



Mailscape®



◀ **EXCHANGE REPORTING**
Business Value and Technical Benefits

Microsoft
GOLD CERTIFIED
Partner



YOUR GUIDE TO PROACTIVE
EXCHANGE MONITORING
WITH MAILSCAPE'S ONE
LOOK DASHBOARD

INFORMATION = THE POWER TO MANAGE PROACTIVELY

The success of your business is largely dependent on proper management of your Exchange servers. Accordingly, you have a lot invested in systems and processes to protect the integrity of your messaging environment.

But to get the most from Exchange, you need information that can only be obtained from a product such as Mailscape:

- Real-time data on all the vital elements that impact Exchange performance.
- Historical trending analysis on which to make informed decisions about the future direction of your overall environment.

This document describes how Mailscape's Compass module provides Exchange administrators and senior management with instant access to information relevant to their respective interests.

- For administrators, Mailscape's reports facilitate proactive Exchange management for increased efficiency, optimal system performance, minimal downtime, and improved service to the end users.
- For senior management, Mailscape's reports provide concrete data on which planning and budgetary decisions can be based. In addition, Mailscape provides insight into how Exchange resources are being consumed to assist in the enforcement of internal usage policies and the proper management of information.

Information Must be Relevant to be Useful

On the following pages you will learn about five central business benefits Mailscape delivers for your environment.

Each value statement is supported by a series of bullets that describe how Mailscape delivers that value. In addition, each value statement is cross-referenced with the specific reports from which you can obtain the relevant information.

A selection of Mailscape's key reports are described in detail in the accompanying appendices. Please contact ENow or your VAR for a complete list of all reports.

EXCHANGE REPORTING

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MOST OF YOUR VITAL BUSINESS INTELLIGENCE AND TRANSACTION INFORMATION IS CONTAINED IN YOUR EXCHANGE MAIL STORES

Back in the days of paper, virtually every organization had stringent policies and dedicated administrative staff to help manage and preserve business documents over time.

Today, each user's mailbox contains vital business information that, in many cases, is completely outside any sort of centralized control function. *All this data is therefore vulnerable to accidental or malicious destruction.*

The use of mailbox quotas to keep Exchange databases at a manageable size also leads to potentially vital business information being deleted or stored in personal archives (PST files).

Mailscape provides the information you need to protect your most valuable asset:

- Understand how storage requirements and e-mail traffic are growing over time to justify implementing a centrally-managed e-mail archiving service.
- Analyze the effects of mailbox quotas on end users. For example, if users are constantly near their mailbox limits, valuable business information may get deleted or put into PST files that are difficult to backup and prone to corruption as they grow. Low quotas can also impact business productivity with staff spending unplanned time housekeeping to stay within quota. (See also page 7, 'Improved Service Levels for End Users').
- Provide managers with data on e-mail usage patterns to identify opportunities to educate users on how to improve their use of e-mail and reduce e-mail volumes, as well as to justify the use of alternatives for sharing information, such as Microsoft SharePoint.

Reports that help you proactively manage your information:

- Storage Overview—Page 10
- Mailbox State Overview—Page 13
- Master Mailbox Report—Page 15
- OU Distribution Report—Page 16
- User Message Traffic—Page 18

MAKE CONFIDENT DECISIONS BASED ON QUANTIFIED DATA

Every component of your messaging environment has a cost associated to it. With message traffic growing at an ever-increasing rate, it is extremely difficult to estimate your future requirements so you can allocate budget to meet those requirements. Any attempt to make such decisions in a vacuum is almost certain to end in disaster.

Mailscape provides you with the information you need to make sound decisions based on hard data:

- Minimize the risk of a storage shortage by forecasting future needs on historical trends.
- Enable the Help Desk to purge the Exchange server of inactive mailboxes and thereby recover Exchange CALs and storage space.
- Empower your CIO to justify budget requests for additional storage, staffing, etc, based on charge back reports showing the importance of Exchange to each OU.
- Support your recommendation to implement mailbox quotas and/or to deploy an e-mail archiving system with quantifiable data.

