

Cloud Services for SharePoint

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 content management concerns and an increasing reliance on technology for collaboration, you need a flexible enterprise collaboration environment that can support the specific collaboration needs of numerous communities. To achieve this, your employees need secure anytime, anywhere access to the full features of a centrally governed collaboration environment that is integrated with business processes and business applications.

Until now, collaboration technologies have grown organically across different business function units, making it almost impossible to ensure effective central control over content, communities and collaboration. Most organisations across the globe use Microsoft® SharePoint and are now seeking to streamline their environment, while harnessing the benefits of increased flexibility, scalability and efficiency offered by cloud-based enterprise collaboration solutions. Through blending control with a quality service, a well-managed cloud collaboration 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

- Is your content accessible to the right people when they need it, but secure and maintained to avoid intellectual property loss?
- Are you able to support effective central governance over content, communities and your collaboration strategy?
- Does your collaboration environment address the flexible business and communication needs of your organisation and its people?
- Are you concerned about the resources and costs required to enable your collaboration strategy?
- Do you find it difficult to centrally manage your collaboration environment while ensuring compliance and governance?
- Are you getting the most from your existing investments and IT resources? Are you paying 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 SharePoint

Cloud Services for SharePoint is a private or hybrid cloud service that provides your business with a comprehensive, fully managed business collaboration platform based on Microsoft SharePoint 2010.

Delivering an efficient, mobile and centrally governed collaboration environment, Cloud Services for SharePoint can be used to deliver an intranet, optional extranet and tailored internet functionality.

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mitigates cost and risk through a shared platform and infrastructure, with a tightly controlled, segregated SharePoint environment that meets the customisation, integration, governance and security needs of your business.

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

Cloud Services for SharePoint **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 end-user accounts and 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.

Features	Elements
Managed cloud platform	<ul style="list-style-type: none"> Secure, managed platform infrastructure delivers your networking, storage, computing and virtualisation requirements. SharePoint application and SQL Server sizing according to your individual business needs.
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). Via phone/ e-mail 24 hours a day/ 365 days a year. Incident management and resolution, changes and requests.
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.
IT service management system	Issue, problem, change and release management based on Microsoft System Center to provide: automated provisioning and customisation of users, server infrastructure, SharePoint workloads, SQL Server database instances, system maintenance, patching and updating, real-time monitoring, analysis, alerts and reporting, and capacity management.
Ongoing standard service reporting	Ongoing health checks and reporting on usage, performance and service levels.
SharePoint 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"> Supports Standard and Enterprise Editions of SharePoint (features and functionality dependent on your licensing level). SQL Server database management including monitoring database storage usage. Data storage for configuration databases, site-based content databases, usage and health collection databases, web analytics databases, security store databases, service applications as well as search, user profile, and reporting application databases. SharePoint backup and item recovery including SQL Server databases, metadata within the web server and farm configuration data and index files for Enterprise Search. Local backup. SharePoint's Deleted Item recovery capability. Active Directory Synchronisation and sign-on assistant. SharePoint Server 2010 for Internet Sites. Fast Search Server 2010 for SharePoint. Office Web Apps for access to documents stored in your SharePoint Library. SQL Server Reporting Services configured to run with SharePoint.
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 SharePoint collaboration environment:

- 1) Leverage your Microsoft Enterprise Agreement or Volume License through Microsoft License 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 functionality required, without needing to make changes to your infrastructure platform.

