

Managed Microsoft Service for Exchange



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Dimension Data's Managed Microsoft Service for Exchange enables you to effectively administer your enterprise through remote management of your Exchange infrastructure. Highly-skilled Exchange engineers leverage a set of proven processes and procedures to deliver real benefits to your business.

An overview of Managed Microsoft Service for Exchange

Microsoft Exchange provides a reliable messaging and calendaring system which includes security options to protect against spam and viruses. An Exchange solution enables your employees to access their e-mails, voice mails, calendars and contacts using a wide variety of devices, from any location.

Managed Microsoft Service for Exchange was developed by Dimension Data to enable your organisation to realise the benefits of Microsoft Exchange in accordance with your business needs. It includes the management of Microsoft Exchange components, as well as the administrative and maintenance tasks required to support Exchange.



Management of the Exchange server environment

- Managing client access (Outlook Web Access, Exchange ActiveSync, POP3, IMAP, Autodiscover and the availability service).
- Managing recipients (mailboxes, contacts and groups).
- Storage Group, Mailbox Database and Public Folder management.
- Service Health monitoring.
- Managing mailbox features (Address Lists, Offline Address Book (OAB), Scheduling Resources, Content Indexing).
- Managing Unified Messaging.
- Managing Transport Servers (managing accepted domains, Simple Mail Transfer Protocol (SMTP) connectors, remote domains, the Pickup directory, Replay directory, the Categoriser, transport agents, the Store driver, Delivery Status Notifications (DSNs), queues, message tracking, protocol logging and the Address Rewriting agent).

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Why move to Managed Microsoft Service for Exchange?

Managed Microsoft Service for Exchange provides your business with the following benefits:

• **Planning, building and management by experts**

- Dimension Data has many years of experience in the planning, building and supporting of complex Microsoft environments and our expertise is widely acknowledged by partners and clients. Combined with our extensive experience in delivering managed services across the IT spectrum, we are well-positioned to provide reliable Exchange services.

• **A consultative approach**

- Dimension Data uses proven methodologies in the delivery of end-to-end services, from auditing a client's existing infrastructure to supporting implemented technologies. Our approach focuses on maximising the value of the infrastructure. We aim to create and sustain an optimised environment that delivers a measurable return on investment.
- Dimension Data's managed services uses a Service Delivery Model that is aligned with ITIL® (IT Infrastructure Library) and MOF (Microsoft Operations Framework), to deliver Managed Microsoft Service for Exchange.

• **Risk mitigation**

- Managed Microsoft Service for Exchange removes operational challenges such as support availability and resourcing. It also reduces the risk of managing the operation of Microsoft Exchange.
- Dimension Data has invested in technology and processes required for accurate delivery of IT objectives. As a managed services provider, we enable your organisation to focus on your core business.

• **Cost containment**

- Dimension Data helps you realise long-term cost savings upfront, especially when your business continues to grow and management becomes more complex.
- Managed Microsoft Service for Exchange provides predictable monthly costs over the period of the agreement, which assists in the business planning process.

• **Improved Exchange management**

- Service Level Agreement contractual approach,
- Well-defined and documented procedures,
- emphasis on security and naming standards,
- Periodic health checks to ensure an optimal infrastructure.

• **Skills and Resources**

- Engaging the services of our experts provides an alternative to employing additional resources or delivering expensive and time-consuming training,
- Dimension Data is a Microsoft Gold Partner and has extensive experience in planning, building and supporting complex Microsoft environments,
- Dimension Data leverages its operations and Microsoft skills across multiple clients. As a managed services provider, we are able to deliver increased cost effectiveness against Service Level Agreements.

• **IT investment cost decoupled from business demand**

- Effective operational optimisation,
- Optimisation of current infrastructure.

• **Improved service level management**

- Clearly defined service levels that are measured and reported,
- Single source of accountability and responsibility.

