

Rediff.com presents...

Rediffmail Enterprise Pro

You manage your Business...
We'll manage your Email.

Proposed by:

rediff.com

**For Rediff.Com India Limited
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TABLE OF CONTENTS

1	Executive Summary.....	3
2	Introduction.....	3
3	Advantages.....	4
4	Scope.....	5
4.1	The administrator module.....	5
4.2	User Interface Module.....	9
5	Training.....	9
6	Rediff.com as a preferred solutions partner.....	10
7	Timelines.....	11
8	Commercials.....	11



(1) EXECUTIVE SUMMARY

In today's competitive business scenario, Communication and Information are the key driving forces for any organization. To make your communication secured and Information retrieval more efficient, we at Rediff.com would like to take up this opportunity & introduce our Email based corporate communication and marketing tool - Rediffmail Enterprise Pro.

Rediffmail Enterprise Pro – is a corporate emailing solution designed for Enterprise's who would wish to utilize their valuable time and resources on some other better biz application development and research opportunities, rather than maintaining and supporting their own internal e-mail infrastructure. This sort of maintenance and support can quickly raise the costs, and viruses, software and hardware problems, which can keep your business away from some crucial and very important information for hours.

We Suggest... **“You Manage Your Business, and We will Manage your Emailing Solution...”**

Thus, Outsource your Emailing Solutions to Rediff.com at a cost, which is phenomenally competitive.

(2) INTRODUCTION

Rediffmail Enterprise Pro is a robust emailing system that will handle all your heavy interoffice emails, over a secured network & will protect your sensitive communications

This will not only save on your cost of printing & mailing regular information to your network of people, but also protect your company from the fastest growing number of Virus threats and gives you a Spam Free emailing service.

Rediffmail Enterprise Pro facilitates the communication between a network of people, who can be YOUR

- Employees
- Agents
- Consultants
- Dealers

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(3) Product Features & Advantages

- ❑ Provides your **Network of people** with a unique email id.
- ❑ **Reliability** - Email Solution with 99.99% uptime since 4 years.
- ❑ **Unlimited Bandwidth** and Unlimited Data Transfer
- ❑ **No hardware, No software** requirements for installation.
- ❑ Dedicated and Updated **Anti Viruses and Anti Spam filters**.
- ❑ **Spacious Mail Box size** – 10 MB, 100 MB, 200 MB, 1 GB, 10 GB.
- ❑ **Attachments** - Large size attachments -up to **10 MB**.
- ❑ **Address book** - Import addresses from other mail accounts.
- ❑ **Filters** - Message filters based on pre-defined words.
- ❑ **Preferences** - Facility for better email management.
- ❑ **SSL encrypted POP3, SMTP and HTTP access**, compatible with your Email Client like Outlook Express or Microsoft Outlook.
- ❑ **Mobile access** – Access your mail, while on move, using GPRS.
- ❑ **Newsletter** - Bulk targeted Emails, to all users within your domain
- ❑ **Secured** - Ensures safe and quick delivery of crucial information.
- ❑ **Welcome Page** - Customizable User welcome page over the web.
- ❑ **Admin Control Panel** – To Manage & Monitor Users & Mail Boxes.
- ❑ **MIS Reports** - Access to detailed user wise reports in real time using MIS Interface.

In addition to all these advantages you get an **Exclusive Corporate Branding**, using your company logo over the web-based interface.

E.g. <http://mail.yourdomainname.com>

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(4) Scope:

Rediffmail Enterprise Pro provides you with the following modules.

- The Administrator module – to manage users and their mail boxes
- User Interface module - to access their mails

The core of this solution will be the **Administrative Control Panel**, which incorporates administrative access and privileges

4.1 The Administrator Module – Administrator Control Panel

Various features provided under the Administrative Control Panel are as follows:-

1. **User management:** - This feature allows Administrator to manage all user activities like Add User, Delete User, and Change Password etc.
2. **Domain Management:** - This feature provides the proposed domain along with a home page hosting facility for all the Users, where Administrator can Create/Edit Home Page, Manage/Upload files etc.
3. **Bulk Tasks:** - This feature enables Administrator to complete bulk/voluminous tasks at a time there by saving a lot of time. For example adding/deleting a bulk number of users/email id.
4. **MIS Reports:** - It gives Administrator an access to reports in real time that includes Usage of accounts and Renewal status.

