



Find this "Response to Exchange vs. GroupWise Document" online at:

http://www.novell.com/products/groupwise/gw_exchange.html

Microsoft recently sent out a document to their customers in a desperate attempt to dissuade them from moving from Exchange 5.5 to GroupWise 6. This document was full of incorrect and misleading information. The following is Novell's response to this document. The text in *italics* font style is Microsoft's, the normal text is Novell's response.

Customers are realizing that the costs just keep rising with Exchange and other Microsoft products, evidenced by the recent Office XP backlash. Exchange 5.5 customers faced with retrofitting their entire infrastructure-servers, directory, and administrative model-in order to move to Exchange 2000, a release that doesn't offer nearly the benefits to justify the additional cost. These Exchange customers, many of which are using NDS eDirectory, are looking to GroupWise because of its tight integration with existing infrastructure, superior functionality, and lower cost administration model.

Existing GroupWise customers have long watched their Exchange counterparts battle virus attacks, bringing their businesses to a halt. Meanwhile, these GroupWise customers have continued operating uninterrupted, giving them a competitive advantage in their marketplaces. The move from GroupWise 5.x to GroupWise 6 is a seamless, low cost upgrade that enables organizations to leverage their existing infrastructure, without the need for a rip and replace retrofit that Exchange 2000 requires. And, GroupWise 6 offers far superior functionality, including its industry leading wireless support.

In addition to the prohibitive cost of upgrading and refitting their infrastructure for Exchange 2000, Exchange 5.5 customers are realizing that Microsoft is already moving in yet another technology direction, microsoft.net-effectively abandoning Exchange 2000 in the process. The press reports that Microsoft is moving its developers off of Exchange to "Yukon", another attempt at providing effective collaboration that will likely require yet another complete overhaul of their infrastructure.

1: *GroupWise 6 is an Exchange 55 (not Exchange 2000) catch-up release. Virtually all of the new features (such as online backup and restore, mailbox quotas, wireless support, Internet standards support - SSL, SNMP, S/MIME v3, NNTP,) are already part of Exchange 55, which was released 3 years ago.*

On the contrary, Exchange is working to catch up with GroupWise. Novell first delivered wireless support to customers in the early part of 2000. Neither Exchange 5.5 or 2000 include any wireless support. Microsoft is just delivering WAP support with their recently announced Mobile Information Server, an extra cost add-on.

Wireless support is a core feature of GroupWise. In today's day and age, it is a requirement to have wireless as an integrated component, not an afterthought add-on, to any collaboration product. Out of the box, GroupWise 6 supports WAP, WML, HDML, simple HTML, and Palm Web Clipping. The most notable hole in Microsoft's poor wireless offering is the lack of support for their own Window CE devices; which are not even listed as supported devices for their Mobile Information Server, although they tout it as a "wireless platform". GroupWise 6 supported Windows CE/Pocket PC-based devices when it shipped. Exchange also lacks Palm Web Clipping support, although there are 13 million Palm users worldwide. Palm Web Clipping is being made available as a free add-on to GroupWise 6. WAP support was provided as part of the GroupWise 5.5 Enhancement Pack early in 2000.

In an attempt patch up its poor support for mobile workers, Microsoft provides an Outlook add-on to forward mail to mobile devices. This requires that a user's Outlook client be running and connected to their Exchange server. GroupWise users can set rules for forwarding mail to mobile devices that are handled at the server, without requiring the GroupWise, or any other client to be running when messages are received. These rules are configurable based on priority, sender, and several other parameters. This functionality has been in GroupWise for several releases. Microsoft claims to have this in Mobile Information Server, which is an additional cost add-on that shipped long after GroupWise 6.

The many other features that GroupWise lead in include document management capabilities, something that Exchange still does not include. Microsoft Exchange is

clearly the system trying to catch up and falling further behind with every release.

- 2: *Critical messaging system features such as transaction logging, (that guarantees that no messages are ever lost,) are not part of GroupWise 6 but promised for the next major release*

GroupWise continues to deliver the highest reliability of any messaging system. Many GroupWise customers have servers that have been running for over a year with no interruption. Exchange and Outlook are notorious for reliability and corruption problems. Microsoft Outlook .pst files are regularly corrupted, so much so that Microsoft includes documentation on their support knowledge base for attempting to recover from these types of corruptions (see item Q287497 in their knowledge base). GroupWise also supports clustering to enable fault tolerance and 24x7 operation in case of a hardware failure.

