

## Exchange Monitoring and Reporting ▶

In today's economy, budgets are being slashed and IT Departments are expected to produce more results with fewer resources. With email being one of the most mission-critical tools for any organization today, how do you ensure that this vital business communication stays up and running?

- Importantly, how do you demonstrate to senior management that additional resources are needed to meet growing demand or that service levels are being met?

The answer is simple: Mailscape is an award-winning, total systems management tool that combines all the key elements for Exchange monitoring, reporting and administration into an affordable and easy-to-use solution.

- 2-time winner of MSEXchange.org's Best Exchange Administration tool.
- Featured in InfoWorld as the perfect monitoring tool for the Help Desk and other first-line responders.

We have gathered feedback from Exchange MVPs and technology leaders from around the world to create an innovative solution that provides:

### **Simplicity and Value**

- Instead of forcing you to use separate, complicated products for monitoring and reporting, Mailscape makes your job easier by putting everything you need into a single, concise tool.
- Mailscape is easy to deploy and intuitive to use. You will be up and running in minutes rather than days.

### **Customizable Reporting**

- Mailscape's advanced reporting provides both the real-time data and historical trending you need to optimize system performance, improve service levels, plan for the future and get clear visibility into your company's messaging platform.
- Mailscape provides over 200 built-in reports, plus gives you the ability to customize an existing report or create a new complex query with minimal effort.

### **Personalized Dashboards**

- Provide key roles in your organization with their own automatically self-generating dashboard that contains information only relevant to their position.
- Decide once which reports each role needs and provide information that is always current, never static.

### **Proactive Monitoring**

- Mailscape's web-based One Look dashboard makes it easy for you to monitor all your environmental vital components with a quick glance at a single screen - even from your PDA.
- Mailscape automatically tests critical Exchange services, such as Mail Flow, Outlook Web Access, ActiveSync, BlackBerry, Outlook Anywhere and cluster health (CCR.)

"The graphical display of data makes it easy enough that the Help Desk can quickly diagnose the cause of a problem and take a more active role in monitoring the system. Plus, the customizable reporting makes it easy to create very complex queries. Overall, Mailscape is a very impressive solution, and one that sets itself apart from the competition."

- Lasse Pettersson, Exchange MVP

# Open Up the Hood on Your Exchange Server...

Open up the hood on your Exchange server...and go beyond generic monitoring. Mailscape delivers comprehensive monitoring on all the key components in your environment. Listed in the table below are some of the key areas Mailscape monitors.

Mailbox Servers	CAS Servers	Hub Servers	High Availability	BlackBerry Enterprise Server
Database mount status	OWA availability	Queue monitoring	Passive node verification	Exchange connectivity
Mapi connectivity	ActiveSync availability	Internal mail flow test	Cluster network testing	BES thread monitoring
Database size alerts	Outlook anywhere	External mail flow test	Quorum health	Device queue monitoring
Database backup status	OAB verification	Edge hub connectivity	File share witness connectivity	BlackBerry service availability
External mail flow test	Autodiscover validation	Edge hub synchronization	Copy & replay queue length	Carrier status
AD replication test	Exchange certification validation	Active directory connectivity	Exchange 2010 DAG	SRP verification
Mail flow verification				

## Reporting that meets your organization's unique needs.

Mailscape contains over 200 of the most commonly-requested reports, plus gives you the ability to customize the built-in reports or create a new one. Listed in the table below are the key areas Mailscape reports on.

ActiveSync Reports	BlackBerry Reports	Mailbox & Message Traffic Reports	Server Reports	SLA Reports
Device type (Model, OS, carrier)	Device Type (Model, OS, carrier)	Top mailboxes by size	Server Type (Role and operating system)	Service availability breakdown
Least active users	Phone number	Mailbox permission	Server Traffic by Day, Hour, and Month	Core service availability by server
Most active users	Users with password disabled	Mailbox quota state (Warning, prohibit send, locked out)	Message volume (Size & items)	Service availability breakdown by server
Users by Mailbox Server	Inactive BlackBerry	Top senders/ Top receivers	<b>Storage Reports</b>	Service availability by day
Users by CAS	User activity	Peak Traffic times	Database size and growth	<b>CAS Reports</b>
User count by CAS	Users by Mailbox Server	Mailbox Activity (Internal & external)	Storage overview	OWA logon statistics
Users by OS version	Users by BES	Top Inbound/Outbound Domains	White space	OWA user access by month
User count by OS version	Users by IT policy	Mailbox trending by size and quotas	<b>Help Desk Reports</b>	Outlook versions and modes
Daily ActiveSync usage	Users by OS version	Message Volume (Size, items)	Inactive mailbox accounts	Outlook computers by client
ActiveSync message size analysis	BlackBerry message size analysis	Mailbox Auditing (Folder access)	Active directory disabled accounts	Mailbox Access Auditing

### ABOUT ENOW INC.

ENow is a Microsoft Gold Certified Partner specializing in Microsoft infrastructure consulting and the development of software to simplify system management. Our company's flagship product is an award winning utility called Mailscape that provides administrators with a 'one-look dashboard view' of the entire Exchange environment. On the consulting side, we are experts at delivering Microsoft Active Directory® and Microsoft Exchange Server® solutions.



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