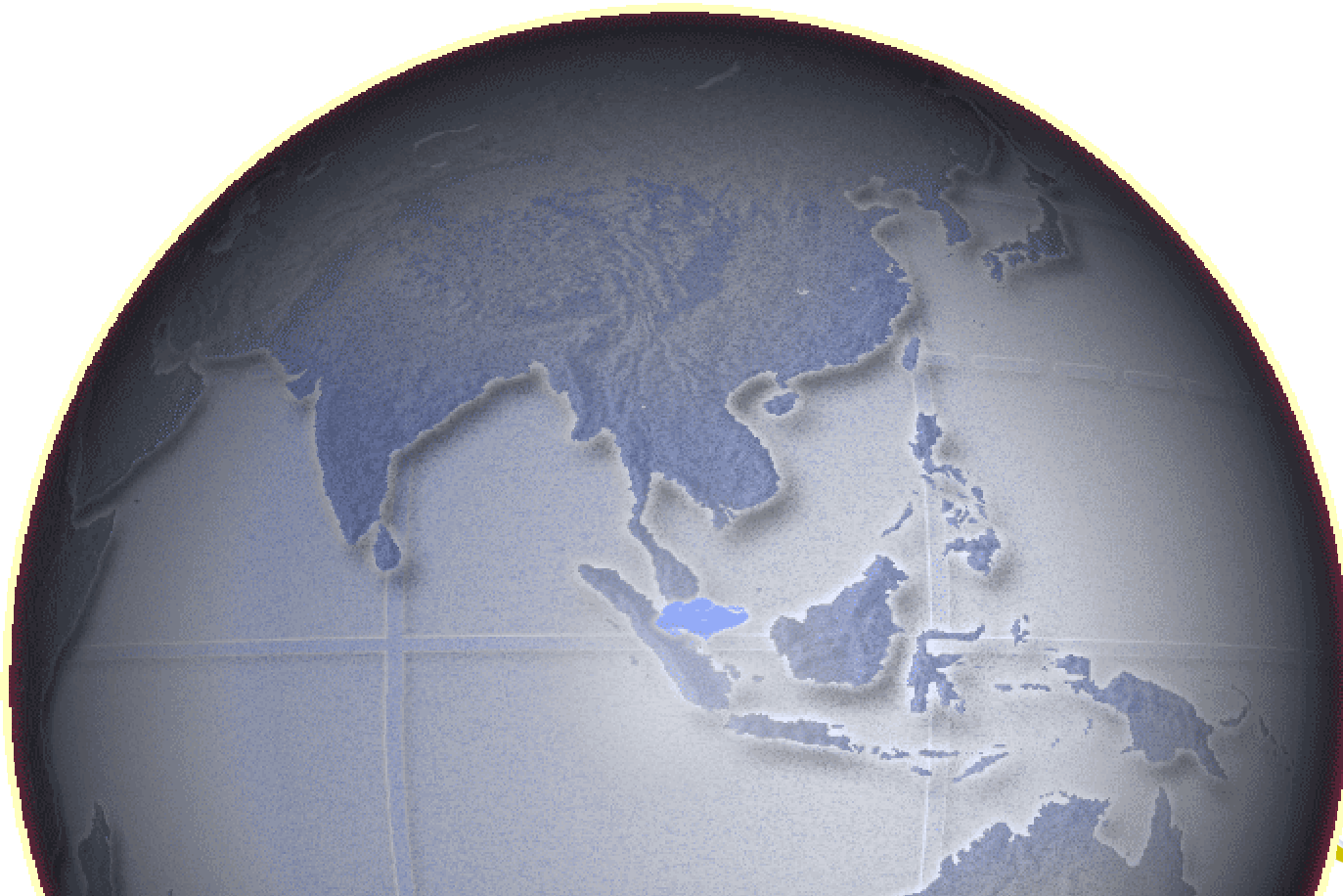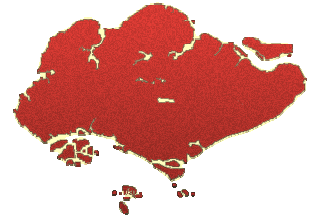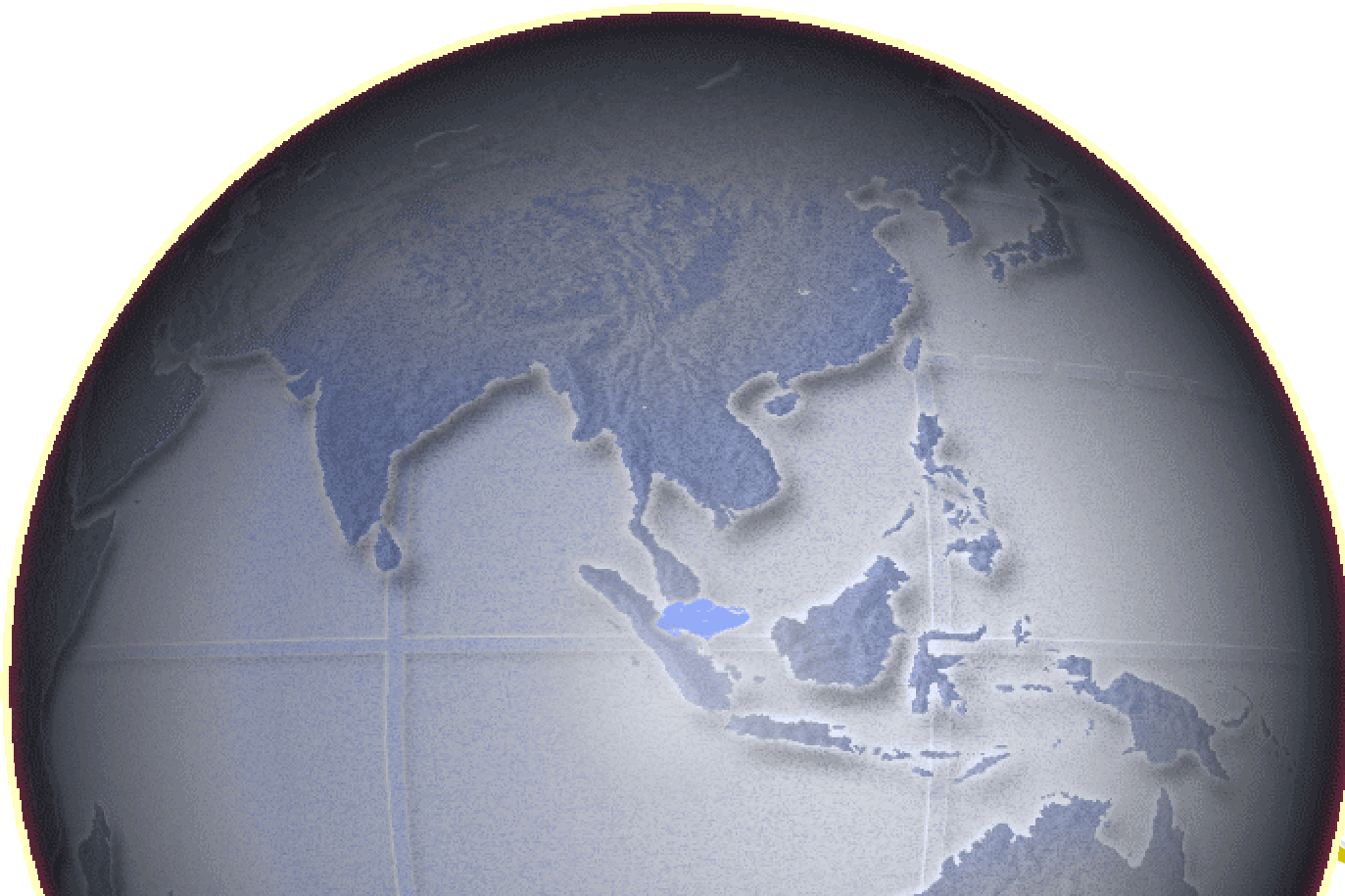