



Microsoft® Online Services

Microsoft Office Live Meeting Service Description

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Introduction

Microsoft® Office Live Meeting is an enterprise-class Web conferencing service that enables companies to engage customers through real-time meetings, training sessions, and events presented over the Internet.

The Live Meeting service is available to Microsoft Online Services customers through a service subscription license (SSL). In addition to Live Meeting Web conferencing features and tools, organizations that subscribe to Live Meeting receive the following:

- **Adoption services.** Microsoft provides consulting services to help companies efficiently adopt and begin using the Live Meeting service.
- **Office Live Meeting Portal hosting.** Microsoft hosts and operates the Live Meeting Portal to help companies automate creation of user accounts and streamline the authentication process.

This document provides IT professionals with a description of the Live Meeting service offer available to organizations using dedicated products and services from Microsoft Online.

Additional documents describing Microsoft Online Services dedicated products and services are also available. See [Appendix A: Read More About Dedicated Products](#) for the complete list.

Overview of Office Live Meeting

Microsoft Office Live Meeting is a Web conferencing service available to Microsoft Online Services customers that enables effective online meetings for companies of all sizes. With the Live Meeting real-time communication platform that provides 99.99 percent uptime availability and always-on SSL encryption, companies can conduct online meetings with confidence.

Why Use Office Live Meeting?

In today's global economy where companies need to communicate in real time with a multinational customer base, Web conferencing is rapidly becoming a mainstream tool for communication and collaboration. Microsoft is helping businesses meet these requirements with Live Meeting, a reliable, enterprise-class hosted Web conferencing service that connects and engages audiences in online meetings, training, and events. With meeting attendees participating from their PCs, the Live Meeting service enables companies to deliver a presentation, kick off a project, brainstorm ideas, edit files, collaborate on whiteboards, and negotiate deals—at a fraction of the cost and without the hassle of travel. Below are some of the key business benefits.

Connected Organizations

The Live Meeting service enables people in an organization to participate in online meetings, events, and training—allowing them to easily connect and collaborate with customers and partners and each other. The Live Meeting client includes features that allow meeting organizers and presenters to share information in a way that resonates with attendees and better ascertain that they understand the information presented. Since Live Meeting sessions can be recorded and played back, those who were not able to attend a Live Meeting presentation can view it later.

Engaged Attendees

The integrated audio, video and media capabilities of the Live Meeting service enable presenters to keep meeting attendees engaged and conduct more effective meetings. Live Meeting delivers an immersive experience that brings together multiple communication channels, including live and recorded video, chat, slide and application sharing, Voice over Internet Protocol (VoIP) and Public Switched Telephone Network (PSTN) audio, and audience feedback tools. Presenters can receive feedback from meeting attendees in real-time, enabling them to adjust their pace and content to meet the needs of the audience.

Enterprise-class Reliability

Live Meeting provides reliable, enterprise-class service. Thanks to its historically high availability backed by a decade of operating experience, companies using this solution can be confident about service quality, reliability, and security features—enabling IT directors to reassign their IT resources to other important projects.

Service Design

The Live Meeting service offered by Microsoft Online is a fully managed, business-class Web conferencing service. It is delivered from world-class global data centers protected by multiple layers of security and operational best practices. The Live Meeting real-time communication platform provides 99.99 percent uptime availability and support for meetings with up to 1,250 attendees with the Live Meeting Professional version and 15 attendees with the Live Meeting Standard version.

Organizations using dedicated versions of Microsoft Online Services can easily enable users to take advantage of Live Meeting without incurring additional IT overhead. End users are quickly and efficiently authorized for Web conferencing services through Active Directory® updates from their IT environment to the Microsoft data centers.

Security

The Live Meeting service provides an online meeting environment that meets the needs of organizations that frequently conduct confidential and sensitive meetings, both internally and with trusted external parties.

The service offers significant security controls to protect information that may have serious financial, strategic, intellectual property, and personnel implications. Live Meeting also has the flexibility to host open meetings for presentations aimed at the general public. By design, Live Meeting provides security-enhanced business collaboration services and a trusted environment for conducting virtual meetings.

Live Meeting security provisions include:

- Strong password authentication policies and 128-bit encryption for access control
- Cybertrust and SAS70 certified data centers for security-enhanced content storage
- Virus scanning by Microsoft Forefront™
- Firewalls, network-based intrusion detection systems and encryption technology to help protect connection and data transmissions

For detailed information on the security controls in Live Meeting that protect business information, download the [Live Meeting Security Guide](#).

