Get business-class email with Office 365

With Office 365, your email is hosted in geographically distributed data centers with continuous data backup, has premier disaster recovery capabilities, and has a team of security experts monitoring it around the clock. Other features include:

Large mailboxes: 50 GB of email storage with ability to send messages up to 25 MB in size.

Outlook support: Connect supported copies of Outlook and get access to mail, contacts and calendars with fully featured offline support.

Mobile access: Available from all phones and tablets that can receive email, including Windows Phone, iPhone, iPad, Android, and Blackberry devices.

Web-based access: Access email through any modern web browser using the Outlook Web App, which provides a premium browser-based experience that matches the look and feel of Outlook.

Custom domain: Ability to use your own custom domain as your email address->you@yourbusiness.com.

Guaranteed uptime: Get peace of mind knowing your email will be available when you need it, with a financially-backed 99.9% uptime service level agreement.

Secure and protected: Defend against malware and spam with built in filters that are frequently updated to address new threats.

Shared calendar and contacts: Users can compare calendars to schedule meetings and can contacts, groups, and access a company-wide global address list, external contacts, tasks, conference rooms.

How can I buy email in Office 365?

All of these Office 365 plans include business class email as mentioned above and can be combined together.

		Exchange Online	Business Essentials	Business Premium
Core Details	Price/user/month $USD (with annual commitment)	$4	$5	$12.5
	Seat Cap	Unlimited	300	
	24/7 phone support from Microsoft[1]	All issues	Critical issues	
Basic Features	Features noted above	●	●	●
	Exchange Active Sync, IMAP and POP support	●	●	●
	Ability to delegate access to mail and calendar	●	●	●
	Distribution groups, shared company contact lists	●	●	●
	Calendar sharing, conference room management	●	●	●
Advanced Features	On-premises Active Directory synchronization for single sign on	●	●	●
	Licensed for hybrid deployment with on-premises servers	●		
	Email compliance features: eDiscovery, transport rules, journaling, S/MIME, retention tags & policies	●	●	●
	Email protection features: Message Encryption, IRM using Azure RMS	○[2]	○[2]	○[2]
Office	Full Office Desktop Apps (Outlook, Word, Excel, PowerPoint, etc.)			●
	iPad, Windows RT & smartphone apps			●
Additional Services	1TB cloud storage (OneDrive for Business)		●	●
	Online Meetings with web conferencing, IM, video, presence (Lync)		●	●
	Team collaboration sites & internal portals (SharePoint)		●	●
	Private social networking (Yammer)		●	●

1. Business plans include business hours support for all non-critical issues.
2. Available with add on purchase of Azure Rights Management.

With Office 365, you get the latest Office applications – and much more.

Office 365
- Business-Class Email
- Cloud Storage and File Sharing
- Online Meetings
- Technical Support
- Private Social Network
- Financially-Backed SLA
- Office Applications

At its heart is Office itself—the familiar Office applications businesses use everyday—now offered as a cloud service, so it's always up to date. But Office 365 is also so much more. It's about bringing enterprise-grade services to organizations of all sizes, from online meetings to sharing documents to business-class email.

Office

Always up-to-date. Never buy a new version of Office again!

Each user can install Office on **up to 5 PCs or Macs.**

Save to the cloud for backup and anywhere access.

Use Office on your **smartphone and tablet**.

Business-class email Large, 50GB mailboxes that can send messages up to 25MB in size, with contacts, shared calendars and spam and malware protection that stays up to date. Built with Exchange email technology, the leading email solution for business around the world. Use your own custom domain for your email address, connect with Outlook for fully featured offline support, and access via the web through any modern browser. Available on your PC or Mac, as well as Windows Phone, iPhone, Android and Blackberry devices.

Online meetings Hold scheduled or ad hoc online meetings for up to 250 participants, with screen sharing, audio & video, virtual whiteboards, polls and shared notes. Partners and customers can fully participate through any HTML-5 browser

Online document storage and file sharing 1TB of space in the cloud to store, backup and easily share files. Files are accessible from almost any device, also synchronized offline and available without an internet connection.

Private social networking and collaboration A social network that helps your company stay connected, share information across teams and make faster, more informed decisions.

Technical support Telephone support for setup and deployment issues, as well as online answers, how-to resources, and connections with the Office 365 customer community for additional help.

Simplified IT Management Reduce headaches by reducing your IT infrastructure. Content lives safely in globally distributed datacenters with continuous backup & disaster recovery abilities.

Financially backed SLA Get peace of mind knowing your services are available with a financially-backed 99.9% uptime service level agreement.

Office 365 & the cloud changes how work is done...

Get work done from anywhere Wherever your people are, online or offline, they can get to—and work with—the most up-to-date versions of the files and tools they need to get things done. And they can do it on virtually any device.

Work better together—simply Office 365 offers business-class email, shared calendars, IM, web conferencing, and access to the most up-to-date documents stored in the cloud. You can work together in real time without compromising security.

...and how companies consume IT.

