

PowerUp Activation Services



ABOUT GOOGLE APPS

Google Apps is a suite of applications that includes Gmail, Google Calendar (shared calendaring), Google Talk (instant messaging and voice over IP), Google Docs & Spreadsheets (online document hosting and collaboration), Google Sites (team site creation and publishing), Start Page (a single, customizable access point for all applications) and Google Security & Compliance. Google Apps offers editions tailored to specific customer needs, including the Standard Edition (ideal for family domains), Education Edition (K-12 schools, colleges and universities) and Premier Edition (businesses of all sizes).

For more information, visit www.google.com/a/security

Providing complete implementation support and step-by-step service activation guidance, PowerUp services help you get your Google security and compliance products, powered by Postini, up and running quickly. With two levels of personalized assistance, you have the flexibility to use the service that best fits the needs of your organization – so you can quickly maximize the value and effectiveness of your products.

First, you determine which PowerUp service is right for you, based on the organizational layout, the complexity of your filters and business rules, and the mission-critical nature of your business communications. Then, our team of highly trained specialists meets with your staff, understands your communications goals, develops an implementation plan, and brings your products online in no time.

PowerUp basic

Ideal for most direct customers who have their user base in one geographic region, PowerUp basic service provides:

Account activation Start-up configuration assistance, including one administrator, one test account, and one domain configured within Google.

Administrative support Full access to the administration console and other management tools, enabling you to adjust virus and spam filtering, add users and administrators, set access and security levels, and manage server configurations.

Additional resources Expert support from world-class customer support organization and access to the support portal.

Detailed documentation Complete implementation guidelines to assist in rolling out Google security and compliance products to your users.

PowerUp plus

Designed for larger, diverse organizations with more complex needs. PowerUp plus customers receive all the deliverables of the PowerUp basic service, plus:

Access to expertise Dedicated project managers to plan, support, and track your customized implementation.

Personal service Detailed project plans, recommended configurations, custom communications, and a single point of contact for all service activation issues.

Benefits of PowerUp services

No matter which PowerUp service you purchase, you can quickly realize powerful benefits of the Google security and compliance products.

Instant protection for your organization

By following Google's proven best-practices process, you can begin to realize the productivity advantages of Google security and compliance products in a matter of days. That means immediate anti-spam and anti-virus protection and improved communications productivity for everyone in your organization.

Fast return on investment

With PowerUp services, critical product configuration and implementation skills are transferred quickly from Google to your organization, reducing the learning curves of both your IT staff and end-users, enhancing time-to-value, and improving your return on investment.

Optimal configuration to meet your needs

When you subscribe to PowerUp services, we give you step-by-step assistance during configuration to ensure that the security and compliance policies you implement meet the specific needs of your users.

Easy access to online reports

As a PowerUp services customer, you gain access to Google's reporting suite. The reporting suite gives you deep visibility into Google security and compliance products enabled for your organization. Viewed through a standard web browser console, these reports let you see, at-a-glance, precise usage statistics for message flow, connection requests, encryption related metrics, and more.

Comprehensive guidelines to ensure roll-out success

The PowerUp services staff provides complete guidelines and materials to help ensure the success of your end-user roll-out, including an End-User Quick Reference Guide that explains how to use the online message center to access and review quarantined emails.

Minimal administrative learning curve

With PowerUp services, your in-house system administrators receive all the help they require to ramp-up quickly on the Google security and compliance products. The PowerUp services staff provides around-the-clock assistance to ensure the swift and simple integration of the product within your organization. Plus, your administrators can log onto the knowledge base for unlimited access to best practices, optimal settings, and solutions to common problems – anytime, anywhere.

POWERUP ACTIVATION SERVICES

Feature	PowerUp Basic	PowerUp Plus
Expert activation of the selected Google security and compliance products	X	X
Orientation of the administrative and configuration tools for optimizing service performance	X	X
Set up of all domains, mailboxes, and users covered under the service	X	X
Walk through of all online support resources, electronic documentation, and web tutorial library	X	X
Review of the usage reports and metrics	Overview only	Comprehensive tutorial
Project plan creation	Standard milestones and timelines	Detailed and customized timelines specific for the customer
Dedicated project manager during the implementation (single point of contact)		X
Regularly scheduled status calls – with step-by-step activation process milestones		X
Custom communications assistance during internal roll-out of the service		X
Advanced configuration tutorial and walk through of customized settings		X
Best practices review and implementation		X