Licensing

Like other dedicated service offerings from Microsoft Online, Live Meeting is licensed under a service subscription license (SSL). The license provides customers a single account management point for dedicated Microsoft Online Services and allows them access to Live Meeting in the same way that they access other dedicated services from Microsoft Online.

Client Requirements

End users connect to the Live Meeting service using either the 2007 Windows®-based client for Live Meeting or the Office Live Meeting Web Access client.

Live Meeting Client (Windows-based)

The Live Meeting Windows-based meeting client is a full-featured Windows program that is installed and run from the end user's computer. Office Live Meeting users with Windows-based computers should use the Windows-based meeting client because it offers features that are not available with Office Live Meeting Web Access.

Microsoft Online users are required to use the 2007 version of the Live Meeting client. Other system requirements for the client are listed in Table 1.

Table 1: Live Meeting Windows-based Client Requirements

Component	Requirement
Client version	Microsoft Office Live Meeting 2007 (Standard or Professional)
Operating system	Windows Vista® operating system, 32-bit Windows Vista operating system, 64-bit (running in 32-bit mode) Windows XP Professional with Service Pack 1, Service Pack 2 (recommended) Windows XP Professional x64 Edition in 32-bit mode Windows 2000 Professional with Service Pack 4 Windows Server® 2003 with Service Pack 1
For VoIP	Sound card, speaker, and computer microphone
For sending video	Webcam or Microsoft RoundTable™ device
Bandwidth requirements	56 Kbps for data, 80 Kbps for voice (50 Kbps min), 350 Kbps for video (50 kbps min), 700 Kbps for Office RoundTable (100 Kbps min)
Recording playback	Office Live Meeting Replay format Flash Player version 9 or higher Windows Media Player version 9 or later (version is checked when the meeting client starts)
Other software	Microsoft Office PowerPoint® 2000 or later presentation graphics program or Microsoft Office Standard Edition or Professional Edition (which include PowerPoint software) to upload presentations. Adobe Flash Player 9 or higher to view Flash content in the meeting. On Windows Vista, Adobe Flash Player 9.0.45 to view Flash content in the meeting. Windows Media® technologies player, version 9 or later (version is checked when the meeting client starts)

Live Meeting Web Access Client (Web-based)

Office Live Meeting Web Access is an alternative client for Live Meeting users who cannot install or run the Windows-based meeting client. Typically, these users have computers that run an operating system that is not compatible with the Windows-based meeting client—such as Microsoft Windows 98, Sun Solaris, or Apple Macintosh—or have a computer that is locked down and installation of new software is not allowed.

Live Meeting Web Access is an applet-based program that runs on any of the Java runtime environments specified in the client requirements in Table 2. Live Meeting Web Access does not require installation of any files. However, initiating application sharing on an Apple Macintosh using Live Meeting Web Access does require installation of an application-sharing component.

Table 2: Live Meeting Web-based Client Requirements

Component	Requirement
Operating system browser, and Java environment	Windows Vista Internet Explorer® 7 with Sun 1.6.x Windows XP SP2 Internet Explorer 6.0 with Sun 1.5.11, 1.6.x Internet Explorer 7 with Sun 1.5.11, 1.6.x Firefox 2.0 with Sun 1.5.11, 1.6.x Windows XP SP 1a Internet Explorer 6.0 with SP1 installed with Sun 1.5.11, 1.6.x Windows 2000 SP4 Internet Explorer 6.0 with SP1 installed with Sun 1.5.11, 1.6.x Windows 98 SE Internet Explorer 6.0 with Service Pack (SP) 1 with Sun 1.5.11, 1.6.x Mac OS X V10.3 Safari 1.3 with Apple Java 1.4.2 Mac OS X V10.4 Safari 2.0 with Apple Java 1.4.2 Solaris 10 Mozilla Firefox 1.7 with Sun 1.5.11, 1.6.x
Bandwidth	56 Kbps modem (DSL, cable, or better recommended)
Other software	Microsoft Office PowerPoint 2000 or later presentation graphics program or Microsoft Office Standard Edition or Professional Edition (which include PowerPoint software) to upload presentations. Adobe Flash Player version 9 or higher to view multimedia data content slides. To view slides with audio or video content in the meeting requires Windows Media technologies player, version 9 or 10 to view Windows Media content in the meeting. Apple QuickTime player and the Windows Media Components for QuickTime by Flip4Mac on the Apple Macintosh platform. Windows Media Player Firefox Plug-in when using Firefox on Windows XP.