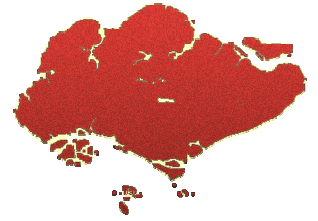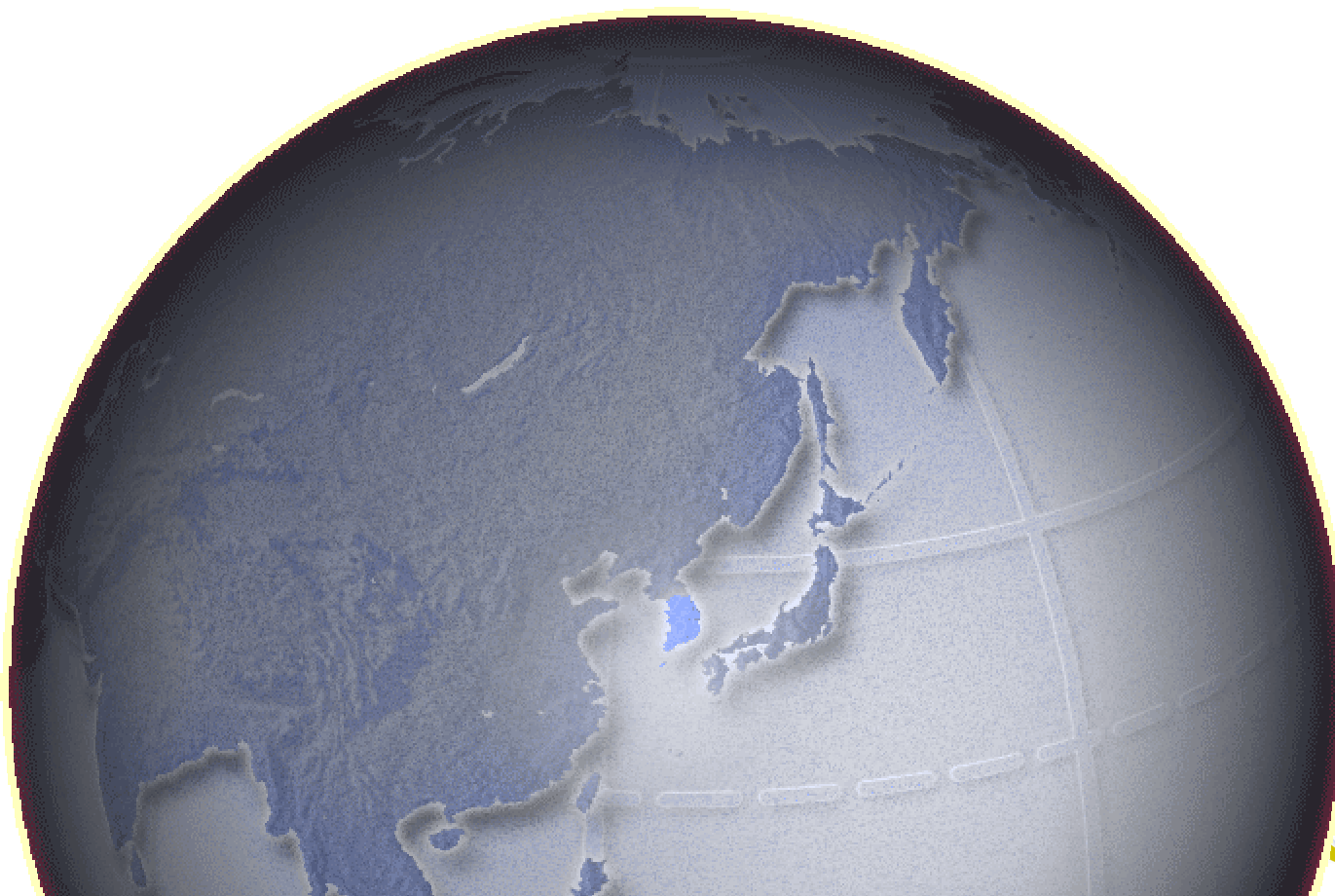
Hyundai/Kia

