

Managed Lync Services



“It was important to work with a partner that is a specialist in the area of communication and collaboration. We wanted a partner with support available 24/7 because our operations are global. Some companies claim to be 24/7, but then you can’t get reliable help at 2 a.m.”

Paul Samadani, CIO, Pentair

Pentair uses Azaleos Managed Services for Exchange, SharePoint, OCS and BES



Azaleos’ Managed Lync Services assure the health and stability of your Microsoft Unified Communications system, covering IM/Presence, voice, video, web conferencing and enterprise voice telephony. We manage environments that are in the private cloud, on premise or a mix of both. We’ll help you improve performance, functionality and security while reducing cost and time spent on maintenance.



What This Means To Your CIO

The CIOs we work with are focused on saving money, adding efficiency to their organizations and extending the value and skillset of their employees. Azaleos Managed Lync Services can reduce the total cost of ownership for Lync environments while providing a predictable monthly cost. CIOs get an SLA on their environment that’s supported by a team of experts 24 hours a day, 7 days a week for a fraction of the cost of doing it in-house. Azaleos’ skilled group of experts deliver on organizational requirements quickly and effectively. Azaleos Managed Lync Services enable CIOs to reallocate key IT skillsets and improve processes and systems for the business as a whole.

How Our Services Benefit Your IT Organization

Lync is quite different from Exchange and SharePoint in that it’s a true real-time/synchronous app. That means that when trying to monitor it, most problems won’t be reproducible. Monitoring needs to be proactive and precise. Our monitoring can be used for quality assurance and testing on new Lync environments.

Our services integrate seamlessly with ticketing systems and internal IT processes. IT employees “get their lives back” by receiving 24x7x365 support and don’t have to spend nights and weekends on-call. With Azaleos, IT departments extend their skillsets around key messaging and collaboration applications. Move beyond day-to-day reactive tactical tasks and focus on strategic tasks that help employees and lines of business be more productive. With Azaleos, IT organizations get more projects into production faster, focusing on development and not infrastructure.

How Our Services Benefit Your Company

Azaleos helps create more efficient IT departments that complete more projects. End users get better experiences with key messaging and collaboration applications, becoming more productive. IT saves money and time on deployment, training and management. The business leverages key IT skillsets to gain competitive advantage through improved processes and systems.

Lync Server Feature Overview

Remote Monitoring and Management of servers and storage, regardless of location	✓
Real-time monitoring of KPIs for Lync	✓
Synthetic Client Transactions monitor the quality and response time in communications (IM, video, voice and conferencing) between different end user nodes within a single organization	✓
24x7x365 proactive management including patching, configuration management and more	✓
Full change management, reporting and ticketing	✓
Reporting: Incident and Change Summary, Server Availability and Performance	✓
Support for virtualized installations of Lync	✓
Fully secure, logged and auditable transaction records	✓
PBX replacement and/or co-existence planning and management	✓
UM Management: Monitor and Manage Exchange Unified Messaging Server role	✓
Helpdesk Integration aligning ViewX alerts with customer trouble ticketing system	✓



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Managed Lync Services

The patented AzaleosX platform monitors Lync servers and enables Azaleos engineers to manage customer systems through logged, auditable, repeatable and scripted remote command execution. The Azaleos solution is SAS-70 certified, representing a higher level of security for managing collaboration environments wherever they reside. Our unique support model proactively strengthens environments as they mature. Azaleos Managed Lync Services are backed by a rock-solid Service Level Agreement (SLA).

In-depth Monitoring

Azaleos goes beyond the arbitrary “vanilla” thresholds set by competitor services to select ones that best fit our customers’ individual needs based on company size and business type. We provide real-time analysis of Edge, Front End, Back End (clustered SQL Servers), AV Conferencing, Monitoring, Archiving, Director and Mediation Servers, all core Lync services, the new Lync Branch Appliances, Network Topology, Active Directory, and Storage with detailed oversight of certifications including date created and expiration. This translates into a smoother experience for the end user and reduces troubleshooting and problem resolution time.

Unique Support Model

Azaleos’ unique support model is designed to strengthen UC environments as they mature. Our frontline support team works to solve alerts and issues as they arise while our Collaboration Engineers work proactively, optimizing environments to maximize performance and minimize issues. Azaleos SLA’s are supported by a team of experts 24 hours a day, 7 days a week at a fraction of the cost of in-house management.

UC Expertise

Azaleos removes the leading barrier to adoption of UC – lack of in-house expertise to manage real-time communication technologies. The proven Azaleos private cloud approach delivers the advantages of public cloud services without the latency problems associated with hosted PBX services. Azaleos’ highly trained and certified group of UC experts maintain the expected dial-tone service levels.

Automation and Security

Changes can be scheduled according to customer timeframes, eliminating interference with server availability and aligning with established processes. We can establish change windows to meet local timezones and requirements. Our solution is secure- Azaleos sees no customer data and all customer data remains behind the customer firewall.

Meaningful Reporting and Analysis

Azaleos Collaboration Engineers deliver a higher operating discipline to the customer, delivering predictive analysis and planning recommendations as environments change.

Transparency

There is no black box. Azaleos openly shares system applications and data with our customers. Customers can access many of the same tools used by Azaleos engineers, observe how they are conducting maintenance and view a cutting edge executive dashboard view of Lync statistics.

Single Vendor Holistic UC Managed Service

Azaleos can deliver a 4 server environment complete with storage that includes Lync, Exchange, SharePoint, backups, DR, archiving, and mobile messaging. Combine it with a PSTN telephony connectivity and 100% of your company’s enterprise communications can be delivered in one tidy, redundant, and highly available package.

Who Else Is Doing It?

Client: Booz

Services: Managed OCS
 Managed AD
 Managed Exchange
 Managed BES

Number of Users: 3,900



Client: Forex Capital Markets

Services: Managed OCS
 Managed Exchange
 Managed Continuity

Number of Users: 750



Client: LECG/SMART Group

Services: Managed OCS
 Managed Exchange
 Managed Filtering
 Managed BES

Number of Users: 1,100



Client: Symphony/IRI

Services: Managed OCS
 Managed Exchange
 Managed AD
 Managed Archiving

Number of Users: 4,200



Azaleos Corporation provides managed email, collaboration and unified communications services available in private cloud, on-premise or mixed deployment architectures. Azaleos’ 24x7 managed services for Microsoft Exchange, SharePoint, Active Directory, OCS/Lync, and BlackBerry Enterprise Server improve availability, security and performance, while reducing maintenance time and costs.

The patented AzaleosX technology platform enables customers to maintain control over servers and data including their location, while uptime, maintenance, and support is proactively handled by certified experts in its network operations centers. Hundreds of companies from Fortune 500 to mid-market enterprises rely on Azaleos to manage their collaboration infrastructures and address issues before users ever know they exist. A member of the National Systems Integrator program (NSI), Azaleos is one of Microsoft’s top 35 partners in the U.S. For more information visit www.azaleos.com.

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