Features and Tools

The 2007 release of the Live Meeting service makes the following Web conferencing tools and features available.

Collaboration Tools

Meeting organizers need a conferencing solution that will allow them to include presentations, share applications or their desktop, and chat or use a shared whiteboard with meeting participants. Here are some of the key collaboration features supported by the Live Meeting service:

- **Desktop sharing.** Desktop sharing lets companies broadcast to remote participants in real-time any visuals, applications, Web pages, Microsoft® Office Word or Excel® documents, or other items open on the desktop. Presenters can share their entire desktop or a selected area. They can use the Remote Control feature to give control of any document or application they are presenting—or even their desktop—to any remote participant.
- **PowerPoint Viewer.** Live Meeting's PowerPoint Viewer displays Microsoft® PowerPoint slides with full support for animations and transitions, allowing presenters to take advantage of these effects in the online meeting environment. Animation support lets presenters or organizers select slide elements to appear at certain times and in a particular order (for example, fly in or fade). Transitions are supported for effects when moving from slide to slide (for example, wipe or cover) and Full Screen Mode allows participants to view the slide so that it fills the entire screen.
- **Shared whiteboard.** A whiteboard is a blank page that allows a presenter to draw, add text, and highlight information by using annotation tools. For example, presenters can quickly create a flow chart to illustrate a point, insert a whiteboard and then use the annotation tools to draw squares, lines, and a host of other figures. The slide can also be saved for future reference.
- **Shared Notes pane.** The always-on Shared Notes pane enables every attendee to view and edit shared action items to ensure everyone is in synch on key deliverables. Team meeting notes can be stored and sessions recorded for future reference.
- **Virtual Breakout Rooms.** During a meeting, presenters can use Virtual Breakout Rooms to create separate meeting spaces. They can divide attendees among the rooms, either manually or automatically, and allow each group to meet separately. After the breakout sessions are over, they can bring everyone back to the main meeting. Organizers can roam between rooms and make announcements to address attendees in each specific breakout session.
- **Chat.** Chat is a useful way to communicate with other attendees or presenters during a meeting. All chat is private between participants. Presenters can always chat with each other and can enable or disable the audience chat feature.
- **Polls.** Polls allow presenters to receive instant feedback from their audience in real-time. Polls can be created in advance using PowerPoint or during the meeting by clicking the poll button. The poll will be instantly displayed or hidden (based on the presenters' preference) and audience votes are tallied dynamically. At the end of the polling session, a report can show how specific individuals voted as well as aggregate totals.
- **Question Manager.** Audience members can ask questions and get answers without interrupting the presenter. While one person is presenting, any other presenter can serve as moderator and immediately respond to questions submitted from audience members. Answers can be provided directly to the questioner (private reply) or shared with the entire audience (post to all). Live Meeting allows for an unlimited number of Q&A moderators.

Meeting Management Tools

The Office Live Meeting service makes it easy to schedule meetings, invite participants and configure the online meeting space. It allows organizers to start Web conferences on an as-needed basis. Here are some of the key meeting management features supported by the Live Meeting service.

- **Conferencing Add-in for Microsoft Office Outlook®.** With the Outlook Add-in meeting organizers can perform scheduling and invitation tasks directly from their Outlook interface without having to log into their Live Meeting account. The add-in enables them to set up defaults and preferences including invitation copy and audio conference dial-in information. Those who do not use Outlook can perform these tasks from within the Live Meeting account using their own e-mail and calendaring application.
- **Seating Chart and Mood Indicator.** The Seating Chart provides a real-time view of the number of attendees and their feedback on the meeting pace and clarity. The configuration of the seating chart is based on the size of the audience, and is selected at scheduling. A large meeting might be represented by a row of presenters and many rows of attendees; a smaller meeting may show a round table with a few attendees around it. Audience members can change their seat colors to visually communicate their level of understanding or desired pace without interrupting the session. Meeting organizers can customize the Mood Indicators by assigning different meanings to the seat colors displayed in the seat color legend.
- **Speaker Indicator.** The active speaker appears in the Webcam view automatically.
- **Reports.** Detailed usage reports help track attendance at meetings, events, and recordings so organizers can see who attended and for how long. Statistics let users measure how recordings are being used and by whom. Additionally, reports are exportable in standard CSV format so they can be used with other applications.

