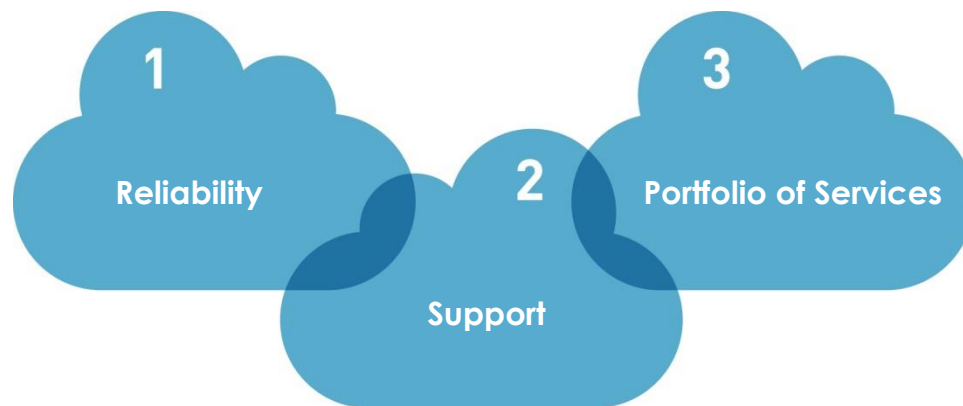


# HOW PREMIER COMPUTER COMPARES

We know that choosing a cloud service provider is an important decision. Understanding the facts about your provider is essential to setting expectations on reliability, support and services offered to help make your business successful. It is important that you understand why Premier Computer's industry leading offering has been the solution of choice for your peers.



- **We offer an unmatched, financially backed SLA of 99.999% to ensure you are consistently up and running.**
- **Our highly skilled support and migration staff ensures that your transition to the cloud is as smooth as possible. We'll handle the entire migration process for you - other providers lack this type of hands on support.**
- **Our robust portfolio of cloud services expands beyond Microsoft products – including VoIP telephone services, Online Backup and more.**
- **We enable full administrative control over our cloud services through an easy-to-use web-based control panel.**

Given how critical email and other communication/collaboration services are to business, reliability is always a crucial aspect of the cloud service provider selection process. Uptime and data replication are only as good as a provider's infrastructure and experience – as well as the capabilities of the service itself. Our state-of-the-art infrastructure, proven industry experience and unmatched 99.999% SLA are unbeatable.

Before you decide on a cloud service provider, make sure you get the facts. Below you will find detailed information on how our offering compares to the competition.

Item	Premier Computer	Google Apps
<b>SUPPORT</b>		
<b>Migration Support</b>	Migration support for any account and custom migration tools	Online migration toolkit and discussion forum support
<b>Tech Support</b>	U.S. Based Live Phone support for Business customers only Online Knowledge Base, Ticketing support and remote support	Phone support for Business customers only Built in support ticketing system in control panel Online forum

<b>CONTROL</b>		
<b>Management Control Panel</b>	Customers able to provision users and manage settings for <b>Premier Computer's</b> proprietary services as well as Microsoft-based and third-party services Supports all browsers	Supports all browsers
<b>End-user Controls</b>	My Services available in Outlook to change common settings for users' services and update passwords, reducing administration load Granular set of permissions controlled by the administrator; ability to manage all services enabled and request additional ones	Limited permissions and functionality

<b>RELIABILITY AND INFRASTRUCTURE</b>		
<b>Security</b>	<p>Policy-based Encryption add-on available; includes templates for HIPAA compliance</p> <p>Wipe ActiveSync and BlackBerry mobile devices in case of loss or theft; supports multiple BB policies</p>	<p>Google Message Encryption service available</p> <p>Wipe ActiveSync devices; BlackBerry device wipe requires BES</p>
<b>Operations: SLA and Location of Data</b>	<p>7 datacenters (6 US-based, 1 UK-based)</p> <p>SaaS 70 Type II Audited, 99.999% uptime SLA</p>	<p>Does not reveal which of its global datacenters are used</p> <p>99.9% uptime SLA</p>
<b>SERVICES OFFERED</b>		
<b>Mobility Support</b>	<p>Support for full range of smartphones and tablets, including ActiveSync (iPhone, iPad, Android, Windows 7) and BlackBerry</p>	<p>Support for ActiveSync devices; BlackBerry support requires BES or downloadable apps from Google</p>
<b>Supported Mail Platforms</b>	<p>Unlimited storage; message size limit 50 MB</p> <p>Enterprise version of Exchange 2010 (latest version); Outlook 2010 available</p>	<p>Storage max 25 GB; message size limit 25 MB</p> <p>Gmail connection for mobile and Outlook is limited; Gmail Business Plans are based off the same free Gmail service</p>
<b>Public Folders</b>	<p>Public folders available</p>	<p>Public folders supported via Google Groups</p>
<b>Support for Outlook</b>	<p>Exchange 2010 enables full support of Microsoft Outlook® 2010 features such as improved calendaring and conversation view</p> <p>Outlook Web App (enhanced web access available with Exchange 2010, supports all browsers)</p> <p>Microsoft Outlook® 2011 for MAC available</p>	<p>Google Apps Sync for Microsoft Outlook® is a plug-in for Outlook 2003, 2007, or 2010; however, there are limitations and synchronization issues between the two</p> <p>Outlook Web App not available; users access Google Apps' web interface</p>
<b>Outlook Licenses</b>	<p>Available with any plan</p>	<p>Not available</p>



<b>Collaboration and File Management</b>	Secure instant messaging, SharePoint document management and online backup	Google IM, Docs and Cloud Connect services
<b>Archiving</b>	Archiving available (basic and compliant); supports all third party cloud archivers	Archiving available
<b>Voice/Unified Communications Offering</b>	Hosted PBX VoIP-based telephone offering with full Unified Communications option Conference Bridges	Google Voice, a consumer-oriented service