5. **Newsletters:** - It helps in communication processing as the Administrator can send bulk emails to various targeted users/Email ID's.

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(1) USER MANAGEMENT:

This feature gives Administrator a control over all type user management activities and enables him to manage them in an efficient manner.

- ❑ **Add User/Email id-** It enables the Administrator to add a single user/ email id at any given time.
- ❑ **Delete User/email id-** It enables the Administrator to delete a single user / email id at any given time
- ❑ **Search User/email id-** A user/email id can be searched by providing any of his unique information like user code, branch, Email ID etc
- ❑ **User Status-** Any user / email id can be ACTIVATED or DEACTIVATED by accessing his user status.
- ❑ **Access Privileges-** Administrator can assign special rights and privileges to the user/email id as per the requirements.
- ❑ **Change Passwords-** Administrator can change the password of any Intended user/email id.
- ❑ **Edit User-** Administrator can edit the information or privileges of any user/ email id.
- ❑ **Add / Remove Space-** Administrator can Add or Delete the space from any of the user / email id whenever required.



(2) DOMAIN MANAGEMENT

An important part of this solution will provide the proposed domain along with a home page hosting facility, which will include the following features: -

- ❑ **Home Page-** Administrator will be provided with an interface that will allow them to update and manage the contents of the home page that users are going to view after logging in.
- ❑ **Edit Login Page-** Administrator will have the access to make necessary all possible changes on the corporate login page from time to time.

(3) BULK TASKS

Bulk task features allow the Administrator to do a bulk or voluminous tasks at a time just through a click of buttons.

- ❑ **Download Master** - A .CSV file, which will be downloaded in Excel and will contain a complete list of all your live active users or email ids and their related information like Email ID, First Name, Last Name etc.
- ❑ **Add Users/ email id** - This feature enables the Administrator to add bulk volumes of users/email id at a time
- ❑ **Deactivate Users/ email id** - This feature enables the Administrator to deactivate a large number of users/email id at a time.
- ❑ **Edit User/ email id** - Administrator can edit the information of any number of user/email id at a time.



(4) **MIS REPORTS:-**

Administrator has an access to the reports in real time using the MIS Reports module, which includes the following

- ❑ **Renewal Status-** It shows the total number of mail accounts and their validity period. Online Renewal and buying options will be available soon.
- ❑ **Account Usage-** It gives Administrator a complete report view of Total Account details & also provides a complete report on the Actual number of total logins, Total Accounts opened and unique account accessed.

(5) **Newsletter**

The Administrator can send any bulk communication based on the target to the various groups using the made zones. For e.g.: branches, region, city, designation etc.

- ❑ **Create Newsletter-** Using this, Newsletter's can either be sent to all the users/emails or to a particular set of targeted users/emails which provides a support of bulk communication at a minimal cost.

- **Edit Newsletter**– This facilitates the Administrator to save all communication Newsletters and further enables him to do edit them in future and make changes time to time as per his requirements.

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OTHER FEATURES

1. Email Aliases: - *Rediffmail Enterprise Pro* provides the feature of Email Aliases. An alias is a way of receiving mail from many addresses at the same POP account. Mail aliases are alternative addresses to existing mailboxes on the same domain name. Messages sent to a mailbox alias arrive to the primary mailbox. It's an address that forwards all email it receives to another email account. For example, if you establish an email alias called info@yourdomain.com to go to johndoe@yourdomain.com, then all email sent to info@yourdomain.com will be automatically forwarded to johndoe@yourdomain.com (In this case, 'info' is called an alias of 'johndoe'.)

2. Catch All Emails: - *Rediffmail Enterprise Pro* gives Administrator the authority to make any account an Catch All Email account. A catch-all email account simply refers to the ability for email sent to anything before the @ sign to reach you. For example, you might have accounts set up for info@yourdomain.com, sales@yourdomain.com, and accounts@yourdomain.com. If somebody tries to email support@yourdomain.com, it would bounce. By having a catchall email account set up with your web hosting account, these emails will be received by the designated email account.

3. GROUP Email IDs: - Administrator can create certain Group Email Ids. These Group IDs will be treated as a single account. Now all the members of the group created in the form of mailing list by the Administrator will receive any email coming to this account.

