SHARED MAILBOX
PLUG-IN OUTLOOK SOLUTION BY CLUSTER REPLY

Plug-in Outlook is the solution designed and developed by Cluster Reply, to meet the need of shared mailboxes for homogeneous groups of users. It is fully integrated within the Outlook user's profile, but completely autonomous for all the Exchange messaging functions.

SHARED MAILBOX

The solution **Plug-in Outlook** is meant to meet the needs to share a mailbox within a team work or business function within a Company. A shared mailbox to hold team's related information that users need to manage with internal users or Customers/Partners.

Any action taken by any user allowed to access and use **Plug-in Outlook**, like creating a draft, sending, reading, replying, deleting or archiving an e-mail within a sub folder, will remain stored within the correspondent Plug-in Outlook's area (Draft, Sent Items, Inbox, Deleted Items).
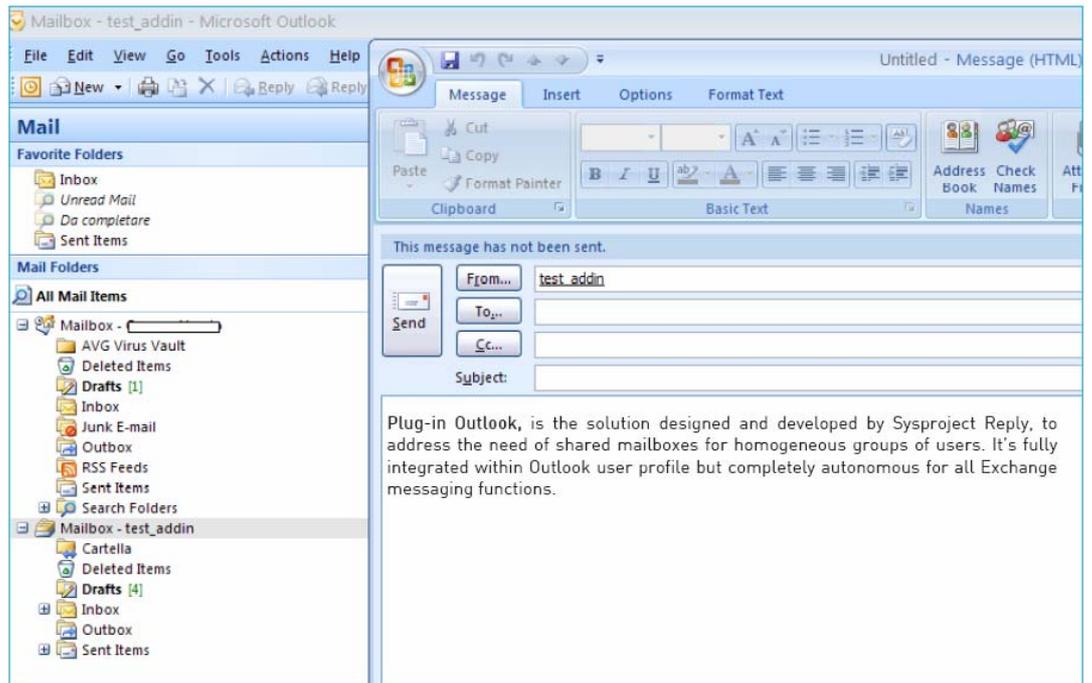
This solution keeps aligned the members of a Team, since it is completely independent from User's MAPI profile.

Any message sent from the shared mailbox, will be marked by Plug-in Outlook with a formatted "From filed" with the shared mailbox name so that to manage a communication based on team or Business function rather that a single user.

Easy to install and use, without technical impact on server side; Unlimited number of users who can access the same shared mailbox functionality.

This solution suits especially those contexts, where collaboration and team communication is strongly required.

Plug-in Outlook from Cluster Reply is available for Microsoft Outlook 2003 and 2007 English versions.

Cluster Reply's value is in guiding and supporting its customers in the implementation of projects, combining excellence and innovation with a consolidated knowledge of Microsoft applications, technologies and infrastructures.

Cluster Reply is the unit of the Reply group that focuses on infrastructures, guaranteeing value added in the planning, implementation, integration and management of Microsoft solutions in complex architectures and environments. The mission of Cluster Reply is to design and implement the best architectures and infrastructures for corporate information systems. Cluster Reply adds flexibility and adaptability to the IT architecture: a new nerve center of back-office systems that offers a seamless integration with mission critical application systems. The offer of Cluster Reply includes: Systems & Operations Management, Directory Services, Server Consolidation, Messaging & Collaboration (email infrastructure and solutions for migration and version upgrade), Videoconference Solutions, Disaster Recovery and REJ Studies (Rapid Economic Justification).

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