TA 14-21: OTech Quarterly CA.mail Forum

ATTENTION: CA.mail Customers
ACTION REQUESTED: None – Information Only
DUE DATE: None

Overview:

The quarterly CA.mail Forum was held on October 10, 2014. This forum allows OTech to share information with our customers and gives customers the opportunity to provide input on upcoming changes and decisions regarding OTech's CA.mail services.

Forum Highlights:

The following provides a recap of the forum discussion related to CA.mail improvements, decisions, and/or changes that may affect OTech customers:

Active Sync:
Any customization request for Active Sync will be charged at OTech's Consulting Services rate of $130 per hour and will require a CSS Service Request.

eDiscovery:
eDiscovery Services is an add-on feature to the CA.mail service provided through a CommVault software tool. This service requires a two-year term agreement and will cost $2.05 per user per month.

Boxtone:
CA.mail plans to discontinue Boxtone for ActiveSync/Blackberry on 11/03/14. There are not enough users to support the software license cost of $100,000 per year.

Next Forum:

The next Ca.mail Forum has not been scheduled. Once a date is selected, an invitation will be sent out to all participants.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5476.