

Microsoft's Mobile Office

Overview &
Demonstration

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Agenda

- Introduction and PPT Slides
- LandAmerica Mobile Demo
- Live Demo:
 - ActiveSync
 - Outlook 2003
 - Outlook Web Access (OWA)
 - Outlook Mobile Access (OMA)
 - Remote Web Workplace and Remote Desktop
- HP Flash Demo of New IPAQ


Why Worry About Mobile Office Access?

To compete successfully in today's challenging business climate, organizations must enable more efficient ways for knowledge workers to communicate and collaborate whether in the office or half way around the world

E-mail is currently the most widely used collaborative technology. More businesses use Exchange Server for e-mail-based collaboration than any other product

Both Windows® Small Business Server 2003 and Exchange Server 2003 Servers enable knowledge workers to gain access to critical business communications almost whenever and wherever they need to and is designed to deliver greater security, availability, and reliability

LandAmerica Video



Play Microsoft Customer Video

Solution Overview

Customer Profile

With revenues of more than U.S.\$2.5 billion, LandAmerica Financial Group, Inc., headquartered in Richmond, Virginia, serves residential and commercial real estate customers by providing title and closing services, appraisals, inspections, food certifications, tax-deferred exchanges, mortgage processing, and more.

Business Situation

LandAmerica needed to provide better mobile, remote, and branch office e-mail solutions for its more than 12,000 employees in 700 offices. The company also needed a better way to support its ever-growing e-mail databases, because Microsoft® Exchange Server 5.5 allows only one database per server.

Solution Description

LandAmerica deployed Microsoft® Exchange Server 2003 running on the Microsoft Windows Server™ 2003 operating system, and Microsoft Office Outlook® 2003 running on Windows® XP and Windows 2000 Professional operating systems. It also deployed Samsung i700 devices running Microsoft Windows Mobile™ software for Pocket PC Phone Edition on the Verizon Wireless NationalAccess network.

Benefits

- More productive environment, for mobile and remote users
- 30 percent reduction in bandwidth usage
- Spam filtering enhanced in Microsoft Outlook 2003®
- Easier-to-manage Exchange Server databases, with multiple data stores per server

Further Information:

<http://www.microsoft.com/exchange/evaluation/casestudies/casestudy.asp?casestudyid=14589>

Information Synchronization

Two Types of Synchronization:

- Exchange/Outlook Sync
 - Exchange Server syncs up data with Outlook on the laptop/PC whenever you log into the network
- ActiveSync/Outlook Sync
 - A mobile device (Pocket PC, PocketPC Phone or SmartPhone) syncs up with Outlook on a laptop/PC or an Exchange Server:
 - Direct connect cradle
 - Bluetooth Personal Area Network (PAN)
 - WIFI over the local area network

Shared and distributed information is key to productivity. Having that information secured, up to date and at your fingertips can possibly be the difference between winning and losing in business!

Mobile Office User Types

The Traveling or Mobile User

- These users might travel frequently and need access to information while they are away from the office.

The Remote User

- Remote users typically access the network from a desktop or laptop computer. They include users who need to access the network from home, from a remote location, or while traveling.

Mobile workers, such as sales and service staff using portable computers and running Outlook 2003 over a wireless network, are free to roam and communicate. Companies do not need separate deployments for mobile features nor do they need to purchase or maintain separate mobile servers. Outlook 2003 is designed to work over slow and poor network connections: Mobile workers are shielded from network issues and can continue working with their Exchange Server information while Exchange Server and Outlook use the available network resources.

Microsoft Windows Mobile–based devices, such as the Pocket PC, come with the Microsoft ActiveSync client and Pocket Outlook built in, which enables you to sync your e–mail messages, calendar, and contacts lists directly with Exchange Server 2003. Exchange Server administrators can enable this from the same screen used to manage Exchange Server e–mail accounts.

Similar to Outlook Web Access for desktop browsers, Outlook Mobile Access is designed for security–enhanced access from mobile device browsers. With Exchange Server 2003, users can gain access to their mailboxes from mobile devices with HTML, XHTML (WAP 2.x), and CHTML–based micro-browsers.