Reports that help you make justifiable plans and budget allocations:

- Storage Overview—Page 10
- Mailbox State Overview—Page 13
- Master Mailbox Report—Page 15
- OU Distribution Report—Page 16

SQUEEZE EVERY OUNCE OF VALUE OUT OF YOUR FINITE RESOURCES

You have a limited quantity of resources at your disposal: Servers, storage, personnel, budgets, and time are all scarce and valuable.

Mailscape empowers you to proactively manage the resources in your messaging environment to ensure their maximum utilization:

- Understand how storage requirements are growing over time to facilitate capacity planning, execution of an archiving strategy, and refinement of backup processes.
- Control e-mail storage costs and Exchange server performance by enabling IT to optimize server utilization.
- Charge back Exchange operating costs to hold business units accountable for the resources they consume.
- Make well-informed budget allocations for additional servers, storage, and network capacity based on quantifiable data.
- Increase the efficiency of your Exchange administrators by eliminating all the tedious manual tasks that would otherwise be necessary to get data out of Exchange.
- Reduce the volume of calls to your Help Desk by empowering Help Desk staff to provide proactive support to your end users.

Reports that help you proactively manage your resources:

- Storage Overview—Page 10
- Server Summary—Page 11
- OU Distribution Report—Page 16
- Server Message Traffic Report—Page 17
- Top 20 Inbound Traffic Report—Page 20

HAPPY USERS ARE PRODUCTIVE; PRODUCTIVE USERS ARE HAPPY

Your users demand the equivalent of ‘dial tone’ level e-mail availability. User productivity plummets—and user frustration skyrockets—when e-mail goes down.

Mailscape provides loads of information to help keep your end users happy and productive:

- Identify overburdened servers (too many mailboxes and/or too much disk space consumed) so you can equalize mailbox distribution across your servers to improve server performance.
- Track database growth and manage database size to minimize restore times and to help meet service level agreements as set by the CIO.
- Proactively assist users in a warning state—before those users make the inevitable angry calls when they end up in a locked out state.
- Prevent power users (likely to be senior executives) from ever receiving a warning state message, thereby overcoming a common barrier to implementing quotas.

Reports that help you improve service levels for end users:

- Server Summary—Page 11
- Master Database Report—Page 12
- Mailbox State Overview—Page 13
- Top 50 Mailbox Status Report—Page 14
- Master Mailbox Report—Page 15
- Server Message Traffic—Page 17
- Top 20 Inbound Traffic Report—Page 20
- Top 20 Outbound Traffic Report—Page 21

LUCK IS NOT A STRATEGY

Violations of your e-mail usage policies cost you money in wasted storage, excessive bandwidth consumption, and lost productivity. Even worse, violations endanger the security of your intellectual property. You cannot rely on luck to ensure that your users adhere to your policies.

Mailscape supports your efforts to eliminate waste and protect the integrity of your data:

- Generate a list of top offenders consuming excessive e-mail storage space, identifying opportunities to recover wasted storage space.
- Identify potential abusers of the e-mail system so you can take corrective action that is supported by tangible evidence.
- Flag possible security risks and/or violations of acceptable usage policies to help you protect your intellectual property.
- Improve employee productivity by ensuring that business e-mail is used for business only.

Reports that help you proactively enforce your e-mail usage policies:

- Master Mailbox Report—Page 15
- User Message Traffic—Page 18
- Top 50 Internet Users—Page 19
- Top 20 Inbound Traffic Report—Page 20
- Top 20 Outbound Traffic Report—Page 21

The following pages provide more details on a selection of key reports available in Mailscape's Compass module:

ExecView Reports

- Storage Overview
- Server Summary
- Master Database Report

Quota Reports

- Mailbox State Overview
- Top 50 Mailbox Status Report

Detailed Mailbox Reports

- Master Mailbox Report
- OU Distribution Report

Message Traffic Reports

- Server Message Traffic
- User Message Traffic
- Top 50 Internet Users
- Top 20 Inbound Traffic Report
- Top 20 Outbound Traffic Report

