

# OX as a Service



## DATASHEET

# OX as a Service

## A Fully Hosted OX App Suite Solution

Simply stated, OX as a Service (OXaaS) is a fully hosted and fully managed delivery platform for OX App Suite. It is OX App Suite hosted in our data center, managed by us and branded for you.

### What does OXaaS provide?

Telco's, Hosters and Providers can use OXaaS to quickly ramp up a highly scalable, white-labeled modular service that provides functionality like email, text, collaboration, document management, advertising, AV/AS and much more.

### Why use OXaaS?

OXaaS makes supplying OX App Suite simple, hassle free and reduces initial investment. It provides you with a single source of software, support and maintenance. All updates are applied as they are released, there is no need to requisition any hardware to launch and there are no hardware headaches as you expand. Finally OXaaS shifts IT costs from CAPEX to OPEX.

### Provisioning OXaaS

Depending on your requirements there are a number of provisioning options. OXaaS has a full provisioning API that can be used to connect into an existing

system. Odin users can use either the APS 1.2 or 2.0 packages and there is also a cPanel/WHCMS connector. We additionally work with cloud service brokers in both Europe and the USA that can provide full web based delivery of OX App Suite accounts.

### Pre-packaged or tailored

OXaaS can be delivered in a number of ways depending on your requirements.

For smaller customers we can provide a completely packaged solution that is fast and straightforward to rollout, while for our larger customers we can provide a more tailored solution.

### Datacenters in EU and USA

OXaaS datacenters are located both in Europe and the USA and are certified accordingly (SAS 70 / ISO 27001). You choose where you want your data to reside.



# Confidence and Reliability

## Service & Support

OXaaS is managed using ITILv3 best practices for change, release, problem and capacity management. Customers also get a Service Delivery Manager to ensure SLA compliance and report delivery.

## Monitored

The OXaaS infrastructure is continually monitored with sensors in every critical component. This means that incidents can be caught early, and in many cases, proactively. Incidences are then reported and acted upon to resolution.

## Additional Services

In addition to traditional offerings OXaaS also offers specialized services. For example "User Migration": this is where we can help move your users onto OXaaS,

both technically and with marketing assistance, too; "Lawful interception" when there is a legal requirement to setup such a facility and many more.

## Service Level Agreements

Typical SLAs range from 1 (high severity) to 4 (low). A severity one typically states that the incident is responded to within an hour and resolved within six hours. After resolution the incident is then further analyzed until it is permanently resolved.

## The OXaaS Platform

The technical platform is based on a two tier ISO 27001 compliant data center located both in Europe and the USA. The architecture is fully clustered, scalable and cloud elastic. The email system is based on Dovecot Pro and each data center contains redundant mail & file storage systems.

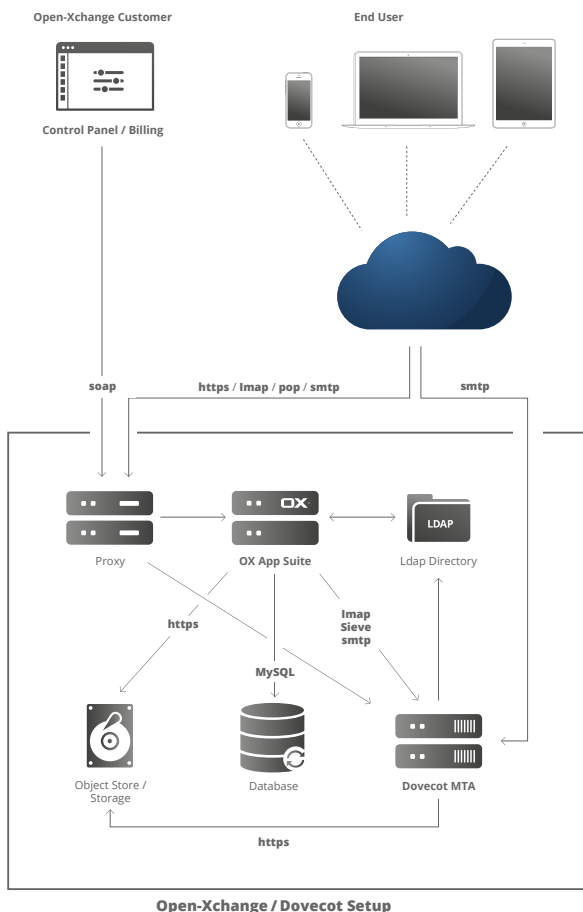
OX as a Service offers:

## Modules:

- Portal
- Webmail
- Contacts
- Calendar & Tasks
- Drive & Client
- EAS/CalDAV/CardDAV
- Documents
- Guard

## Included Costs:

- Infrastructure: Power, DC space, Compute power, Storage, Network and network traffic
- Software: License fees and Support fees
- Anti-Spam and Anti-Virus
- Operational costs
- 3rd Level support costs



Explore your new possibilities:

Frees up your IT staff to focus on innovative, strategic tasks that will grow your business

Provides a single point of ownership and accountability that lets you concentrate on your core competencies

Integration, development and customization performed by skilled OX professionals

No more maintenance headaches

Delivered from ITIL-compliant, secure and certified data centers with 24/7 availability

Clearly defined SLAs

Comprehensive, robust monitoring

Infrastructure elasticity

© Copyright 2015, Open-Xchange. The information contained herein is subject to change without notice. OX shall not be liable for technical or editorial errors or omissions contained herein. All other company and/or product names may be trademarks or registered trademarks of their owners.

[www.open-xchange.com](http://www.open-xchange.com) | [info@open-xchange.com](mailto:info@open-xchange.com)

Stay Open. **OX**<sup>®</sup>