

Cloud Services for Exchange

The challenges you face

To remain competitive, your organisation is being forced to drive efficiencies across the business through sound investment decisions that strike the right balance between cost and risk. Faced with compliance concerns and an increasing reliance on technology, you need a flexible enterprise communications solution that can support quick and effective decision-making. To enable this, you need to provide your employees with secure anytime, anywhere access via any device to the rich, full features of your messaging environment.

Most organisations across the globe use Microsoft® Exchange and are seeking the benefits of increased flexibility, scalability and efficiency offered by cloud-based enterprise messaging solutions. As cloud-based services become the new norm, their 'buy vs. build' benefits are revolutionising traditional approaches to enterprise messaging. Blending control with a quality service, a well-managed cloud-based messaging environment removes the need for intensive administration, and frees up valuable resources for work on other high value projects that further your business ambitions.

Questions to consider

- Does your enterprise messaging solution address the flexible business and communication needs of your organisation and its people?
- Are you concerned about the resources and costs required to administer your Exchange infrastructure?
- Do you offer anytime, anywhere access to e-mail and calendaring from any device?
- Are you getting the most from your existing investments and IT resources? Are you paying for what you **use** or what you **have**?
- Are cloud services a strategic initiative in your business? Have you begun your journey to the cloud?

Dimension Data's Cloud Services for Exchange

Dimension Data's Cloud Services for Exchange is a private or hybrid cloud service that provides your business with a comprehensive, fully-managed platform based on Microsoft® Exchange 2010.

Delivering an efficient and mobile collaborative messaging environment, Cloud Services for Exchange mitigates cost and risk through a shared platform and infrastructure, with a tightly controlled, segregated Exchange instance that meets the customised integration and security needs of your business.

To meet your unique business and data sovereignty requirements, our flexible service approach means we can host your solution in-country and integrate with other cloud services in hybrid environments.

Cloud Services for Exchange **Highlights:**

- A fully-managed service that we operate and maintain to accelerate time to market, lower costs and risks.
- Integrated self-service controls that enable you to administer mailboxes and fully control your environment.
- Enterprise security and compliance through a standardised governance model built on operational excellence.
- Enterprise functionality and performance with rich service capabilities backed by strong service level agreements and regular reporting.
- Customised services, migration and integration to suit your business needs.

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Features	Elements
Managed cloud platform	Secure, managed platform infrastructure delivers your networking, storage, computing and virtualisation requirements.
Self-service management portal	<ul style="list-style-type: none"> • Dimension Data CloudControl™, a cloud management system, provides operational control and automation of cloud resource provisioning, orchestration, administration, and billing through a shared management front end. • Support via phone or e-mail 24 hours a day, 365 days a year. • Incident management and resolution, changes and requests.
IT service management system	Issue, problem, change and release management based on Microsoft System Center to provide: automated provisioning and customisation of mailboxes, user and server infrastructure, system maintenance, patching and updates, real-time monitoring, reporting and alerts.
Release management	Testing and delivery of version upgrades and bug fixes installed remotely, through a standards-based process with provision for urgent security software and hotfix installation.
Ongoing standard service reporting	Ongoing health checks on usage, performance and service levels.
Exchange functionality	<p>Core set of standard functionality plus optional service elements and value-added services for complex requirements:</p> <ul style="list-style-type: none"> • Appropriate Mailbox type and data quota for end-users • Mailbox management • Client access to Outlook 2010, Outlook 2007, Outlook Web App and Web App Light, Outlook 2011 for Mac, Apple Mac Mail • Mobile Device access to Windows Mobile, Nokia E-series and N-series, iPhone and iPad, Android and RIM Blackberry Enterprise Server • Dynamic intelligent mail routing • Message retention and archiving • Policy Management • Active Directory Synchronisation and sign on assistant • Back-up and restore • Application and Unified Messaging integration • Client and mobile device configuration • Mail filtering options provided by the service or integrating your existing solution
Service availability	High regional availability service level of 99.9%

Licences

Licensing is simple and flexible. We will help you to choose one of two options to get the most value from your Exchange environment:

- 1) Leverage your Microsoft Enterprise Agreement or Volume Licence through Microsoft Licence Mobility to get the most out of your existing investments; or
- 2) Use our subscription-based Service Provider Licences, where we manage software use rights on your behalf.

Pricing

Our consumption-based, OPEX model enables you to scale capacity up or down as required, while structuring the service to meet your governance, risk and compliance policies.

Pay for what you use, based on the number of users and mailbox sizes, plus any additional functionality such as archiving, backup and restore, and information rights management.