- 3: *Instant Messaging is not provided as it is in Exchange 55/2000, but promised for the next major release.*

GroupWise integrates with third party instant messaging systems enabling customers to select best of breed solutions.

- 4: *The GroupWise 6 client is still seriously deficient in features compared to Microsoft Outlook.*

The GroupWise client includes all of the core functionality required for enterprise collaboration and surpasses Outlook in several areas, most notably remote user support and virus susceptibility. Outlook/Exchange is notoriously cumbersome for remote users attempting to access their mail over a dial-up connection (see <http://www.nwfusion.com/newsletters/gwm/2001/00556992.html>).

In addition, Outlook has become a major risk for organizations because of its poor virus protection. During the Melissa and other virus attacks, GroupWise customers continued operating without interruption, while Exchange customers had severe challenges and business interruptions. This has Exchange customers looking seriously at moving to GroupWise 6.

- 5: *Workflow tools and Contact Management are still not provided except as third party add-ons.*

GroupWise 6 includes routing slips which provide basic user-based workflow capabilities. In addition, GroupWise integrates tightly with Metastorm eWork, which is available through and supported by Novell. Metastorm eWork is the leading business process management (BPM) tool available on the market today. Exchange workflow requires expensive development and integration.

1. *There is no integrated support for online meetings.*

GroupWise interoperates with third party online meeting products enabling customers to select best of breed solutions.

2. *Office integration is very poor with: No support for SendTo Office Routing Recipients, SendTo GroupWise Folder*

GroupWise integrates well with Office, enabling users to send files from within Office applications and save directly to GroupWise document management, and environment that enables to securely share information and ideas. GroupWise document management enables sharing, version control, and access control of Office documents and other files. Office documents can be routed to multiple users using GroupWise routing slips.

3. *No application integration with Office documents and properties, which are simply treated as attachments*

Most users today are accustomed to working with files and GroupWise allows tight Office integration into its document management libraries.

4. *No support for File Save As... to a GroupWise 6 shared folder.*

GroupWise does one better, it enables Office users to save documents directly to GroupWise document management libraries. GroupWise document

management enables sharing, version control, and access control of Office documents and files.

5. *GroupWise 6 has no equivalent to Office 2000 Team Folder Wizard or Office XP SharePoint Team Services.*

Exchange has no equivalent to GroupWise document management, which integrates with Office and enables effective sharing and version control of documents within team environments.

6: *GroupWise 6 Palm and Windows CE device integration is browser-mode only, with no built-in offline synchronization capabilities except via 3rd party add-ons in the case of Palm.*

Exchange customers end up buying 3rd party add-ons to provide useable synchronization to the Palm, and these customers must also purchase add-ons to access Exchange via a wireless connection. Out of the box, GroupWise's wireless integration provides access to GroupWise collaboration from Palm and Windows CE devices, as well as WAP phones and RIM devices. GroupWise synchronizes with Windows CE devices using ActiveSync (provided for free with most Windows CE/Pocket PC devices). Leveraging of the many core features of GroupWise, users can use rule-based forwarding to pass messages seamlessly to just about any wireless device.

7: *The new Caching Mode feature that synchronizes a user's mailbox and folders locally has serious deficiencies.*

GroupWise Smart Caching eclipses Outlook/Exchange synchronization in functionality. Exchange customers regularly point out that synchronization down to their Outlook desktop is a painful and slow process. In addition, configuring offline mode in Outlook is an incredibly complicated process for novice users, requiring users to navigate through multiple levels of dialog boxes. GroupWise Smart Caching is easily turned on via a drop down on the main GroupWise client screen. In addition, Microsoft has introduced new licensing with Office XP, which has the potential to be very expensive for individuals and corporations.

1. *The whole store must be synchronized locally, users cannot select which folders will be available offline in this mode. This is a serious deficiency for users who wish to subscribe to high-volume distribution lists and use MailBox Rules to push messages sent on these aliases to folders they do not wish to take offline.*

Users are able to implement folder filtering with GroupWise Live Remote mode. Smart Caching and Live Remote can share the same store. Switching between the two modes is as easy as selecting an option from a drop down list. Both Smart Caching and Live Remote provide very efficient, encrypted background synchronization so that users continue to be productive, even when synchronizing with the server. In addition, if the server becomes unavailable due to a network or server failure, the users continue to operate without interruption. GroupWise 6 includes mailbox size management on both server and the client, so that users can manage the size of their local workstation stores, while administrators manage server storage.