Conclusion

- Mailscape for Proactive Exchange Management

About These Appendices

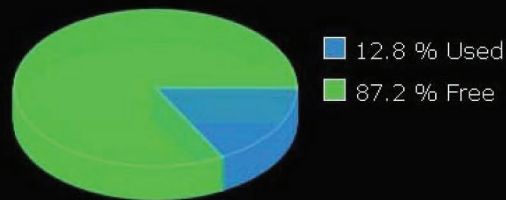
For each of the following featured reports, we describe the information it provides; we explain the business value and the technical benefit of that information; and we provide a real-world example of its relevance.

Mailscape provides more reports than are featured in this document. For a complete list of all reports, please contact us. We would also welcome the opportunity to host a web demo of Mailscape and/or provide you with a trial copy of Mailscape for testing in your environment.

ExecView REPORT I: STORAGE OVERVIEW

Information Provided	<p>The Storage Overview report tells you at a glance how much disk space is currently being used by all the databases in your environment.</p> <p>It presents total disk capacity, percentage of used space, and percentage of free space in a summary pie chart and in table format.</p>
An Example of Its Relevance	<p>It's the most wonderful time of the year: Planning next year's IT budget. Your CIO needs to know how much to allocate for additional e-mail storage, and he needs your recommendation yesterday.</p> <p>Without Mailscape, to obtain your current total used disk space requires hours of tedious, manual calculations; with Mailscape, that information is available at a glance...and you can confidently make an informed recommendation on your storage requirements for the year ahead.</p>

Storage Overview



All Servers	Space	Percentage
Total Storage Capacity	186 GB	100.0
Total Used Disk Space	23.9 GB	12.8
Total Free Disk Space	162 GB	87.2

ExecView REPORT II: SERVER SUMMARY

Information Provided	<p>The Server Summary report provides an overview of how your servers are being utilized.</p> <p>It presents a total organization-wide mailbox count and a per-server breakdown of mailboxes and the disk space they use (both in total and on average per mail store) in table format.</p>
An Example of Its Relevance	<p>Some of your users have begun to complain to the Help Desk that e-mail is very slow. A quick glance at the Server Summary report tells you that one server is housing a disproportionate number of mailboxes. The same report tells you which servers can handle additional mailboxes, so you are quickly able to improve performance by fairly distributing mailboxes across your servers.</p>

Server Summary

TEST_ENV1_EX	Total	Average (Per Store)
Number of Mailboxes	5276	586.0
Disk Space Used	3.6 GB	413 MB

VADEREX1	Total	Average (Per Store)
Number of Mailboxes	55	6.0
Disk Space Used	130 MB	14.5 MB

Total Number of Mailboxes: 5331

Send Report Now

ExecView REPORT III: MASTER DATABASE REPORT

Information Provided	<p>The Master Database report provides vital information about how your users' mailboxes are spread across all your databases.</p> <p>It provides at-a-glance data on database state, database size, total mailboxes per database, total white space, and total free space in table format.</p>
An Example of Its Relevance	<p>It's an Exchange administrator's worst nightmare: A database has crashed, and e-mail is down for all the users in that database. You are horrified to discover that the database is 75 GB and therefore will take eight hours to restore—an entire day of productivity is lost for all the affected users.</p> <p>Mailscape would have prevented this catastrophe (and probably saved your job)—first by helping you to prevent a database from reaching 75 GB, and second by alerting you to the database's need for some proactive maintenance.</p>