Training Support Features

Web conferencing can deliver effective e-learning solutions, with additional support for features such as online testing, virtual breakout rooms, and handouts. Here are some of the key training features supported by the Live Meeting service:

- **Online Testing.** Simple-to-create tests use a range of question styles, such as fill in the blanks, true-false, single-select, and multi-select, to validate the comprehension of the content. Save time by scoring test results automatically and provide scores to participants individually.
- **Handout Distribution.** Distribute files during meetings in their native file format, making it easy to provide relevant materials with no need to e-mail them later. Live Meeting session files are virus-scanned during both upload and download when distributing handouts and when uploading all other files to the Live Meeting Server. Virus signatures are frequently and automatically updated.
- **High Fidelity Recordings and Playback.** For those who cannot attend a training session, organizers can capture everything in a Web conference including the live demonstrations, annotations, notes, visuals, and even live Web slides. Recordings can be saved on a Live Meeting server by the presenter, or on the presenter's or attendees' local computer. High fidelity playback features, including a quick search and chapter index, enable a quick and focused review of meeting content. Access controls allow organizers to choose open, limited or secure access to the recordings. Reports provide details on recording usage trends. For those using the Live Meeting Standard service, recordings are saved for 90 days. For Live Meeting Professional users, recordings are saved for one year.
- **Event and Class Registration.** Event and class registration is tightly integrated with the core Live Meeting service user experience. Class organizers can post Public Events enabling others to browse a list of available sessions and register for those they would like to attend.

Rich Media Features

The Live Meeting service enables presenters to stream pre-recorded audio and video to meeting participants as part of the meeting. Here are some of the key rich media features supported by Live Meeting:

- **Flash and Windows Media.** Movie clips, Flash animations, and audio files make presentations more memorable. Presenters can easily upload media files and all media clips are virus-scanned by Microsoft Forefront™ before distribution to meeting attendees.

- **Webcam.** Live Meeting integrated video allows use of native live webcam video to enhance the meeting experience, bringing presenters face to face with their audience. If allowed, attendees with webcams can also show their video to the audience. Support for the Microsoft RoundTable™ videoconferencing device enables capture of 360-degree panoramic video.
- **Audio Conference Call Controls.** Manage the audio portion of a meeting without having to rely on a phone or remember telephone keypad commands. With the audio controls on the screen during Live Meeting sessions, it takes just a click of a mouse to dial out to participants or mute their lines. The Live Meeting service supports both PSTN audio and VoIP where available.

Adoption Services

Customers that subscribe to dedicated Microsoft Online services receive Live Meeting adoption services when they purchase a service subscription license for Live Meeting.

Adoption services are designed to help Microsoft Online customers get up and running quickly with Live Meeting Web conferencing. Adoption services help customers integrate Live Meeting into existing platforms and provide guidance on how to use the features and functions of the service. An Adoption Consultant and Technical Specialist are assigned to work with customers during the adoption process and perform the following roles:

- **Adoption Consultant.** An Adoption Consultant serves as a customer's main point of contact during the adoption process. This person facilitates the activities of relevant Microsoft resources and manages the overall project schedule in coordination with the Deployment Project Manager.
- **Technical Specialist.** A Technical Specialist helps customers integrate the Live Meeting service with their existing platforms. Customers may require assistance with connecting on-site systems such as Active Directory® with hosted services. The Technical Specialist focuses on removing technical obstacles from the project.

Customers are eligible for adoption services for up to six months (180 calendar days) following purchase of the Live Meeting service. Ongoing support will be provided by the assigned Technical Account Manager through the duration of the Live Meeting contract.