Remote workers can work at home, a satellite office, a customer site, an 802.11 hot spot such as their local Internet café, and can use Outlook Web Access from any Internet–connected computer to gain security–enhanced access to Exchange Server. Outlook Web Access in Exchange Server 2003 has been improved for easier use, speed, and greater security. The latest features in Exchange Server 2003 have been extended to any browser–based computer, including non–Microsoft operating systems, including:

- Spelling checker
- Task list support
- HTML and attachment blocking to help prevent spam and potential beacon–finding code
- Automatic logoff. The inactivity time–out automatically logs off and closes out your session.

Users can connect to their desktop PC at the office by using Remote Web Workplace. They can then access their computer at work as though they were sitting in front of it. This gives them access to all of the resources on the network, including shared folders, printers, and any other computer resources that they would normally be able to access at the office.

Traveling workers can run Outlook 2003 from their hotel or between flight connections over a dial–up line and synchronize their e–mail messages. With the latest synchronized Exchange Server data, they can continue working offline until their next opportunity to dial in and reconnect. Outlook 2003 and Exchange Server 2003 help them to be productive online and offline.

All workers can take advantage of Windows Mobile–based devices to stay on top of things while away from their computers. Pocket PC, Pocket PC Phone Edition, and Windows Mobile–based Smartphones enable you to synchronize your wireless device directly to the Exchange server by using Exchange ActiveSync technology. E–mail messages, contacts, schedules, and attachments are at your fingertips.

Accessing Your Mobile Office

Users can access all the information they need without a VPN using one of the following built-in Microsoft features:

- Microsoft Outlook via the Internet
- Microsoft Outlook Web Access
- Microsoft Outlook Mobile Access
- Microsoft Exchange ActiveSync Access
- Microsoft Remote Web Workplace/Remote Desktop

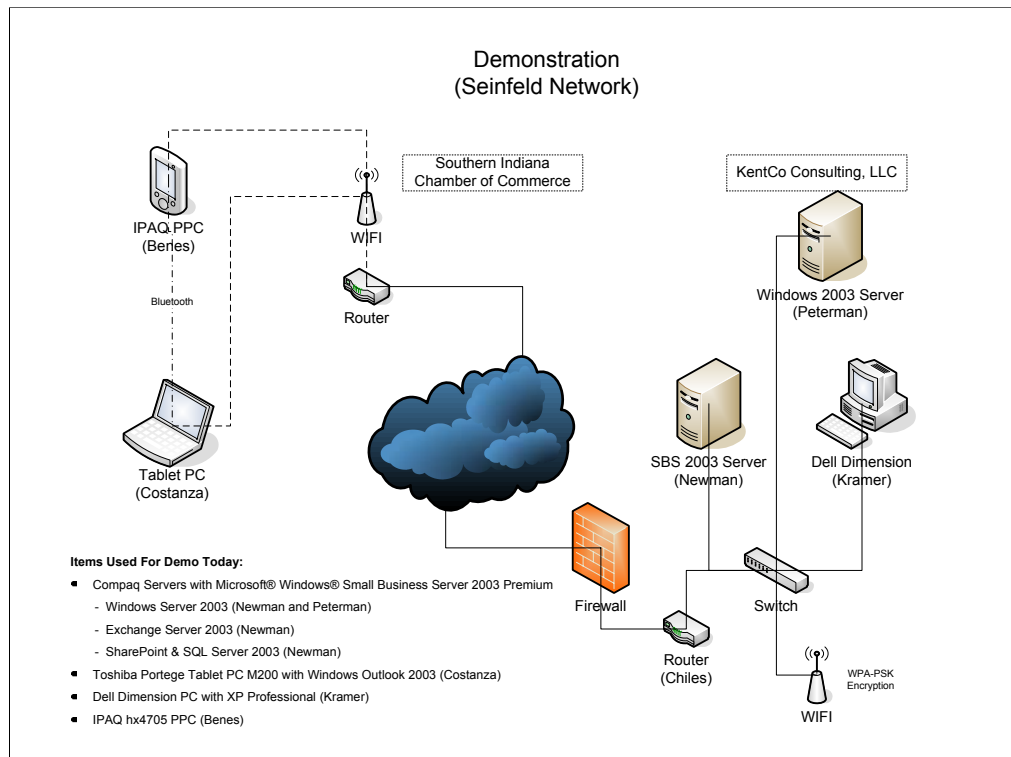
Outlook via the Internet: A means by which users of the Microsoft Office Outlook® 2003 messaging and collaboration client can connect to the server via the Internet to access their e-mail, calendar, and other information. Outlook via the Internet helps users securely access their e-mail from the Internet when they are working away from the office. It does not require users to have additional security-related hardware or software (such as smart cards or security tokens), and users do not need to establish a virtual-private-network (VPN) connection to the server. This allows remote users to use Outlook 2003 to access their e-mail, calendar, and other information in exactly the same manner as if they were at the office.