2. *Users will be forced to continue to use the GroupWise client's Remote mode and so will have to use two offline modes with separate local stores to take advantages of both feature sets.*

This is an incorrect statement. Users can use the same store for both Remote and Smart Caching modes. Switching between modes is possible by selecting a drop down on the main screen. GroupWise Remote mode has far exceeded Outlook/Exchange's remote capabilities for several years. GroupWise Smart Caching further extends Novell's lead in this area.

3. *Users will have to learn to use two offline modes with very different feature sets and behaviors, a major training and support burden.*

In fact, switching between Smart Caching and Remote modes is very simple for users. Users simply select Remote or Caching mode from a drop down on the main screen. They see no interruption in service. In fact, Exchange/Outlook users have further training requirements because switching between modes is very cumbersome and hidden below multiple layers of configuration dialogs. In addition, GroupWise 6 supports Internet proxies so that users can securely connect to their servers without the need for using VPN (note that GroupWise also works over a VPN connection). This significantly reduces user training. In effect, a user in Caching mode never has to change modes or worry about where they're connected (whether in the office, in a hotel connected through their ISP, or at home) in order to communicate with the server.

- 8: *GroupWise 6 is far behind Exchange 2000 in scalability. At BrainShare Novell said that GroupWare 6 could possibly support 2,000 online messaging users per Post Office. At Microsoft's corporate campus 3,700 users are supported on each Exchange 2000 messaging server.*

According to Novell's sources, most of Microsoft's campus users are running Outlook in offline mode, which means they are not connected online. At BrainShare, Novell stated that lab testing showed up to 10,000 Smart Caching users could be supported on a single server. In addition, Exchange requires expensive multiprocessor hardware for any sort of scalability. Based on lab testing results for Smart Caching mode, GroupWise can support over the 3700 users that Exchange claims and this can be supported on a single processor system.

Touted performance enhancements for Caching mode are proportionately the same as for Outlook users in offline mode.

Exchange/Outlook users often complain about the performance of offline mode, especially over dialup connections. In addition, Outlook offline is complicated for novice users to set up and manage.

- 9: *GroupWise has no support for realtime collaboration, lacking:*

1. *Instant Messaging features in Exchange 55/2000.*

GroupWise integrates into third party instant messaging systems enabling customers to select best of breed solutions.

2. *Audio/video conferencing features in Exchange 2000 Conference Server.*

Conferencing is an extra cost add-on that requires additional integration into Exchange. GroupWise integrates into third party conferencing enabling customers to select best of breed solutions.

3. *Online meetings.*

This requires Microsoft Conference Server, an additional cost add-on. GroupWise can be used in conjunction with NetMeeting, CUSeeMe, and other products.

4. *Office integration.*

GroupWise integrates well with Office, adding document management capabilities which Exchange doesn't offer.

5. *Broadcast audio/video conferencing features of Windows Media Services provided in Windows 2000 Advanced Server.*

It is not clear how this relates to Exchange or GroupWise. GroupWise operates effectively alongside Windows Media Services and other offerings such as RealNetworks. Since GroupWise runs on Windows 2000-as well as NetWare 5, NetWare 5.1, and Windows NT-and can run on the same system Windows Media Services is that is a requirement of a customer. GroupWise users can use Windows Media Player along with the GroupWise client. This provides the same level of integration with Windows Media Services as Outlook.

- 10: *GroupWise 6 has poor web-based collaboration features.*

GroupWise WebAccess is an effective collaboration environment that supports nearly all of the core features of the GroupWise Windows client and many GroupWise users use WebAccess exclusively for collaboration. Web access to Exchange is very slow over dialup lines, where users need it most.

1. *GroupWise 6 WebAccess does not support access to GroupWise Document Management Services.*

Document management services are not even available in Exchange. GroupWise WebAccess users can in fact access documents in document management libraries.

2. *GroupWise 6 WebAccess does not allow update to Office documents or other attachments in Shared Folders.*

GroupWise 6 WebAccess users are able to access Shared Folders and send and share documents with others.