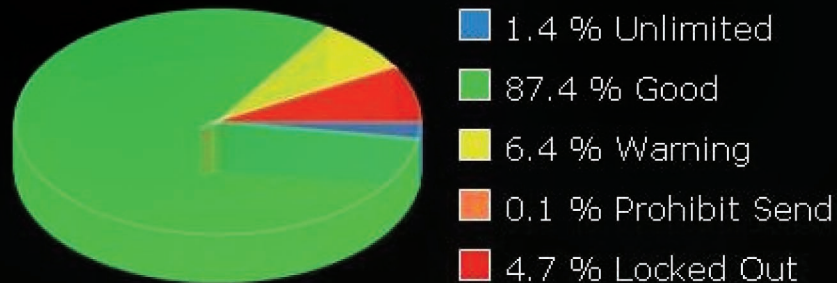
MAILSCAPE MASTER DATABASE REPORT

Database	State	Drive	DB Size	Mailboxes	White Space	Available Space
SG01/MBS01	Good	D:	24 GB	128	1 GB	24 GB
SG01/MBS02	Good	D:	18 GB	128	2.4 GB	24 GB
SG01/MBS03	Good	D:	16 GB	128	3.2 GB	24 GB
SG01/MBS06	Warning	E:	41 GB	85	9.2 GB	7 GB
SG01/MBS06	Warning	E:	22 GB	58	8.2 GB	7 GB
SG01/MBS06	Warning	E:	18 GB	42	2.3 GB	7 GB

QUOTA REPORT I: MAILBOX STATE OVERVIEW

Information Provided	<p>The Mailbox State Overview report provides an organization-wide summary of the states of all the mailboxes in your environment.</p> <p>It provides at-a-glance data on the percentages of total mailboxes with no quota, mailboxes within quota limits, and mailboxes in warning, prohibit send, or locked out states. The data is presented in a color-coded pie chart that prompts you to drill down to the user level via the Mailbox Status Report (described on the following page).</p>
An Example of Its Relevance	<p>Users almost always ignore the message from Outlook that their mailbox is in a warning state. But if you glance at the Mailbox State Overview report and see that 10% of your users are in a warning state, your Help Desk can proactively contact those users to get them back within their quota limits, thereby eliminating a deluge of angry support calls and improving the level of service IT provides to the end user community.</p>

Mailbox State Overview



QUOTA REPORT II: TOP 50 MAILBOX STATUS REPORT

Information Provided	<p>The Top 50 Mailbox report provides data on the states of the top 50 mailboxes in your environment.</p> <p>It provides user-level data on each mailbox—its current size; its current state and state limits (good, warning, prohibit send, locked out); and its location by server, storage group, and database—in an easy-to-read bar graph.</p>
An Example of Its Relevance	<p>Senior executives might agree in principle to the overall benefits of implementing mailbox quotas; but it is very common for those same executives to object to quotas on their own mailboxes. The Top 50 Mailbox Status report will enable you to assure your senior executives that you are able to manage their quotas proactively to ensure that they will never receive warning state messages or wind up in a locked-out state.</p>

MAILSCAPE TOP 50 MAILBOX SIZES AND QUOTAS REPORT

Display Name	Size	Status	Warning Limit	Prohibit Send Limit	Locked Out Limit	Server	SG	Store	Department
Tom Jones	3.4 GB	No Limit	-	-	-	LAEX01	SG1	MB4	ACMEINC/Executive
Rick Newman	3.1 GB	No Limit	-	-	-	LAEX01	SG3	MB3	ACMEINC/Executive
Stan Lang	2.9 GB	No Limit	-	-	-	LAEX01	SG5	MB5	ACMEINC/Sales
Carlos Zores	2.7 GB	No Limit	-	-	-	LAEX01	SG6	MB4	ACMEINC/Executive
Tim Smith	1.9 GB	Good	2 GB	2.25 GB	2.40 GB	LAEX01	SG2	MB4	ACMEINC/Sales
Jessica Serna	1.5 GB	Warning	1.4 GB	1.6 GB	1.7 GB	LAEX01	SG2	MB4	ACMEINC/Legal
Jenny Wisp	507 MB	Good	830 MB	850 MB	870 MB	LAEX01	SG1	MB6	ACMEINC/Sales
Bob Kim	422 MB	Locked Out	370 MB	400 MB	420 MB	LAEX01	SG3	MB4	ACMEINC/HR
Tony Soap	413 MB	Prohibit Send	370 MB	400 MB	420 MB	LAEX01	SG8	MB4	ACMEINC/Finance
Shi Luca	412 MB	Prohibit Send	370 MB	400 MB	420 MB	LAEX01	SG2	MB7	ACMEINC/Marketing
John Kasp	397 MB	Prohibit Send	370 MB	400 MB	420 MB	LAEX01	SG4	MB3	ACMEINC/Sales
Bob Schween	396 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG5	MB3	ACMEINC/Sales
Dwight Carto	395 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG1	MB4	ACMEINC/HR
Barretto Vill	395 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG2	MB4	ACMEINC/Finance
Gabe Nichole	393 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG6	MB3	ACMEINC/Marketing
Tim Smith	391 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG7	MB3	ACMEINC/Sales
Charles Reider	390 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG1	MB3	ACMEINC/IT
Harit Khannas	388 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG4	MB7	ACMEINC/Executive
Zoe James	381 MB	Warning	370 MB	400 MB	420 MB	LAEX01	SG3	MB3	ACMEINC/Finance

