

Intermedia has been recognized by **J.D. Power** for providing
"An Outstanding Customer Service Experience" for its Assisted Technical Support.

Office 365[®] safeguarded with Email Continuity from Intermedia

Enhance Office 365 and receive a complete solution helps eliminate downtime in the event of an outage. Plus, Intermedia makes it easy by providing onboarding, migration and J.D. Power-certified 24/7 technical support.



Office 365.

Suite of Office 365 services

Including email, Office, Skype[®] for Business and more.

Deliver your best work

Always stay up-to-date with the newest, most innovative features of Office.

Collaborate on-the-go

Easily collaborate and work virtually anywhere, anytime, across all devices.

Choose from a variety of Office 365 plans

- Business Essentials
- Business Premium
- Enterprise E1
- Enterprise E3
- Exchange Online



Safeguarded.

Eliminates downtime

Emergency mailbox available to all users in the event of an email outage.

Uninterrupted emergency mailbox access

Gives users a full featured mailbox including historic email and attachments, calendar items, tasks and contacts using Outlook[®] Web Access (OWA).

Continuous synchronization

Mirrors email, calendar events, tasks and contacts with primary mailbox once email service has been restored.

INCLUDES WORRY-FREE ONBOARDING AND MIGRATION, AND AWARD-WINNING SUPPORT.

INTERMEDIA'S WORRY-FREE EXPERIENCE



J.D. Power Certified Support

Our award-winning technical support is here for you 24 hours a day, 365 days a year.



Onboarding and Migration

Our Cloud Concierge[®] team builds a custom plan to fit your schedule and minimize downtime.



We make it easy

Intermedia helps you focus on what really matters - adding value to your business.



Cloud Concierge and Worry-Free Experience are either registered trademarks or trademarks of Intermedia.net, Inc. in the United States and/or other countries. J.D. Power 2016 Certified Assisted Technical Support Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Contact Intermedia today!

800.379.7729
sales@intermedia.net
intermedia.net

Office 365® complemented with Email Continuity from Intermedia

Explore the features of each available Office 365 plan complemented with essential emergency mailbox availability as well as Intermedia's Worry-Free Experience™.

	Business Essentials	Business Premium	Exchange Online	Enterprise E1	Enterprise E3
INTERMEDIA'S WORRY-FREE OFFICE 365 EXPERIENCE					
J.D. Power-certified 24/7 Technical Support	○	○	○	○	○
Cloud Concierge™ Onboarding and Migration	○	○	○	○	○
Full Suite of Integrated Services to enhance Office 365 available	○	○	○	○	○
STANDARD SERVICES					
User Maximum	300	300	unlimited	unlimited	unlimited
 Business Grade Email	50 GB	50 GB	50 GB	50 GB	100 GB
Fully Installed Office Suite 		○			○
 Office Online Online versions of Word, Excel® and PowerPoint®	○	○		○	○
 Skype® for Business	○	○		○	○
 OneDrive® File Sharing 1 TB/User	○	○		○	○
 SharePoint® 1 TB per tenant + .5GB per user	○	○		○	○
 Yammer® Corporate social network	○	○		○	○
 Microsoft Teams Chat-based workspace	○	○		○	○
 Outlook Customer Manager Track customer activity directly in Outlook		○			
ADVANCED SERVICES					
Business Intelligence Tools Self-service tools to analyze data in Excel					○
Information Protection Legal Hold, Data Rights Management and DLP					○
eDiscovery Tools					○
EMAIL CONTINUITY FROM INTERMEDIA					
Uninterrupted Emergency Mailbox	○	○	○	○	○
Continuous synchronization	○	○	○	○	○
Complete fail-over and fail-back	○	○	○	○	○



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