3. *GroupWise 6 does not provide "friendly" URL access to every item in the store.*

It is not clear why Microsoft wants to force users to type in long URLs by hand to access their mail items. GroupWise allows users intuitive one click access to all of their mail items, appointments, and tasks.

- 11: *GroupWise 6 requires NetWare, effectively "locking it out" of non-Novell organizations, despite their "cross platform" claims. The existing GroupWise user base is almost exclusively found in organizations that use Novell networking solutions, a shrinking population.*

Exchange 2000 is in fact the isolated system by only supporting Windows 2000 and Active Directory, two systems not currently installed in most customer environments. Customers are realizing that this represents a cost-prohibitive upgrade that promises future investment expense as Microsoft pursues their nebulous .net strategy.

GroupWise 6 runs on NetWare 5, NetWare 5.1, Windows NT, and Windows 2000, providing much broader cross platform capabilities than Exchange. GroupWise also integrates with NDS eDirectory which is installed in most Fortune 500 companies today, totaling over 130 million users. This allows organizations to leverage their existing investments. The NDS eDirectory user base continues to grow dramatically providing fertile ground for GroupWise collaboration features. Exchange does not support NDS eDirectory, effectively locking it out of most companies. GroupWise represents the most cost effective solution for most customers.

- 12: *GroupWise 6 requires Novell's eDirectory, but doesn't actually use eDirectory natively, requiring user information and passwords to be stored twice. Organizations that don't use Novell eDirectory - that use Windows Networking solutions for example - must synchronize 3 directories, (the Windows directory, NDS and the GroupWise directory, whose synchronization with NDS is at least automatically handled,) with all the attendant network and administrative overhead that multiple directory synchronization incurs.*

GroupWise 6 integrates tightly with NDS eDirectory, enabling users to authenticate with their NDS eDirectory username and password, or any other directory with its LDAP authentication feature. All GroupWise administration is performed through ConsoleOne, enabling single point administration for all NDS eDirectory users and applications. Very few customers use "Windows Networking", while most use NDS eDirectory, making GroupWise the ideal choice for most organizations. Exchange 2000 requires Windows 2000 and Active Directory. Active Directory is an unproven technology that requires a complete retrofit of corporate infrastructure-a very expensive proposition for any organization-with very little added value.

- 13: *GroupWise 6 does not use Windows security, requiring the maintenance of dual security systems. To implement Single Sign-on requires the use of an additional Novell product.*

GroupWise 6 includes the ability for users to authenticate using their NDS eDirectory username and password. With this new feature and NDS eDirectory's ability to integrate with user's Windows desktop security, users are able to maintain a single username and password.

- 14: *GroupWise 6 does not use Microsoft Management Console, instead requiring the use of multiple Administration Consoles, (ConsoleOne, GroupWise Monitor,) in addition to MMC, hugely adding to administration TCO.*

Microsoft Management Console is the minority in management environments. NDS eDirectory and ConsoleOne are widely deployed and used throughout corporations, providing a single point of administration for GroupWise users and other NDS eDirectory applications. The TCO of GroupWise is significantly lower than Exchange, which requires the installation of a completely new directory and operating system, as well as retraining for administrators and users. The user and administrator retraining alone make Exchange 2000 a cost prohibitive option.

- 15: *Novell's "Deskless-worker" pricing (\$30 / wireless/WebAccess-only user, a 75% discount from the full GroupWise client license,) reflects their acceptance that Novell*

can only grow revenues within the existing NetWare and GroupWise customer base, since GroupWise 6 is only viable within the existing and static NetWare base. A shrinking user base is a dying user base and should inspire little confidence in customers considering GroupWise.

GroupWise is the leader in deskless collaboration and is an ideal solution for Exchange, as well as Lotus Notes customers. On the desktop, GroupWise is an ideal upgrade for Exchange 5.5 customers. In addition, Exchange customers who want to quickly enable collaboration for their deskless workers can integrate GroupWise wireless in an Exchange environment, using the GroupWise Exchange gateway, and migrate their desk-based users when time permits. Exchange on the other hand does not include any functionality for deskless workers, and even if it did, the client access license pricing is too cost prohibitive for large numbers of deskless workers. Microsoft Exchange must rapidly join the 21st century with wireless support if it hopes to curb erosion of its user base.