Reduce your capital expenditure Office 365 is available as a simple monthly subscription. Avoid large up-front costs for new software while moving the cost of IT from capital to operating expense.

Be always up to date Since Office 365 is in the cloud, it is always up to date. No patches or software upgrades necessary. Microsoft is adding new value and capabilities on a monthly basis.

Cut hardware and energy costs Without servers to run for email, websites and document storage, you can reduce energy costs and save by no longer purchasing new server hardware.

License per user Simplify licensing while providing each user access to business critical technology on 5 PCs/Macs and 5 mobile devices. Save money when compared to traditional, per device licensing.

Scale your business quickly Office 365 grows with you - adding a new user is as simple as buying an additional license.

License what you need Office 365 provides many plans to fit the right capability needs and price points for each user in an organization.

Customer buying scenarios

When customers are buying email, they are doing so to solve a few key pain points they experience with their current email solution. These questions will help you guide the conversation, identify the key pain points for customers and provide the relevant selling points.

	Customer using free web-based or paid hosted mail	Customer running their own email server
Pitch	**Professional and Secure Email**	**Low Cost and More Secure Email**
Profile	• Using hosted or web-based email (e.g. hosted Exchange, Gmail, Internet service provider [ISP]–provided email) • Need a more professional email solution for their business, one with more security, privacy and business features	• Has an email server nearing end of life (five years or older, e.g. Exchange Server 2003, Windows Small Business Server 2003, GroupWise, Lotus Notes) • Older email servers are often difficult to maintain and keep patched, while lacking modern features
Qualify the customer	• Are you using a free, web-based email for your business? • Are you paying a company to run your email for you?	• Are you running your own email server today? • Is the server or software more than 5 years old?
Questions to identify pain points	• Compared to IT services, how critical is email to your business? • Who can you call if you are having issues or if email is down? • Does your business have an email with a custom domain? Do you need that capability? • Do you get a lot of spam or junk mail? Are you worried about malware and viruses? • How large is your current mailbox? Does this cause problems?	• Do you experience downtime with your email? How much time and money do you spend keeping your server running? • How do you back up and secure your data? • Is your IT staff overtaxed? • Does your email lack the features and capabilities your company needs? • Are you able to access you email on smartphone and tablets?
#1 Pain point and selling points	**Need a reliable, supported business-class email** • Email in Office 365 is run by Microsoft and is the same email technology used by Fortune 500 companies, only designed for small businesses • Your email is supported by a financially-backed 99.9% uptime service level agreement • <Partner should include detail about support offerings>	**Email availability is unreliable and unsecure** • Email in Office 365 is run and kept always up-to-date by Microsoft, freeing up your IT staff to focus on other business critical activities • Get premium, always up-to-date malware & virus protection • Your email is supported by a financially-backed 99.9% uptime service level agreement
#2 Pain point and selling points	**Frustration with lack of professional features and capabilities in current mail** • Look professional while using your own custom domain as your email address -> you@yourbusiness.com • Each user gets 25 GB of mailbox storage and can send messages up to 25 MB in size	**No good backup solution, or backup is saved locally and not safe in the event of a fire or other disaster** • Your email is hosted in geographically distributed data centers, with continuous data backup and premier disaster recovery capabilities
#3 Pain point and selling points	**Unsure who to call if their email goes down, the company receives a lot of spam and junk mail and is concerned about malware and viruses** • Get premium, always up-to-date malware & virus protection • Get continuous data backup and a strict privacy policy	**I want new email capabilities (mobile access, larger mailbox, etc.), but upgrading my email server is expensive** • Office 365 requires no up-front investment in new, costly server hardware or software. You pay a monthly subscription cost per user to receive the full benefits of Office 365. • The Office 365 service is kept always up to date, so you don't have to worry about patching and updating your servers

Common questions and objections

What I am using today is free and it is good enough for me.
Email is a mission critical service for businesses. With Office 365, you receive a business-class email service from Microsoft, run in geographically distributed data centers with continuous data backup, premier disaster recovery capabilities, and a team of security experts monitoring around the clock. We also offer a financially-backed 99.9% uptime service level agreement.

Is Office 365 (or the cloud in general) really secure and private enough for my business?
Office 365 is built by Microsoft and protected 24/7 by our engineers. We are compliant with world-class industry standard including ISO 27001, EU Model clauses, HIPAA BAA, and FISMA, which are independently verified by the leading security organizations. Visit http://trust.office365.com for more details.

I am also looking at Google Apps. Why is Office 365 better?
Microsoft has been delivering the world's most utilized productivity tools, including email, for over two decades. The email technology in Office 365 is the same leading technology used by Fortune 500 companies, only designed for smaller businesses. Office 365 plans work best with Outlook, the best application for managing email, contacts and calendars with full offline support. Many Office 365 plans also offer access to the latest version of Outlook and the full Office applications as well.

How can I move my existing mail into Office 365?
(partner should add detail about the email data migration services they offer to customers)