Adoption Activities Overview

The Live Meeting service is used to conduct adoption activities and scheduled meetings, though limited on-site visits to the customer location may be scheduled. Adoption services begin with a series of meetings focused on stakeholder introductions and confirmation of roles and responsibilities. They then address—but are not limited to—the following set of activities:

- **Assess Customer Environment and Needs.** The needs assessment discussion topics are designed to uncover potential roadblocks and recognize unique opportunities that are specific to the customer's culture and environment. Typically an on-site visit is arranged in this early stage to facilitate stakeholder introductions and complete the needs assessment.
- **Review Business Goals.** As part of the needs assessment, a customer's business requirements are reviewed and specific Live Meeting features are mapped to meet them. This helps ensure the service is set up and optimized to meet specific objectives and will deliver measurable success.
- **Develop Technical Strategy.** Once the customer's business goals are identified, the project team will closely review the customer's existing technical environment. Considerations will include technical options for creating Live Meeting user accounts and the configuration of Live Meeting settings and policies.
- **Identify Early Adopters.** The Adoption Consultant will work with customer contacts to identify a small group of early adopters within the customer's organization to begin using the Live Meeting service. These early adopters will provide feedback on customer requirements.
- **Train Early Adopters and Help Desk.** The Adoption Consultant will provide training resources so that key customer contacts can learn to use Live Meeting features and recommended best practices. The purpose is to ensure early adopters have a high level of confidence to use and successfully promote the Live Meeting service throughout the organization. Help Desk training is provided to enable customers to manage Live Meeting support for their employees. This training helps facilitate adoption and support across the organization by simplifying and standardizing the support process for end users. It also provides insight into support issues for the customer IT organization.
- **Promote Live Meeting to Users.** Promoting the Live Meeting service throughout the organization is a key to successful adoption. Adoption services include comprehensive planning

to ensure effective communications, drive interest, articulate value and position the organization for a successful Live Meeting service launch.

- **Facilitate Launch.** The Adoption Consultant also helps provide a smooth transition for the full enterprise launch. Typically this includes an on-site visit to participate in launch booths, Office Live Meeting demos, and awareness generation.
- **Wrap-Up Adoption Services.** After an organization implements Live Meeting, the Adoption Consultant will provide an engagement summary to the customer that includes usage metrics, active organizer count, and a summary of key milestones.

Adoption Services Responsibilities

Microsoft and customer responsibilities associated with Live Meeting adoption services are detailed in this section.

Microsoft Responsibilities

Microsoft Online Services has the following responsibilities related to Live Meeting adoption activities:

Needs assessment

- Review license type
- Review license quantity
- Review existing conferencing methods within the company
- Review business requirements

Project plan creation and management

- Develop an overall project plan

Review resources and responsibilities with the project sponsor

- Maintain updated progress on overall engagement milestones

Scheduled planning calls

- Provide regularly scheduled meetings to review progress, issues and resolutions. Typically this is a weekly call during the deployment engagement. Once the service is live, the Adoption Consultant will hand off to the Technical Account Manager for the contract duration.

Technical planning and implementation

- A Technical Specialist will engage each customer and deliver technical guidance to enable the customer to successfully use the Live Meeting service. Activities can include:
 - Technical guidance for the Live Meeting account creation and authentication process
 - Review and guidance for Active Directory security groups and Live Meeting roles
 - Review and guidance for desktop deployment options
 - Review and guidance for technical design for Live Meeting portal and desktop deployment
 - Review and guidance for security considerations for the Live Meeting infrastructure
 - Review and guidance for network connectivity to the Internet
 - Review and guidance for proxy configuration
 - Review and guidance for network port and firewall needs

Communications strategic planning

- Review communications plan
- Review marketing methods
- Provide sample templates for e-mail and Web site correspondence

Enterprise Launch

- Attend on-site Live Meeting launch activities

Customer Responsibilities

During the Live Meeting adoption process, the Adoption Consultant will work in close coordination with the customer's project manager and other identified key personnel who make up the Customer Project Team. The size of the Customer Project Team and its specific members varies depending on the customer goals for Live Meeting implementation. Functional areas that are typically represented on the team include but are not limited to IT, corporate communications, change management, training, and Help Desk/support.

Based on extensive experience with enterprise implementations, Microsoft has found that customer involvement in the following activities is a strong indicator of overall success with Live Meeting:

- Explicit executive sponsorship of collaboration technology in general and Live Meeting specifically
- Broad IT support during the planning, implementation and ongoing support phases of the rollout
- Support of a broad communication strategy around Live Meeting launch and availability
- End user training/readiness included as a core component of rollout planning
- Dedicated project manager for the duration of the adoption engagement

Service Operations and Support

Microsoft Online Services provides ongoing resources for operations and support after the Live Meeting services launch.