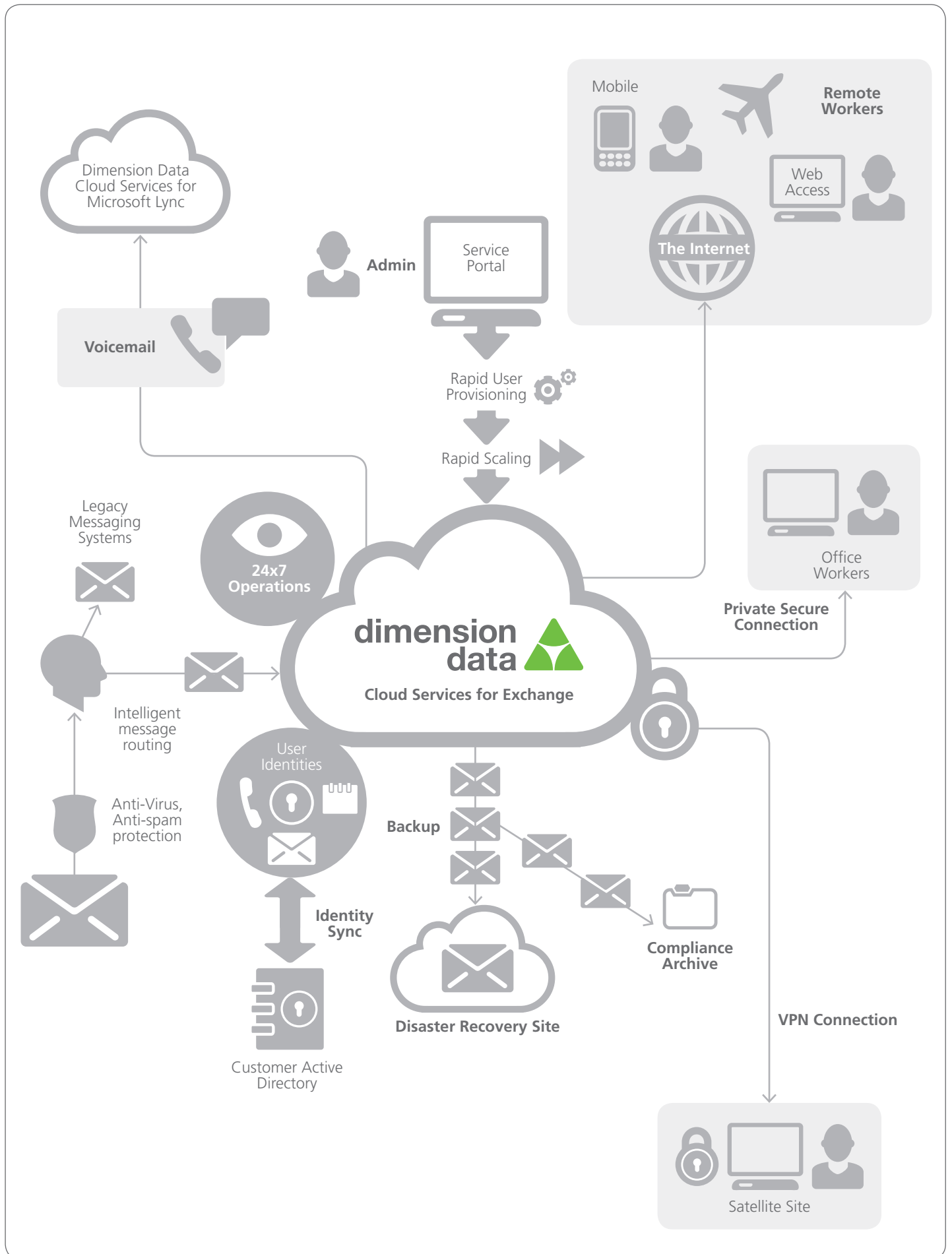
Service Add-Ons

For organisations with special or complex requirements, we offer:

- **Advisory Services** – evaluating and reporting on your IT environment
- **Migration Services** – including Exchange migration and co-existence
- **Licensing Services** – software procurement and software asset management
- **Cloud Services** – Cloud Services for SharePoint, Cloud Services for Lync and Compute-as-a-Service

Drive **innovation** and **productivity** through a dynamic messaging environment that supports rapid response times and speed to market.

Cloud Services for Exchange



Benefits to you

Increased Business Agility:

- Flexibly scale up and down to keep pace with business growth and change.
- Reduce service build out time through seamless, automated upgrades to new versions of Exchange and free up internal resources for other high value projects.
- Automated provisioning and orchestration ensures rapid delivery and management of the Exchange infrastructure and software.
- Drive innovation and productivity through a dynamic messaging environment that supports rapid response times and speed to market by providing anytime, anywhere access for fixed and mobile users.

Lower Costs:

- Save operational costs through our service provider economies of scale.
- Drive cost efficiencies by leveraging existing Exchange licensing investments through Microsoft License Mobility, or by using our subscription-based licensing.
- Cut capital expenditure by reducing your need for expensive onsite infrastructure and management.
- Gain better budget control through predictable costs and customised management services, where you pay only for what you use.

Reduced Risk:

- Ensure data sovereignty and compliance through our use of validated best practices, task lists and our private or hybrid cloud infrastructures that allow you to audit, track, secure and control access to data and company resources.
- Ongoing assessments, updates and monitoring ensure high availability and security.
- Enjoy consistent quality services governed by well-defined service level agreements.
- Count on a safe pair of hands with experience in migrating more than two million Exchange mailboxes to the cloud.

Next Steps

Contact one of our representatives today to find out how Cloud Services for Exchange can help accelerate your business ambitions for improved agility, better cost efficiencies and reduced risk. Our consultants can provide a demonstration of how these services can support your business goals, and will assess your existing cloud readiness to enable and drive efficiencies through the cloud.

Reduce your carbon footprint

Minimise your carbon footprint with Dimension Data's Cloud Services for Microsoft and cut travel, energy and waste through a more sustainable and efficient infrastructure. Studies show that by switching to a cloud infrastructure, your organisation can reduce carbon emissions by 30 – 90%. Cloud Services for Microsoft saves energy through:

- Using only what you need to cut energy use.
- Fewer wasted resources like physical hardware, energy and cooling.
- Flexible capacity changes and saving costs through economies of scale.
- Higher server utilisation rates.
- Advanced and efficient data centre infrastructures that cut power loss, and improve cooling and power conditioning.
- More online collaboration that reduces the need for travel.

The **success of your business** depends on **your ability to adapt** to a dynamic market environment, where globalisation and economic pressures are **reshaping the landscape**.