



Managed Active Directory Services

Active Directory (AD) itself typically maintains a high availability, working fairly well uninhibited. However, changes that take place in the environments connected to AD (Exchange, SharePoint, Office Communication Server) have the potential to erode or complicate the AD structure as time goes on, leading to the failure of these connected applications while AD remains running. Our Managed Active Directory Services remotely monitor key data points across AD, sending system information to our Network Operations Centers where AD experts proactively manage the environment on a 24x7x365 basis. With Azaleos, customers maintain a healthy directory structure at an affordable cost with the assurance of a rock-solid Service Level Agreement (SLA).

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The Active Directory “Top 10”

Our Managed Active Directory Service was born from the real needs of Azaleos customers. These companies were experiencing frequent changes to their networking environment as a result of growth or new business requirements. As a result, some encountered real AD performance problems that affected their business.

One company’s recent acquisition spurred a cross-geography integration. The company’s IT team completed the project, but did not recognize that multiple domain controllers were not communicating properly. Existing users from each company were still accessing Exchange for email, but the replication issue affected new hires, who couldn’t consistently log into computers or applications and were not added to GALs for weeks.

Our AD experts began to catalog the “Top 10” items we could address to prevent problems like these from happening in the future. We developed new functionality tailored specifically for monitoring and managing Active Directory. Customers now gain unparalleled visibility and a proactive approach to maintaining a clean, high-performing directory system.

How We Do It

Azaleos’ patented ViewX technology creates a 5K-sized file containing information on hundreds of Active Directory server datapoints and transmits the file every minute from customer servers to our NOC where expert AD engineers review the data and remediate any issues, using our SecureX technology to execute these commands asynchronously.

SecureX allows Azaleos engineers to remotely manage customer systems by enabling logged, auditable, repeatable, and scripted remote command execution. SecureX is fully SAS-70 compliant and allows for encrypted and batched commands from Azaleos to be transmitted from the Azaleos NOC and then executed locally on customer system.



Addressing the AD “Top 10”

10. In-depth monitoring:

Azaleos offers detailed metrics and reports, monitoring over 500 key data points for AD every minute.

9. Replication Assurance

Azaleos ensures that AD objects are replicating correctly and counts both replication traffic and replication objects.

8. Performance

Azaleos monitors LDAP response times and ensures proper sizing and configuration.

7. Change Management and Visibility

The Azaleos solution is fully auditable and available in real-time for customers as needed.

6. DNS Availability and Accuracy

Azaleos provides ongoing oversight of important aspects of the DNS environment (DDNS registrations, zone transfers, SRV record accuracy, etc.)

5. Group Policy

Azaleos does NOT create or administer GPOs.

4. Domain Controller Health and Security:

Azaleos monitors the performance of all domain/network related services and proactively administers all necessary patches, updates and hotfixes.

3. Break/Fix Incident Response

70% of Azaleos support calls are resolved by technician who answers and 95% of issues are resolved within 4 hours.

2. Forest and Trust Management

Azaleos provides ongoing oversight of forests and trusts on a 24x7x365 basis.

1. Global Catalog Distribution

Azaleos monitors all Global Catalogs locations in the network, the number of GCs as well as the overall GC distribution optimization.



Additional Benefits

Azaleos Managed Active Directory services assure the health, security and stability of your directory, identifying most performance and reliability issues remotely while proactively managing your environment. Azaleos Managed Active Directory Services fit comfortably into the existing Azaleos portfolio of Exchange, SharePoint, and BlackBerry Enterprise Server services, and significantly reduce IT support costs and downtime resulting from AD issues.

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Monitoring and Management Innovation

Software Plus Services

Azaleos monitoring captures and delivers over 500 Active Directory related datapoints per minute to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of Active Directory to analyze and interpret the data so customer IT teams can focus on more strategic activities than monitoring or patching the AD environment.

Help Desk Integration

Azaleos can optionally integrate AD alerts with customer trouble ticketing/helpdesk systems to ensure timely and systematic feedback to IT departments.

Transparency

ViewX delivers rules-based proactive alerts to the Azaleos' Network Operations Center enabling Azaleos technicians to identify and address issues often before they cause problems with AD operations. Azaleos openly shares system applications and data with our customers via a self-service portal so they can access the same tools used by our technicians, observe how they are conducting maintenance from an off-site location, and ensure that email data remains secure and well-protected.

In-depth Monitoring

Azaleos provides in-depth, customized monitoring for different users' AD environments, going 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. This translates into a smoother experience for the end user and reduces troubleshooting and problem resolution time. Azaleos Managed Active Directory Services provide monitoring of the following and more: FRS Replication, NTDS databases, Trusts, System and Performance Counter Monitor, CPU utilization, Disk utilization, Memory utilization, Windows Time Service, DHCP (Server side configuration and authorization).

Key Benefits of Azaleos Solution

- **Minimizes IT costs:**

Active Directory evolves to become a utility and IT resources can be moved to higher ROI value projects.

- **Shortens project rollout:**

Accelerated Active Directory migration and deployment times allow you to generate a more 'immediate' return on your investment.

- **Ensures no services lock-in:**

Your switching cost is \$0 - Azaleos has to earn your business every month!

- **Ensures data security:**

ALL Active Directory data remains on-premise.

- **Reduces complexity:**

The Azaleos Network Operating Center is staffed by Active Directory experts.

- **Assured support and responsiveness:**

Azaleos' end-to-end service provides 24X7X365 proactive maintenance by professionals trained to get issues resolved quickly. Our NOC personnel are highly trained and certified - when customers call and speak to the entry level phone support personnel at Azaleos, it is similar to a Tier 2 or Tier 3 Microsoft support phone call.

- **Provides high availability and control:**

Azaleos SLAs start at 99.9% uptime and ensure minimized customer involvement.

About Azaleos

Azaleos Corporation provides the benefits of hosted e-mail and collaboration services for organizations that can't or won't allow their data to reside outside the datacenter. Azaleos' 24X7 remotely managed services for Microsoft Exchange, SharePoint, Active Directory, Office Communications Server, and BlackBerry Enterprise Server keep information on-premise and under IT control, while uptime, maintenance, and support is handled by experts in its network operations centers. More than 150 companies from Fortune 500 to mid-market enterprises rely on Azaleos and its patented ViewX technology to manage their collaboration infrastructures and address issues before users ever know they exist. Azaleos is a Microsoft Gold Certified partner, and one of Microsoft's top 35 partners in the US. For more information visit www.azaleos.com.