4. Carbon Copy: - Administrator can make any account a Carbon Copy account in which he can receive a copy of all the emails received by the users. In this way it empowers Administrator to have a track of all sort of communication taking place. It also provides a necessary backup.

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4.2 User Interface module

Rediffmail Enterprise Pro provides a very impressive & a user friendly web based interface for accessing mail either through a web based interface, or over their move, using a GPRS enabled mobile phone. It Offers:

- **Domain** - Individual email addresses within the proposed domain
- **Storage - 200 MB storage with each email inbox**
- **Password** - Ability to change password on the site
- **Anti-virus** - Advanced virus scan software for every attachment
- **Anti-Spam** – Latest Anti Spam applications installed at the server levels
- **Address book** - Import addresses from other mail accounts
- **POP3 access** - Ability to forward emails to Outlook Express email client
- **Web based access** using HTTP – <http://mail.yourdomainname.com>
- **GPRS based mobile access** to access your mails while on move
- **Attachments - Up to 10 MB attachments**
- **Filters** - Message filters based on pre-defined words
- **Auto reply** - Users can set auto 'on-vacation' mail
- **Email forwarding** – User can set email forwarding to other email ids.

- **SMS Alerts** – Users can set Smart Mail Alerts using SMS.
- **Custom Signatures** – User can have custom based signatures
- **Print your Emails** – User can print Friendly Emails
- **Mail Fetch** - User can specify other email account and Pull external mails

5) Training:

Rediff.com will provide One day of training to the administrators at the Rediff.Com office in Mumbai. Further Rediff.com will provide support on “telephone” and “email” on issues related to queries for basic usage issues like log in, password retrieval etc.

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6) Rediff.com as a Preferred Solutions partner

Rediff.com is perhaps the best available partner in the web based email solution space in India.

- The longest working web based email service in India
- 100% uptime record for the last four years
- Total control on indigenously developed email solution
- Tested technology for delivering bulk communication to millions of users daily
- Robust infrastructure to take care of any surge in email usage or growth of users and storage
- Experience in deploying web based solutions for **corporate clients**

Clients	Boxes	Clients	Boxes
ICICI Prudential Life	75,000	Saveetha - Chennai	3,000
Aviva Life Insurance	6,500	Max New York Life Ins	8,500
Tupperware	100	IN Y Vysaya Life Ins	200

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Bajaj Auto Limited	1000	Hero Honda Motors	9,000
Bajaj Auto Finance	800	HDFC Chubbs	200
Iffco Tokio	550	Louis Berger	400
Videocon International	2,000	Crisil Market Wire	350
Sansui International	400	Hyundai International	250
Kotak Mutual Fund	750	SYMBIOSIS - Nasik	4000

- Customer support on phone and email
- Constantly evolving product development process to provide you cutting edge features

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7) Timelines:

The total time to configure and deliver the Mail solution will be **within 2 weeks**.

The following are the timelines for the different modules as well processes involved:

<u>Activity</u>	<u>Timeline</u>
Admin, Domain & Newsletter Mgmt Modules	1 week from the receipt of the cheque & PO
Testing & Deployment	1 week from the receipt of the cheque & PO

The project time schedule does not include any delay due to the time taken by Customer representatives to provide feedback and approval for the various phases of the project

8) Commercials:

One time Set Up Cost till 1000 E- mail Boxes	Rs.25,000/-	Rs.25,000/-
One time Set Up Cost till 5000 E- mail Boxes	Rs.50,000/-	Rs.50,000/-

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One time Set Up Cost till 10,000 E- mail Boxes	Rs.75,000/-	Rs.75,000/-
<i>Email Addresses with 10 MB Space.</i>	<i>Normal</i>	<i>SSL Based</i>
Each Mailbox with 10 MB Space for a year	Rs. 200/-	Rs. 300/-
Each Mailbox with 50 MB Space for a year	Rs. 225/-	Rs. 325/-
Each Mailbox with 100 MB Space for a year	Rs. 250/-	Rs. 350/-
Each Mailbox with 200 MB Space for a year	Rs. 300/-	Rs. 400/-

Payment Terms and Conditions.

- **100%** of the Setup Cost along with Purchase Order, which mentions the confirmation of the order.
- **100%** of the Email Boxes Value along with Purchase Order .

Cheques to be issues in the name of “Rediff.com India Ltd.”