



## DATASHEET

# OX App Suite Deployment

## One product, many options

OX App Suite makes email, communication and collaboration easy, fast, and secure. It includes everything you need to run your IT business on one platform. You decide how to package and deliver OX App Suite. You also decide how we deliver OX App Suite to you.



**OX App Suite On-Premise**  
You purchase the software, and together we install it in your data center.



**OX App Suite Managed**  
We build a custom OX App Suite solution that is hosted and managed in our data centers.



**OX App Suite Cloud**  
You choose a flexible out-of-the-box OX App Suite solution that we manage and host for you.



## Option 1

# OX App Suite On-Premise

### **Built primarily for businesses with physical location and security needs that are mission-critical.**

OX App Suite On-Premise is our email, communication, collaboration and storage software solution that is installed in your data center.

Your Open-Xchange team, with their top-notch support, expert advice and insight, makes sure that your system is up and running smoothly and on time.

### **Deployed in your data center**

We know businesses, such as security companies, where physical locations and unconventional requirements are critical. Software installed in-house is therefore a must. If that's you, OX App Suite On-Premise is the perfect solution.

You control the installation, and customer data does not leave your environment.

### **Integrates into your ecosystem**

We designed OX App Suite with optimal performance and user experience in mind. It is adaptable; its architecture is scalable, resilient, and efficient. OX App Suite deployments currently

serve millions of users. OX App Suite can be customized to meet your needs and fit your existing ecosystem.

### **Technical support to go-live**

Open-Xchange professionals support you right from the start. Together, we analyze your current ecosystem and determine what you need from OX App Suite.

We then conduct a detailed proof-of-concept and install OX App Suite on your system. We support you through the software implementation and migration, all the way to go-live.

### **Go-live strategy**

A successful launch goes beyond the technical details. Your customers' experience is crucial.

Open-Xchange experts help you with every aspect of the launch, and that includes taking the best care of your customers.

Our Customer Success Team comes to your site to train support and sales staff. We also provide custom communications, such as emails and promotional and support pages, that you can use to help keep your users informed and happy.

### **Support during operation**

Our Open-Xchange support team is there to guarantee your OX App Suite installation runs smoothly and your users have an easy, productive experience.

We offer a variety of support service plans. Each tier provides a different level of service and performance. From general product questions to frontend and backend issues or implementation problems, support from Open-Xchange is always there.

# Option 2

## OX App Suite Managed

**These days, in-house solutions are now being reserved for companies with specialized needs, such as security-specialized companies.**

This is why OX App Suite is also available in two managed hosted forms.

### **OX App Suite Managed**

OX App Suite Managed is a premium deployment that offers the flexibility of an on-premise solution with the convenience of a cloud-hosted solution.

OX App Suite Managed is a white-labeled product that our experts can tailor to your specific needs. Once it is live, your Open-Xchange support team makes sure it is always updated and runs smoothly.

### **OX App Suite your way**

OX App Suite is versatile and can be adapted to meet almost any of your needs. If you have special requirements that cannot be met with a conventional deployment, then this premium-managed solution is for you.

With OX App Suite Managed you get a white-labeled product that you name, and you can choose exactly what OX App Suite modules are included.

Together, we create a uniquely branded product for you. You choose how your product looks, your branding in module name, and what sub-features you want to offer.

For example, within email you can choose to provide third party account integration, a unified inbox, or other functions. This flexibility makes it easy to customize OX App Suite to meet the needs of your target users.

### **Expert technical guidance**

Because customization is never a simple task, our experts are on hand to help you make the right choices.

At the start, Open-Xchange specialists help you assess what you can do with the software. They also help you analyze your current ecosystem and plans so you can make the best financial and business choices.

When you decide what you need, our Customization and Professional Services teams set to work and create your custom system. After a successful launch, our Managed Services Support team provides 24/7 support based on clearly defined SLAs. Our team of experts ensures your system runs smoothly.

### **Technical launch**

When you are ready to launch, our Professional Services and Customer Success teams are right by your side. This means they guarantee all the pieces for the launch are in place, perform migrations, and communicate with users. We want to make sure your customers enjoy their new software system.

### **Certified and secure data centers**

Our data centers are all SAS 70 / ISO 27001 compliant and located in Europe and the USA.

We provide a resilient solution with flexible, automated resource management, comprehensive monitoring, strong SLAs with 24/7 operations, and tier 3 support.





# Option 3

## OX App Suite Cloud

### **OX App Suite Cloud is a turnkey solution that gives you a scalable, managed and hosted delivery platform for OX App Suite.**

The low total cost of ownership (TCO) and modern architecture make OX App Suite Cloud a perfect fit for telcos and ISPs. For anyone who wants a secure email, communication, and collaboration suite for their consumer or SMB markets, OX App Suite Cloud is your fast, easy, and secure software solution.

### **Managed turnkey solution**

The ultimate easy solution, OX App Suite Cloud is hosted in Open-Xchange data centers and managed by a dedicated Open-Xchange team.

You get the OX App Suite frontend with all its features, an OX Dovecot Pro backend server, anti-virus and spam filtering, storage for files and mailboxes, and more. With a low total cost of ownership, OX App Suite Cloud is a highly scalable turnkey solution, made specifically for consumer and SMB customers.

### **Complete your product line**

With OX App Suite Cloud, you can complete your product line. Most telcos, providers, and hosting companies must provide email, storage, and office productivity tools, even if it is not your core business.

A high-cost premium product often have significant negatives, including low margins. Some end-users have a negative view of them. You can now offer an affordable, hosted, trouble-free, and acceptable alternative. OX App Suite Cloud lets you address that market opportunity.

### **Set up and maintained by OX**

OX App Suite Cloud makes deploying OX App Suite fast and easy. Your fully-supported version of OX App Suite is up and running in no time.

Open-Xchange experts apply product updates, patches, and new releases; we do the work and ease the load on your IT staff. The Open-Xchange Cloud Services team ensures your migration is smooth and provides 24/7 support based on clearly defined SLAs.

### **OX App Suite & OX Dovecot Pro**

OX App Suite Cloud combines OX App Suite with an OX Dovecot Pro backend.

This gives telcos and ISPs the leading IMAP server combined with an easy-to-use UI for communication and collaboration.

Some OX App Suite features are specifically designed to work with OX Dovecot Pro, which gives you the best possible integration across the stack.

### **Spam and malware security**

Open-Xchange works with experts in their respective fields and integrates their services into an ultimate solution. Together with our partners, OX App Suite Cloud can come with leading spam, phishing and malware protection.

### **Migrating service**

The OX Migration team offers a Cloud Migration service to help move users onto a new OX App Suite Cloud installation. This service aims to make the transition of users seamless and will save you from a long, complex and potentially expensive migration project.

### **Certified and secure data centers**

Just like all Open-Xchange managed solutions, OX App Suite Cloud is hosted in our SAS 70 / ISO 27001 compliant data centers located in Europe and the USA.

Also with OX App Suite Cloud, we provide a resilient solution with flexible, automated resource management, comprehensive monitoring, strong SLAs with 24/7 operations, and tier 3 support.