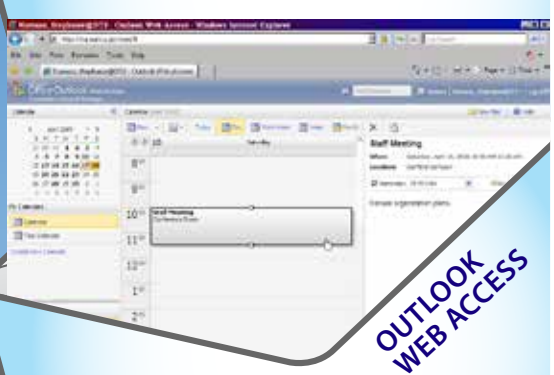

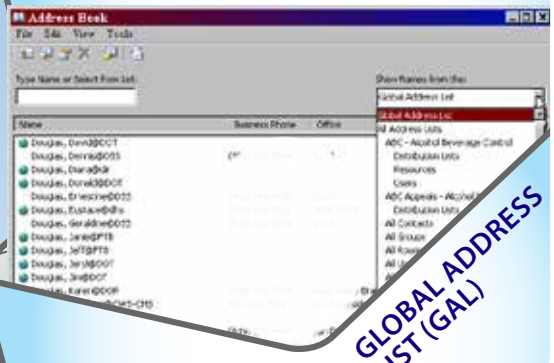

## CONTACT INFORMATION:

**CIO Service Desk (24/7)**
**(916) 464-4311**
**CIOServiceDesk@state.ca.gov**

**Office of Technology Services**
**(916) 431-5454** (Option 2)
**OTech_info@state.ca.gov**

**CA.mail Service Catalog**
www.servicecatalog.otech.ca.gov/services/email/camail/overview.html

California
DEPARTMENT OF TECHNOLOGY
Office of Technology Services

WWW.OTECH.CA.GOV

California
DEPARTMENT OF TECHNOLOGY
Office of Technology Services

CA.mail

## ABOUT CA.mail

E-mail has become a business critical application. Organizations demand the most efficient tools to allow their staff to effectively communicate and collaborate with each other and their business partners. This increases the reliance on a messaging system with high performance, reliability and security. Outsourcing E-mail support to the CA.mail enables departments to obtain the collaboration tools they desire while allowing them to focus on core business functions without increasing resource allocation and costs.

The CA.mail service provides customers with E- mail and personal productivity services operated at the data center facility. The data center is an enterprise-class facility designed to accommodate highly available and secure computing environ-ments. The CA.mail service provides mailboxes, calendars, contacts, deleted items, sent items, tasks and public folders. The CA.mail service includes web access to E-mail, the statewide Global Address List, Compliance Archiving and E-Discovery, and the Email Gateway Protection Service.

## WHY CA.mail?

### Exchange 2010/2013 Service

- **Mailbox (Outlook Client 2007/2010/2013)**
- **Storage**
- **Outlook Web Access (OWA)**
- **Outlook Anywhere**
- **Public Folders**
- **Global Address List (GAL)**
- **Shared Calendar**
- **Encryption (Add-On)**
- **Exchange Customer Administration Tool**
- **Network Security**
- **System Redundancy**
- **Email Gateway Protection (Virus Protection, Spam Filtering)**
- **Active Sync Mobile Device**
- **BlackBerry Mobile Device (Add-On)**
- **Compliance Archiving & E-Discovery (Add-On)**

## OTHER SERVICES OFFERED

### Mobile Device

Provides connectivity between wireless mobile device and CA.mail mailbox (Active Sync/BlackBerry).

### SMTP Relay Service

### Migration Service

### CA.mail Licensing

Windows License *(Provided by Customer)*

Outlook License *(Provided by Customer)*

Exchange Client Access *(Provided by Customer)*

BlackBerry Device License *(Provided by Customer)*

### CA.mail Pricing Structure

Mailboxes *(per mailbox / per month)*

Storage *(per GB of disk space/ per month)*

BlackBerry Device *(per device / per month)*

SMTP Relay Service *(per IP add / per month)*

Email Gateway Protection Services *(included for CA.mail customers)*

### Compliance Archiving & E-Discovery

### Email Gateway Protection Service

*(Also available for non CA.mail customers per mailbox/ per month)*

### Future Enhancements

- Office Communication Server-Lync (OCS)
- Exchange 2013