Management of the Exchange server environment

- Managing Anti-Spam and Anti-Virus,
- Managing messaging policy and compliance,
- Managing high availability, site resilience, clustered mailbox servers, local continuous replication (LCR), cluster continuous replication (CCR), standby continuous replication (SCR) and single copy clusters (SCC),
- Provisioning of second and third levels of technical system support,
- Routine administration of the systems involved,
- Backup of the Exchange servers and contribution of backup material to a Disaster Recovery program,
- Undertaking prescribed maintenance and patching to conform with requirements,
- Ensuring the Exchange servers are secure and support broader security / anti-virus management program,
- Providing after hours standby support (365x24x7), if required.

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Dimension Data's Managed Microsoft Service for Exchange

Dimension Data's Managed Microsoft Service for Exchange utilises remote technology across the server base to support Exchange applications. This provides real-time status of server and application, capacity and performance information, configuration and asset information and highlights potential threats to service delivery.

The service is of the highest standard, as governed by a detailed Service Level Agreement, and covers all aspects of Exchange and associated services.

Our service also includes the ITIL® service management disciplines and reports. These reports incorporate:

- Service level adherence
- Capacity and performance
- Incidents and problems
- Change requests
- Release and patch deployment
- Service desk
- General health recommendations

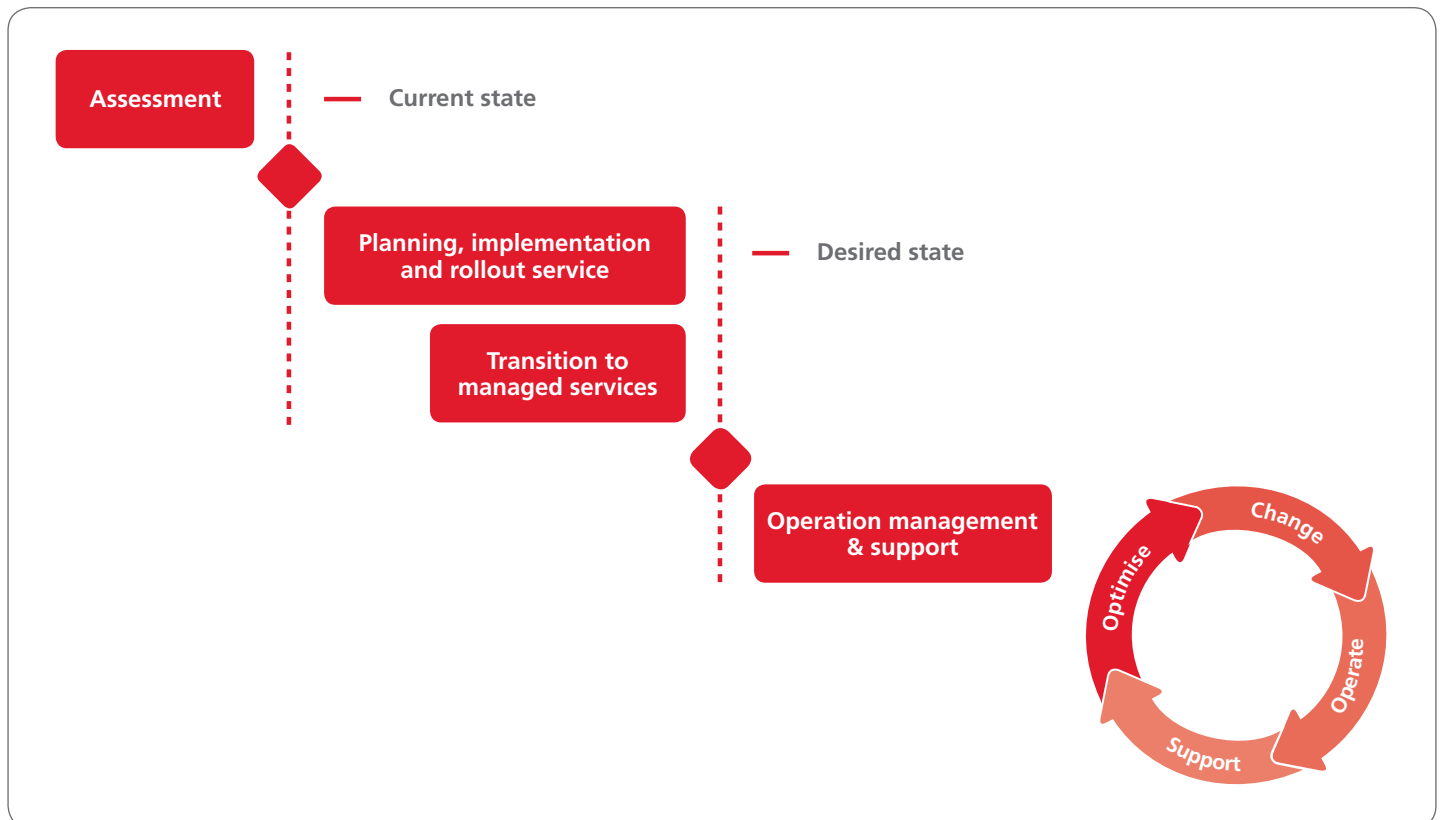
Core service functionality and optional services