Service Portal

For each Live Meeting customer, Microsoft Online Services will deploy and host a Live Meeting Service Portal. The Live Meeting Service Portal is a pre-packaged portal that enables connection between the customer on-premise Active Directory implementation with the Live Meeting services. Access to the portal requires use of Windows Internet Explorer® 6.0 or later.

The portal automates administrative functions such as account creation and password management. It also provides users with a single sign on capability and a central location for training and/or reference documents.

. The portal specifically enables the following key functions:

- Automatically create Live Meeting accounts for users who are authenticated on the corporate network.
- Allow authenticated Windows users to log in to Live Meeting without entering a Live Meeting user ID and password.
- Automatically synchronize a user's Live Meeting account settings with the user's Active Directory settings each time the user logs in through the portal.

The following portal functions are not available:

- Detailed customization ("skinning")
- Use of Live Meeting Portal Web methods
- Manual account creation
- Anonymous Internet access
- Manual password management

Support

The Live Meeting service is included in the Microsoft Online Services support framework. The Microsoft Online *Support Service Description* document provides more information about Live Meeting support.

Optional Services

The following services are available to Microsoft Online Services customers at additional fees.

Adoption Training and Technical Consulting Resources

Easily accessible training and consulting resources are available to Live Meeting customers and are designed to accommodate large numbers of end users and a variety of learning styles. Training is a good way to instill end user confidence in using Live Meeting and drive deeper adoption across the organization.

Appendix A: Read More About Dedicated Products

The following documents provided detailed descriptions of Microsoft Online dedicated products and services and are available from the [Microsoft Download Center](#).

Microsoft Exchange Online Dedicated Service Description

Microsoft® Exchange Online Dedicated is a hosted enterprise messaging solution based on Microsoft Exchange Server 2007. The Exchange Online service provides a secure, reliable messaging environment that includes e-mail, shared calendar and Microsoft® Office Outlook® Web Access.

Microsoft SharePoint Online Dedicated Service Description

Microsoft® SharePoint® Online Dedicated offers flexible, Web-based tools and services to help users manage information and collaborate effectively with others. SharePoint Online is built on the rich capabilities of Microsoft® Office SharePoint® Server 2007.

Microsoft Office Communications Online Dedicated Service Description

Microsoft® Office Communications Online is a hosted, enterprise-class communications solution based on Microsoft® Office Communications Server 2007. Office Communications Online provides organizations with real-time communications services, including instant messaging and audio and video conferencing. It also powers "presence" functionality.

Microsoft Office Live Meeting Service Description

Microsoft® Office Live Meeting is an enterprise-class Web conferencing service that enables companies to engage customers through real-time meetings, training sessions and events presented over the Internet. Live Meeting operates on shared infrastructure, separate from Microsoft Online dedicated services. However, Microsoft Online provides consulting services to help companies efficiently adopt and begin using the Live Meeting service.

Microsoft SharePoint Online Custom Solutions Support

Microsoft Online supports custom and third-party solution deployment on the Microsoft® SharePoint® Online Dedicated platform. Organizations can develop and deploy SharePoint line-of-business applications to extend the functionality of SharePoint Online.

Microsoft Online Support Service Description

The Microsoft Online Support Services team helps customers set up Help Desk operations for its Microsoft Online services users. In addition, the support team provides a managed process for escalating user issues to Microsoft support teams.

Microsoft Online Service Continuity Management

Service continuity management focuses on the ability to restore subscribed services for Microsoft Online Services customers during a significant service outage. This document describes the common approach to service continuity management taken by Microsoft Online across all dedicated services.

Microsoft Online Service Level Management

Microsoft has established service level management processes that monitor service delivery metrics and proactively engage customers to resolve operational and performance issues with Microsoft Online services. In developing its approach to service level management, Microsoft Online has closely followed the Information Technology Infrastructure Library (ITIL) concepts and techniques.

Microsoft Online Shared Services Description

The dedicated products from Microsoft Online run on an underlying common infrastructure and shared set of hosted services that provide high reliability, exceptional performance and enhanced security. This document describes the network architecture, directory model, Active Directory® authentication services, security management services and other system features and processes.

Microsoft Online Services: What's New in Version 9.1

This document describes the new features and capabilities available in the current version 9.1 release of Microsoft Online services and products.