

# Quest® Collaboration Services

## Collaboration and Data Synchronization Between Organizations

Quest® Collaboration Services™ enables the real-time synchronization of free/busy information and Global Address Lists (GALs) between organizations. Collaboration Services delivers the level of protection that you require by maintaining secure boundaries between Exchange organizations and Active Directory (AD) forests. Its powerful automation features provide a transparent collaboration process. Whether you need time to properly plan for your upcoming Exchange migration, or you have communications and scheduling requirements with partners, Collaboration Services can improve your productivity. This technology provides unique benefits and advantages:

### Synchronize Free/Busy Information and GALs

Minimize help desk calls from frustrated end users and reduce e-mail traffic when you use Collaboration Services to display free/busy information for users in different Exchange organizations using your existing Outlook client. In addition, with Collaboration Services, you can provide a comprehensive GAL for your organization. Select the information to be synchronized and Collaboration Services takes care of the rest!

### Preserve Security

Provide value-added services to your end users while sustaining your security requirements. Collaboration Services sends compressed, encrypted messages over Simple Mail Transfer Protocol (SMTP), a native protocol for Exchange 2000/2003/2007/2010 servers. There's no need to set up trusts or additional accounts, or open extra ports.

### Exercise Complete Administrative Control

You decide which objects and attributes to make available. You decide which partners will be allowed to see your directory data. You decide what data from their organizations to display in your organization. The Collaboration Services architecture keeps you in control of your Exchange/AD environment.

### Reduce Workload

Automatic updates eliminate the redundant tasks required to manually synchronize contact information. Collaboration Services allows you to maintain productivity organization-wide by providing up-to-date contact and free/busy information to every end user.

### Ease Migration Concerns

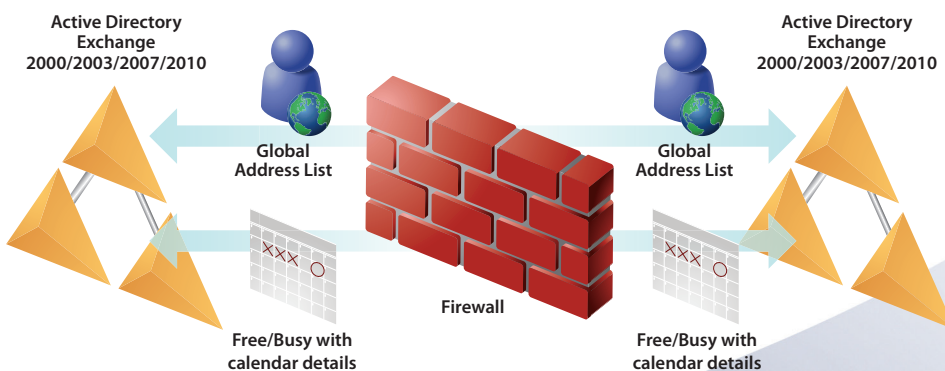
Exchange migrations require careful planning. Collaboration Services resolves many of the communication challenges inherent during this complex process and allows users to operate from a common GAL and view free/busy information immediately.

*"Our staff has a thousand better things to do than sync GALs manually. Quest Collaboration Services is the most flexible, powerful and scalable solution we found to automate this process."*

— Chuck Williams  
Director of Information Technology  
Penske Corporation

*"Migrations are complex and time consuming and the steps taken to move to a new platform cannot affect the organization's users' ability to communicate. Collaboration Services allows IT to plan and execute a seamless migration without interrupting user communication."*

— Jackson Shaw  
Director of Active Directory Solutions  
Quest Software



### Support Partner Collaboration

Collaboration Services leverages synchronization for strategic organization partnerships. Organizations can improve the success rate of their joint projects by providing true collaboration between all partners. No training is required to get end users communicating; they simply use their existing Outlook client, thereby increasing productivity.

### Key Features

**Find Free Meeting Times** • Synchronize free/busy information including calendar details between organizations so that end users have a single source for determining available meeting times. End users avoid an endless loop of e-mails and increase productivity by using their current Outlook client to schedule meetings.

**Provide a Truly Global Address List** • Create a single address list for multi-organization Exchange deployments. Collaboration Services provides a comprehensive GAL while maintaining security boundaries.

**Transparent to Users** • Eliminate the need to visit the desktop or for end users to go to a separate application or Web page. Everything is in the users' normal e-mail environment - Microsoft Outlook.

**Administrative Control** • Publish only the objects you want to share. Subscribe to only the objects you want to receive.

**Secure Synchronization** • Eliminate the need to open ports, create trusts, or share accounts. Synchronize with confidence by using encrypted SMTP. Maintain the security boundaries of AD while gaining the collaboration power of synchronization.

**Notification Services** • Receive status updates by e-mail. Collaboration Services automatically detects changes to AD and Exchange data and synchronizes the changes to other collaboration partners. Complete online statistics are also available for easy monitoring.

**Remote Administration** • Administrative Web interface provides secure access to Collaboration Services from any computer connected to the intranet or Internet, making it easy to respond to important events or issues promptly.

**Flexible Data Format** • Maintain your preferred data format with Collaboration Services' Display Mappers, regardless of how the original collection displays data. Select the format you like and all subscribed-to collections will be automatically reformatted.

### About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management, and IT management, go to [www.quest.com](http://www.quest.com).



5 Polaris Way, Aliso Viejo, CA 92656 | PHONE 800.306.9329 | WEB [www.quest.com](http://www.quest.com) | E-MAIL [sales@quest.com](mailto:sales@quest.com)

If you are located outside North America, you can find local office information on our Web site.

© 2010 Quest Software, Inc.  
ALL RIGHTS RESERVED.

Quest, Quest Software and the Quest Software logo are registered trademarks of Quest Software, Inc. in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners. DSW-QCS-US-MJ-20101102