Manufacturing

Korea

56,000 mailboxes

From Lotus Notes/Domino and Exchange 2000

Top Reason: "System Stability"

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Pacific Life
Insurance
California, U.S.A.

1,200 mailboxes

From Exchange 5.5

Top Reason: **Site/Server Consolidation**

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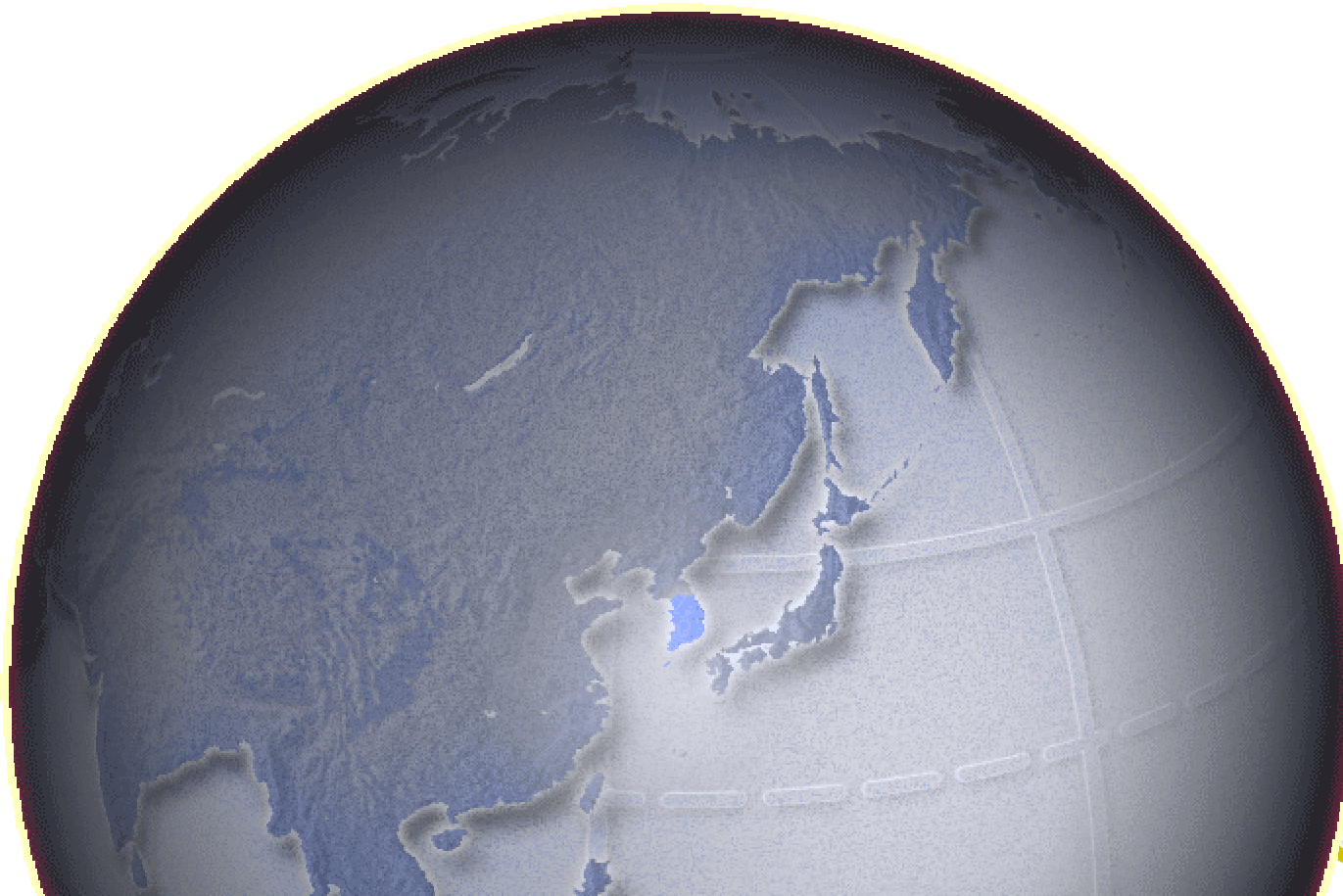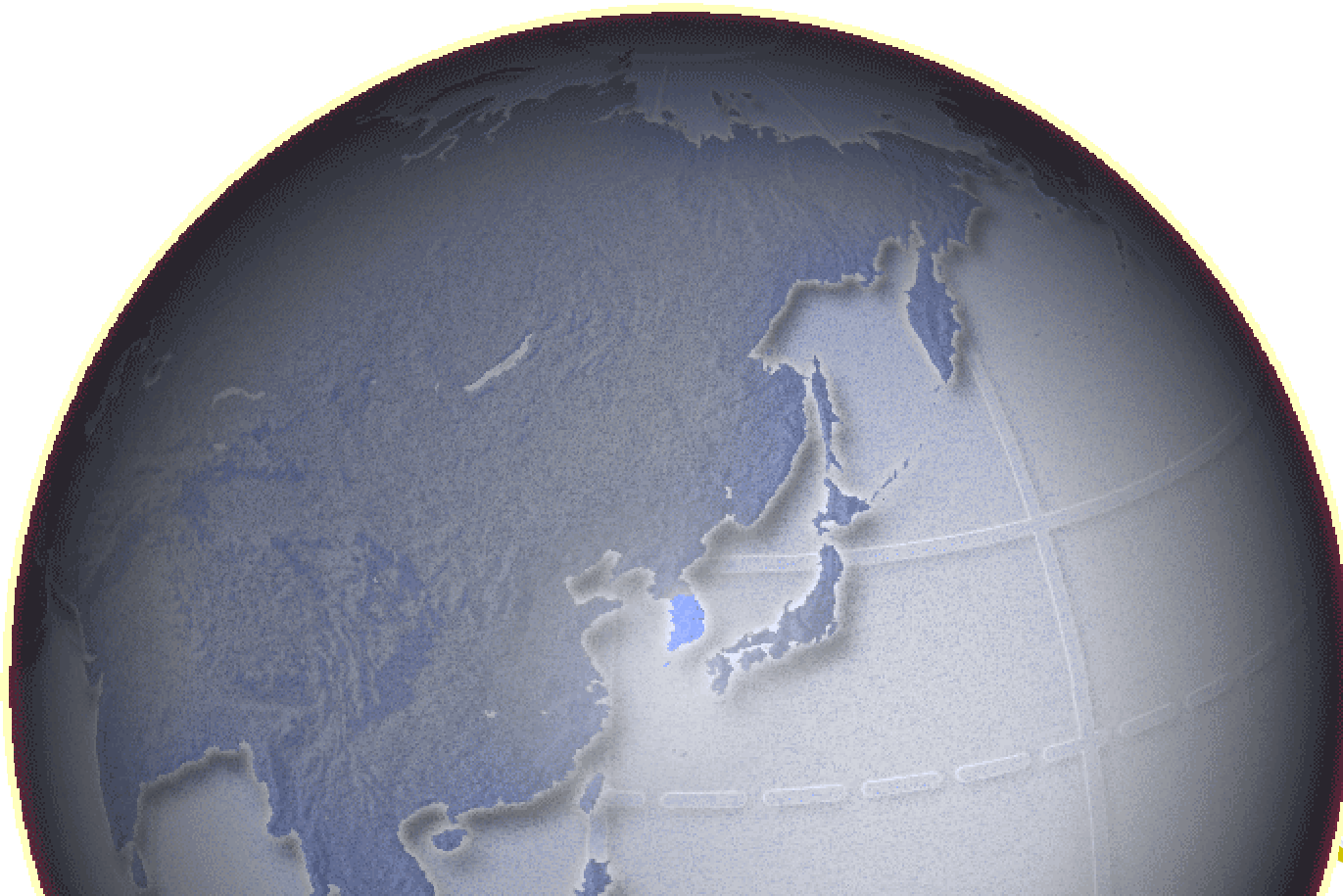
Reasons You Might Upgrade?