Total 24.7 GB
Average 772 MB

DETAILED MAILBOX REPORTS

DETAILED MAILBOX REPORT I: MASTER MAILBOX REPORT

Information Provided	<p>The Master Mailbox report provides organization-wide data on mailbox sizes, number of items in each mailbox, and number of deleted items in each mailbox. The location of each mailbox is identified by server, storage group, and database.</p> <p>This report also provides historical trending by day, week, and month.</p>
An Example of Its Relevance	<p>Mailbox sizes continue to grow at an ever-increasing rate. IT is mainly concerned with server uptime and server performance, while senior management needs to preserve the important business information contained in the Exchange mail stores. The Master Mailbox report can serve both requirements: First, IT can improve server uptime and performance by implementing quotas; and second, your CIO can present a solid case for implementing an e-mail archiving system to protect e-mail from deletion and to make all e-mail data easily searchable from a single console.</p>

MAILSCAPE TOP 50 MAILBOX SIZES AND QUOTAS REPORT

Display Name	Size	Items	Deleted Items	Sent Items	Server	SG	Store	Department
Frank Ateuer	6.4 GB	55478	158 KB	1.3 GB	MSG	SG1	MB3	ACMEINC/Executive
John Felkan	5.5 GB	41195	0.0 KB	284 MB	MSG	SG2	MB5	ACMEINC/Executive
Tim Milber	5.4 GB	79620	109 MB	1.0 GB	MSG	SG4	MB15	ACMEINC/Executive
Hal Novicker	3.9 GB	28749	431 MB	946 MB	MSG	SG1	MB2	ACMEINC/IT
Sam Brown	3.9 GB	39334	89.5 MB	678 MB	MSG	SG1	MB3	ACMEINC/Executive
John Waldam	3.7 GB	26366	261 MB	153 MB	MSG	SG4	MB15	ACMEINC/IT
Rod Mandell	3.6 GB	30437	6.8 MB	4.1 MB	MSG	SG3	MB10	ACMEINC/Legal
Ryan Smith	3.3 GB	13535	670 MB	595 MB	MSG	SG1	MB2	ACMEINC/Marketing
Jen Thomas	3.3 GB	49611	0.0 MB	1.2 GB	MSG	SG1	MB3	ACMEINC/Executive
Cole James	3.2 GB	40336	89.0 MB	602 MB	MSG	SG1	MB2	ACMEINC/Executive
David Benson	3.1 GB	12181	22.7 MB	1.6 GB	MSG	SG2	MB5	ACMEINC/Executive
Robert Hosen	2.9 GB	25062	365 MB	1.0 GB	MSG	SG1	MB1	ACMEINC/Finance
Charles Sober	2.9 GB	19609	53.2 MB	1.0 GB	MSG	SG3	MB10	ACMEINC/IT
Russell Crown	2.7 GB	27547	203 MB	757 MB	MSG	SG2	MB5	ACMEINC/Finance
Anthony Smith	2.5 GB	21532	47.4 MB	776 MB	MSG	SG1	MB1	ACMEINC/PM
Habib Varda	2.0 GB	50874	1.5 MB	3.7 MB	MSG	SG1	MB4	ACMEINC/Executive
Bobby Toja	2.0 GB	17077	1.0 MB	224 MB	MSG	SG2	MB5	ACMEINC/PM

