



# EMAIL SUPPORT

## SPENDING TOO MUCH TIME MANAGING CLIENT'S EMAIL IS COSTING YOU MONEY.



ExchangeDefender can help support our email solution end-to-end. You know your clients best, implement and manage their technology to fit their business. We manage the email service and the data center operations. ExchangeDefender is in a unique position to help offload the responsibility and resolve issues faster.

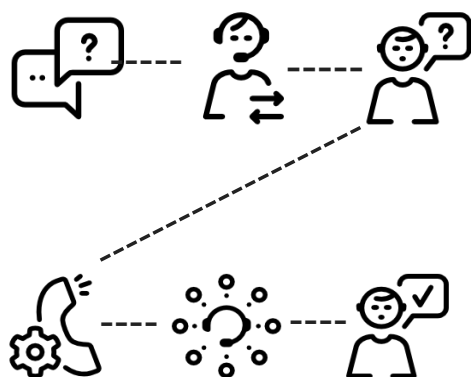
### What We Offer:

- Email Support
- Outlook Configuration
- Password Resets
- Email Delivery Issues
- Mobile Device Help
- Remote Wipe & Lockdown
- Security Audits

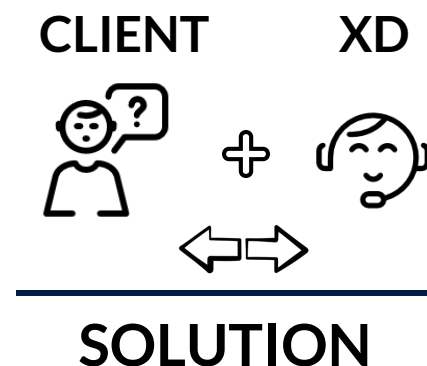
### Why Choose XD?

- MORE PROFITABILITY**
- Save Your Time
- ExchangeDefender Engineers
- Extended Support Hours
- Provide Additional Services

### The Current Process



### The New Process





# SUPPORT OPTIONS



## STRUCTURED

Sign an agreement to allow us to help your clients, and just send them to us. We will have a structured, managed, and predictable process for it.



## ON-DEMAND

Simply open a ticket and provide the contact information for the client. We will take care of the rest!

## ADVANTAGES



Automated  
Forward # or Extension  
Consistent Process  
Designated IP'S  
Set Limitations and Parameters  
Set Reporting Options

On Demand without anything to configure or manage.

You can provide any information & context before the call begins.