In order to deliver the most value to your business, the managed service is first preceded by a professional services assessment, which delivers a 'manageable and standardised state'. This state is based on best practice implementation principles and consists of a prescriptive implementation of Microsoft Exchange and System Center Operational Manager (SCOM).

In the final phase of this execution, professional and managed services work together to transition the defined procedures into a best practice operational process. Once this professional services component is complete, the managed service takes on the operation of your Exchange infrastructure by executing the defined process model. ITIL® service management functions and processes flow across all aspects of the ongoing operation of Managed Microsoft Service for Exchange.

Optional and out-of-scope ad hoc transformational and restructuring project services will be run as a one-off professional service. Once these projects have reached a standardised platform enabled for management, the updated operational activities will be transitioned to the managed service.

Dimension Data's approach to delivering Managed Services



Managed Microsoft Service for Exchange

service features			
services functionality	exchange transformational & transitional services	managed microsoft service for exchange	optional ad hoc transformational services
Current State Assessment			
Review existing architecture	✓		
Review fault tolerance in existence	✓		
Understand inter-operability requirements	✓		
Understand security and backup policies	✓		
Review existing staffing and operations model	✓		
Review existing policies	✓		
Understand the administration and support model	✓		
Implementation Planning and Rollout Services			
Design and build the desired architecture – to establish stable, robust platform	✓		
Implement Monitoring tools (System Center Operations Manager SCOM)	✓		
Ensure all remediation activities highlighted during assessment are addressed	✓		

Professional and managed services work together to **transition the defined procedures** into a best practice operational process.

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services functionality	exchange transformational & transitional services	managed microsoft service for exchange	optional ad hoc transformational services
Transition to Managed Service			
Ensure all required resources are on board. Train where required	✓		
Configure system according to defined e-mail policy	✓		
Establish and agree service levels	✓		
Identify thresholds and configure monitoring tool (System Center Operations Manager SCOM)	✓		
Define and implement processes	✓		
Align new processes with Service Desk	✓		
Contract sign off	✓		



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Management Infrastructure – Operational Management & Support			
Operational Transitioning	✓	✓	
Health checks		✓	
System maintenance		✓	
Monitoring, reporting and alerting		✓	
Incident and Problem Management		✓	
Change, Release and Configuration Management		✓	
Service Level Management		✓	
Capacity Management		✓	
Availability Management		✓	
Security Management		✓	
Server Patching		✓	
Backup & Restore		✓	
Integration with Clients Disaster Recovery Plan		✓	
Optional Implementation Planning and Rollout Services			
Upgrade to newer version of Exchange			✓
Redefinition of standards and naming conventions			✓
Amalgamation resulting from company mergers and acquisitions			✓

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