Total 97.6 GB
Average 2.0 GB

DETAILED MAILBOX REPORTS

QUOTA REPORT II: OU DISTRIBUTION REPORT

Information Provided	The OU Distribution report tells you the location of each OU. It also tells you the number of mailboxes in each OU, and the total size of all mailboxes in each OU.
An Example of Its Relevance	Each OU (and every user in each OU) has measurable costs associated with their consumption of Exchange resources such as storage and bandwidth. A quick glance at the OU Distribution report shows the amount of storage consumed by each OU relative to its mailbox count. Armed with this information, you are able to justify implementing mailbox quotas and an e-mail archiving system to keep users within their quotas without forcing them to delete e-mails or create PSTs to stay within quota.

MAILSCAPE MAILBOX REPORT BY OU

Server	Organized Unit	Mailbox	Size
Mail	IT	administrator@acmeinc.com	179 MB
Mail	IT	robert@acmeinc.com	29 GB
Mail	IT	bfryer@acmeinc.com	1.9 GB
Mail	IT	donfryer@acmeinc.com	1.9 GB
Mail	IT	frichardson@acmeinc.com	539 MB
Mail	IT	kstannard@acmeinc.com	347 MB
Mail	IT	fwood@acmeinc.com	145 MB
Mail	Legal	dwhite@acmeinc.com	37.3 MB
Mail	Legal	tdavy@acmeinc.com	35.9 MB
Mail	Legal	derrick@acmeinc.com	1.4 GB
Mail	Legal	rmalinoff@acmeinc.com	174 MB
Mail	Legal	allen@acmeinc.com	26.0 MB
Mail	HR	tmendieta@acmeinc.com	16.7 MB
Mail	HR	tlopez@acmeinc.com	14.7 MB
Mail	HR	chriskj@acmeinc.com	89 MB
Mail	HR	jlyons@acmeinc.com	7.4 MB
Mail	HR	oramirez@acmeinc.com	6.5 MB
Mail	Sales	vahe@acmeinc.com	6.4 MB
Mail	Sales	tkrikorian@acmeinc.com	143 MB
Mail	Sales	acastaneda@acmeinc.com	160 MB
Mail	Sales	jstrong@acmeinc.com	2.8 MB
Mail	Sales	wsmith@acmeinc.com	155 KB

MESSAGE TRAFFIC REPORTS

MESSAGE TRAFFIC REPORT I: SERVER MESSAGE TRAFFIC

Information Provided	The Server Message Traffic report provides server-by-server data on total messages sent and received and average message size. This report also provides historical trending on server message traffic by day, week, and month.
An Example of Its Relevance	One group of users repeatedly calls the Help Desk to complain about slow e-mail performance. On further investigation, you discover that all of these users are located on the same server—and that server is bearing a disproportionate traffic load. You move some mailboxes to a server with a lighter traffic. With the load fairly balanced, e-mail performance improves and those affected users cease to complain.

SERVER MESSAGE TRAFFIC REPORT

Server	Total Messages Sent	Total Size	Average Size	Total Messages Sent	Total Size	Average Size
Mail	4281	541 MB	106 KB	12364	974 MB	69.8 KB

For Period: 1/10/2007 to 1/12/2008

MESSAGE TRAFFIC REPORTS

MESSAGE TRAFFIC REPORT II: USER MESSAGE TRAFFIC

Information Provided	The User Message Traffic report provides user-by-user data on total messages sent and received and average message size. This report also provides historical trending on user message traffic by day, week, and month.
An Example of Its Relevance	A glance at the historical trending data raises a red flag: You notice that one particular group of users has an abnormally large average message size. You escalate the issue to management for further investigation, which reveals these users are using the corporate e-mail system to send and receive non-business related attachments. HR is able to put a stop to this abuse, thereby improving employee productivity, reducing bandwidth consumption, and saving e-mail storage space.