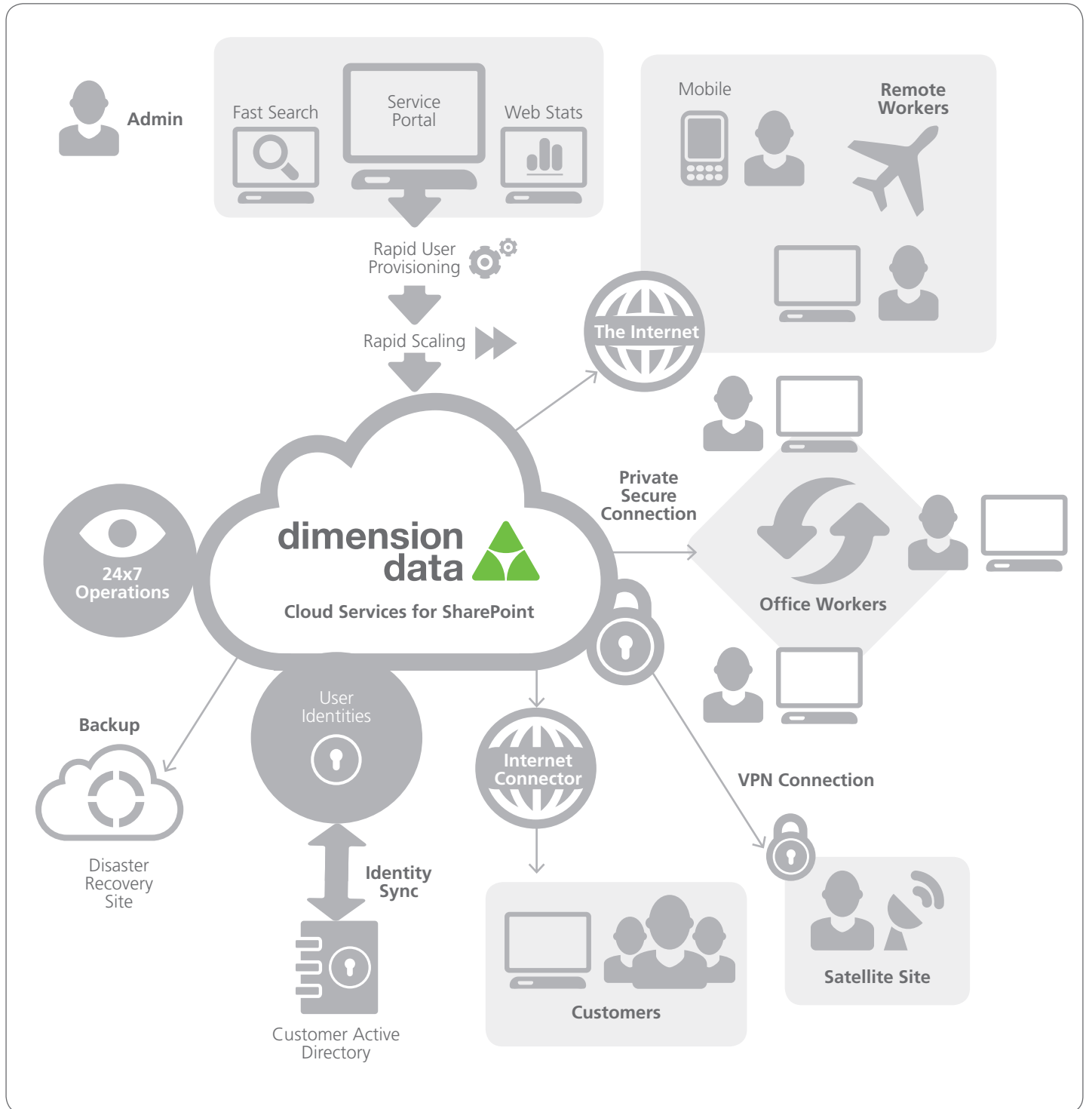
Service Add-Ons

For organisations with special or complex requirements, we offer:

- **Advisory Services** – evaluating and reporting on your IT environment using assessments and health check services.
- **Migration Services** – including existing SharePoint asset migration.
- **Licensing Services** – software procurement and software asset management.
- **Cloud Services** – Cloud Services for Exchange, Cloud Services for Lync, and Compute-as-a-Service.
- **Service Extras** – Web analytics, website design and customisation services, SharePoint application support services, network and user access review, user accounts and group security management review, architecture review analysis, functionality upgrades.

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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 accelerated SharePoint deployments and automated upgrades, and free up internal resources for other high value projects.
- Drive innovation and productivity through a dynamic collaboration environment that supports rapid response times and speed to market by providing anytime, anywhere access for fixed and mobile users.
- Automated provisioning and orchestration ensures rapid delivery and management of the SharePoint infrastructure and software.

Lower Costs:

- Save operational costs through our service provider economies of scale.
- Drive cost efficiencies by leveraging existing SharePoint 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 compliance through our private cloud infrastructure.
- Ongoing assessments, updates and monitoring ensure high availability and security.
- Enjoy consistent quality services governed by well-defined service level agreements.
- Rely on the specialist skills of an experienced cloud partner with expertise in delivering on-premise, hybrid and cloud solutions for SharePoint.

Next Steps

Contact one of our representatives today to find out how Cloud Services for SharePoint 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 could 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 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**.