

Google Apps vs. Microsoft Exchange 2010 Evaluation Summary:

Cost

Perspective: Microsoft Exchange

This is a summary of an evaluation of the costs associated with hosting our own instance of Microsoft Exchange 2010.

Licensing Fees - \$?

We already own CAL's (Client Access License's) and Exchange server is licensed through our Campus Agreement with NERCOMP. We would need to stop using all Microsoft products (Active Directory, Domains, etc) to realize any savings in this area.

Upgrade Cost - \$?

Covered by our NERCOMP Campus Agreement. See above.

Support Cost - \$?

Technical Support calls to Microsoft cost \$259.00 each. We have called twice during the Exchange 2010 migration.

Staff Costs - \$?

I would estimate that we spend about 8-12 hours per week total supporting email applications. Some weeks it's more, some less.

Hardware Costs

Servers: Since Exchange 2003, we have used retired VMware servers for our Exchange servers. These have been in the \$12000 range when we originally purchased them and are usually three years old before they become Exchange servers. Using a five year depreciation schedule, the cost for each server could be calculated at \$4800 each (40% of 12K). We are using five physical servers to run our Exchange 2010 environment with full redundancy.

Storage: Our Exchange message store is about 4TB in size. This is replicated to two other instances to provide redundancy and failover. Using the latest purchasing event for storage, our costs for disk space and licensing equate to about \$4400 per terabyte for the first year and about \$825 per year thereafter.

12TB x 4400 = \$52800 first year costs

12TB x 825 = \$9900 recurring per year

Migration Costs - \$?

Unknown. This all depends on the migration strategies employed. In place upgrades vs new installation.

Mobile Costs - \$?

In either application, we will still need to support and/or host a Blackberry Enterprise Server.

Recovery Costs - \$?

This all depends on the type of failure we've experienced. When a user deletes a message, we can usually recover the message(s) within an hour without going to a tape backup due to the way Exchange handles deleted items.

We have configured Exchange 2010 (and 2007) in a clustered high availability cluster to protect against individual server failures. This environment is more redundant than any other application at Middlebury.

Miscellaneous Costs - \$?

Email Discovery: If we need the ability to have access to other peoples email accounts for investigations (honor code violations, missing persons, etc) we may need to purchase Google's Postini option for Email Discovery. The costs for this are hard to pin down but range anywhere from \$12 to \$45 per mailbox per year should we need these services. We have 15000 mailboxes on our Exchanger servers.

This requirement needs to be determined by the end users requesting these services (Public Safety, Dean of the College, Commons Deans).

There may also be costs incurred because of advanced mailbox sharing features that users require.