USER MESSAGE TRAFFIC REPORT

User	Avg Sent Per Day	Avg Received Per Day	Avg Recipients Per Message
tom.jones@acmeinc.com	91.00	59.00	1.42
bill.rogers@acmeinc.com	45.00	36.00	1.06
jen.lang@acmeinc.com	39.00	26.00	2.34
kirk.blake@acmeinc.com	38.00	28.00	1.56
amy.bola@acmeinc.com	31.00	24.00	1.25
tim.rosar@acmeinc.com	27.00	6.00	7.22
fred.taylor@acmeinc.com	26.00	2.00	1.00
tom.brady@acmeinc.com	24.00	6.00	1.00
jessica.sola@acmeinc.com	21.00	3.00	2.00
john.smith@acmeinc.com	19.00	8.00	1.00
amy.wosa@acmeinc.com	18.00	15.00	1.00
game.falber@acmeinc.com	17.00	8.00	1.00

For Period: 1/11/2007 to 1/13/2008

MESSAGE TRAFFIC REPORTS

MESSAGE TRAFFIC REPORT III: TOP 50 INTERNET USERS

Information Provided	<p>The Top 50 Internet Users report lists the top 50 users sending external e-mail to the Internet so you can track to which domains your users are sending messages.</p> <p>This report also tracks the number of messages sent during a specified period of time.</p>
An Example of Its Relevance	<p>Your VP of Sales suspects that one or more of her salespeople is wasting valuable company time on personal e-mail correspondence with friends and family. She asks IT to investigate her suspicions. You are able to comply quickly with a copy of the Top 50 Internet Users report that confirms two salespeople are sending inordinate volumes of e-mail to Hotmail and Yahoo recipients.</p> <p>A routine glance at the Top 50 Internet Users report reveals that your Director of Engineering is corresponding regularly with a competitor. An investigation reveals that he has been sending confidential information to that competitor as part of his plans to jump ship.</p>

TOP 50 INTERNET USERS - WEEKLY TREND

User	Domain Messages Sent	Size Sent	Percent
tom.jones@acmeinc.com	58	2.7 MB	12.37
john.carpe@acmeinc.com	53	2.4 MB	11.10
fred.soho@acmeinc.com	46	4.3 MB	10.96
amber.fumas@acmeinc.com	39	8.1 MB	9.61
bill.smith@acmeinc.com	37	2.4 MB	9.31
amy.rose@acmeinc.com	32	7.3 MB	8.65
george.kim@acmeinc.com	29	7.3 KB	8.45

For Period: 12/12/2007 to 1/12/2008

MESSAGE TRAFFIC REPORTS

MESSAGE TRAFFIC REPORT IV: TOP 20 INBOUND TRAFFIC REPORT

Information Provided	<p>The Top 20 Inbound Traffic Report lists the top 20 external SMTP domains that have sent messages to your organization.</p> <p>This report also tracks the number of messages received from those domains on a daily, weekly, and monthly basis.</p> <p>Note: This report is also available in a 'Master' version that reports on ALL domains that have sent messages to your organization.</p>
An Example of Its Relevance	<p>You know from Mailscape's storage reports that consumption of Exchange storage space is accelerating; you need to understand why this is happening so you can justify your request for additional storage space.</p> <p>A glance at the Inbound Traffic report reveals that your users are receiving high volumes of e-mail from web mail domains such as Hotmail and Gmail. Armed with this information, you are able to take measures to reduce mail from these non-business domains. You have just increased user productivity and saved your company money on storage and bandwidth consumption.</p>