1. **Remote Access**
2. **Outlook Web Access**
3. **Site/Server Consolidation**
4. **WS System "Better Together"**
5. **Active Directory**
6. **System Stability**

1) Future Exchange Expectations?

Email Ecosystem

Edge Services
- SMTP Relay
- Anti Spam
- Routing
- Journaling Service
- Messaging Policy

Storage Services
- Email
- Calendars
- Contacts
- Tasks
- Storage Policy
- Resource Policy
- High Availability Store Infra
- Backup/Restore
- 64-bit support

IW Experiences
- Outlook
- Personal Agents
- Outlook Web Access
- Smart Phones
- Other Phones
- POP, IMAP

Common .NET Extensibility Experience
Common Systems Management Experience

Microsoft Internet Explorer

Microsoft Exchange Server
Roadmap

Today

- ✓ ► Outlook Cached Mode
- ✓ ► VPN'less access to Exchange
- ✓ ► Enhanced OWA
- ✓ ► Integrated Mobility
- ✓ ► Anti-spam and IMF
- ✓ ► Enhanced Anti-virus
- ✓ ► VSS Backup/Restore
- ✓ ► Recovery Storage Group
- ✓ ► Site Consolidation
- ✓ ► Improved Deployment and Troubleshooting Tools
- ✓ ► Service Pack 1

2005

- ► Exchange Edge Services
- ► Best Practice Analysis Tools for Exchange

Future

- ► Enhanced Calendaring
- ► Email Lifecycle Management
- ► Enhanced Mobility
- ► Enhanced Security and Anti-spam
- ► Improved TCO and Manageability
- ► Longhorn Server Support
- ► 64-bit
- ► WSS Common Engineering Criteria
- ► Web Services and Web Parts

✓ **shipped**

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