Outlook Web Access (OWA): Gives remote users access to their e-mail over the Internet, using their Web browser.

Outlook Mobile Access (OMA): A web service on the computer running Windows Small Business Server that allows users to access their e-mail, calendar, and contacts from a mobile device. Users can synchronize with the server, or mobile devices that use Wireless Application Protocol (WAP) 2.x can use their browser to access this information.

Exchange ActiveSync Access: Mobile and remote workers can also stay connected while on the move. With ActiveSync built into Exchange Server 2003, Windows Mobile 2002 and later-based devices can synchronize with an Exchange Server mailbox with very little configuration. Synchronization is over-the-air, can be on demand or scheduled, and provides rich access to e-mail messages, schedules, and contacts.

Remote Web Workplace/Remote Desktop: A web page on your computer running Windows Small Business Server through which users can access their e-mail and calendars, connect to their computers at work by using Remote Desktop, use shared applications, access the company's internal web site, view server performance reports, and connect a computer to the network by downloading Connection Manager.



Live Demo:

- Connect PDA to Tablet PC via Bluetooth
 - Bring up Pocket Controller Software
- Microsoft Outlook 2003 & ActiveSync Process
- Tablet PC access to Outlook Web Access via WIFI & Internet Explorer
- IPAQ PDA access to Outlook Mobile Access via WIFI or Bluetooth and Pocket Internet Explorer
- Tablet PC accessing Remote Web Workplace and Remote Desktop on both server and desktop PC

New Mobility Features

Microsoft Exchange Server 2003 Service Pack 2 and Windows Mobile 5.0 will ship in Q3/Q4 with new mobility features such as:

- Exchange Direct Push Technology
 - A Blackberry Killer App?
- Remote wipe
- Global Address List (GAL) Lookup
- Policy provisioning

Exchange Direct Push Technology (Blackberry-Killer?)

Today with Exchange, you can configure your ActiveSync-enabled mobile devices to synchronize with your Exchange server mailbox at intervals as frequent as every five minutes. However, because you cannot synchronize items at intervals less than five minutes, your device might not always contain the latest information. You might also incur extra data usage for synchronization sessions even when no data is transferred.

However, you can configure your Pocket PC Phone Edition devices or Smartphones running either Microsoft Windows Mobile 2003 software or Windows Mobile 2003 Second Edition to self-update using a companion feature called Always-up-to-date (AUTD). AUTD enables you to configure your supported mobile devices to stay up-to-date with the Exchange server. With AUTD, a "new e-mail" SMS message notification is sent to your device. Upon receiving this notification, your device will connect to the Exchange server and synchronize with your recently received e-mails messages.

Remote Wipe

Remote wipe is a new feature added in SP2 that enables administrators and help desk professionals to erase sensitive data from a lost or stolen mobile device. After the remote wipe has been completed, the administrator will receive acknowledgement that device has been wiped.

This feature is enabled via a Web application that is restricted to Exchange Administrators by default. Other individuals can be added as necessary. This delegation model is useful in that it allows administrators to delegate the remote wipe operation to the help desk, thus reducing the elapsed time and operational costs.

Global Address List (GAL) Lookup

With SP2, you will be able to receive contact properties for individuals in the Global Address List (GAL) from your approved mobile device. Using these properties, you can search for a person quickly based on name, company, and so on. You will get all of the information you need to enable you to connect with your contact: e-mail, SMS, phone number, office location, and many other properties!

Policy Provisioning

Administrators will be able to make device access more secure by enforcing policies. Supported policies include the following:

- Device Password must be on PIN restrictions: length, alpha/numeric, inactive, etc.
- Device will wipe local store after x attempts to unlock
- Only devices with policies can sync

New Mobile PC Phone Demo

The HTC Universal Pocket PC Phone



Final-MobilityV7-300K.wvx

For further information:

http://www.microsoft.com/windowsmobile/_assets/video/TechEd/Final-MobilityV7-300K.wvx