TOP 20 INBOUND TRAFFIC REPORT

Domain	Total Messages Received	Total Size	Average Size
hhs.scc.gov.org	337	607 MB	8.3 MB
hotmail.com	327	630 MB	23.3 MB
mac.com	270	543 MB	74.6 MB
aol.com	265	202 MB	10.6 MB
solexchange.fr	249	483 MB	54.6 MB
gwicc.org	230	276 MB	15.3 MB
cox.net	198	198 MB	12.4 MB
sbcglobal.net	178	69.4 MB	4.6 MB
yahoo.com	167	194 MB	16.2 MB
gmail.com	130	175 MB	15.9 MB
trihealth.com	125	500 MB	62.5 MB
sba.gov	119	327 MB	40.9 MB
windowsitpro.com	97	8.8 MB	1.3 MB
themayorz.com	86	72.6 MB	10.4 MB
essential.co.uk	83	690 MB	98.6 MB
adjudicateinc.com	75	31.8 MB	6.4 MB
business.com	65	51.7 MB	10.3 MB

For Period: 12/12/2007 to 1/12/2008

MESSAGE TRAFFIC REPORTS

MESSAGE TRAFFIC REPORT V: TOP 20 OUTBOUND TRAFFIC REPORT

<p>Information Provided</p>	<p>The Top 20 Outbound Traffic Report lists the top 20 external SMTP domains to which your organization is sending messages.</p> <p>This report also tracks the number of messages sent to those domains on a daily, weekly, and monthly basis.</p> <p>Note: This report is also available in a 'Master' version that reports on ALL domains to which your organization is sending messages.</p>
<p>An Example of Its Relevance</p>	<p>Your company wants to increase productivity, so they ask you for data on non-business use of the corporate e-mail system. You respond instantly with the Top 20 Outbound Traffic report, which reveals your users are sending an inordinate volume of e-mail to non-business recipients (e.g., Hotmail and Gmail domains).</p> <p>Armed with this data, your company is able to take measures to reduce non-business use of e-mail and thereby achieve the desired productivity improvements.</p>

TOP 20 OUTBOUND TRAFFIC REPORT

Domain	Total Messages Received	Total Size	Average Size
hhs.scc.gov.org	337	607 MB	8.3 MB
hotmail.com	327	630 MB	23.3 MB
mac.com	270	543 MB	74.6 MB
aol.com	265	202 MB	10.6 MB
solexchange.fr	249	483 MB	54.6 MB
gwicc.org	230	276 MB	15.3 MB
cox.net	198	198 MB	12.4 MB
sbcglobal.net	178	69.4 MB	4.6 MB
yahoo.com	167	194 MB	16.2 MB
gmail.com	130	175 MB	15.9 MB
trihealth.com	125	500 MB	62.5 MB
sba.gov	119	327 MB	40.9 MB
windowsitpro.com	97	8.8 MB	1.3 MB
themayorz.com	86	72.6 MB	10.4 MB
essential.co.uk	83	690 MB	98.6 MB
adjudicateinc.com	75	31.8 MB	6.4 MB
business.com	65	51.7 MB	10.3 MB

For Period: 12/12/2007 to 1/12/2008

MANAGE EXCHANGE WITH A QUICK GLANCE AT A SINGLE SCREEN

Mailscape is a unique and innovative systems management tool that combines all the key elements for Exchange monitoring, reporting, and administration in a single solution.

Mailscape's sleek dashboard provides you with vital information about each server's current state and growth rate to facilitate proactive Exchange management.

In the words of one Exchange MVP, "Mailscape is a product every Exchange admin on the planet will want to have." Here is why:

- ENow is first and foremost a messaging company. We understand Exchange at its deepest levels, and we've built over a decade of Exchange experience into Mailscape.
- Mailscape combines all the critical elements necessary to keep Exchange happy and healthy into a single, unique solution—you do not need to cobble together a bundle of point products from multiple vendors.
- Mailscape is easy to deploy and intuitive to use. You will be up and running in minutes rather than days. And with Mailscape's elegant interface, you may never need to open the user manual.

Mailscape will make you more efficient; it will enable you to manage Exchange proactively to optimize system performance and minimize downtime; and it will enable your help desk to improve the level of service you provide to your end users.

Please visit www.enowinc.com/maillscape/overview.asp to find out why these companies (and many more) rely on Mailscape to keep their e-mail flowing. You can download customer case studies, product literature, and request a free trial copy of Mailscape.

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Above are a few of our satisfied customer with available case studies.

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The Messaging People