



# Managed Exchange 2010 Services

Azaleos' Managed Exchange 2010 Services enable customers to experience the cost savings and support levels of a hosted Exchange solution while keeping their data on-premise and under their control. Our patented technology remotely monitors Exchange 2010 at the customer site or datacenter, sending key data points to our Network Operations Centers where certified experts proactively manage the environment on a 24x7x365 basis. Our solution improves availability, security and performance of Exchange 2010 environments while reducing the cost and time necessary to maintain them.

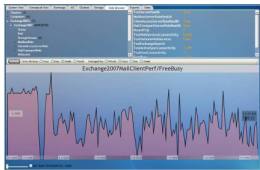
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## What This Means To Your CIO

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 Exchange 2010 services can reduce the total cost of ownership for Exchange environments by up to 20%. Depending on customer requirements, CIOs can get an SLA on their environment, supported by a team of experts 24 hours a day, 7 days a week for the same price of a single 8x5 resource. Azaleos gives CIOs a skilled group of experts that can deliver on organizational requirements quickly and effectively. Azaleos Managed Services enable CIOs to reallocate key IT skillsets and improve the business by building new or improving existing processes and systems.

## How Our Services Benefit Your IT Organization



IT organizations immediately gain efficiency and maturity around their messaging and collaboration environments. IT employees "get their lives back" by receiving 24x7x365 support and don't have to spend nights and

weekends on-call. Our services integrate seamlessly with ticketing systems and internal IT processes. With Azaleos, IT departments can extend their skillsets around key messaging and collaboration applications.

IT resources can move beyond day-to-day reactive tactical tasks and focus on more strategic duties that help employees and lines of business be more productive.

## How Our Services Benefit Your Company

By removing the headache of server management, 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. The business can leverage key IT skillsets to gain competitive advantage through improved line of business processes and systems.

## Feature Overview

	Standard	Optional
Remote Monitoring and Management of servers, regardless of location	✓	
Real-time monitoring of KPIs for Exchange 2010	✓	
24x7x365 proactive management including patching, configuration management and more	✓	
Full change management, incident reporting and ticketing	✓	
Reporting: Incident and Change Summary, Server Availability, Drive Space, Database Trending and more	✓	
Managed Continuity Services for BC and DR capabilities		✓
Managed Archiving Services for compliance and eDiscovery		✓
Managed Filtering Services comprehensive Anti-virus/Anti-spam, content and image control solution		✓
Managed Mobility Services 24x7x365 monitoring and management of Blackberry Enterprise Server		✓
Helpdesk Integration aligning ViewX alerts with customer trouble ticketing system		✓
Support for virtualized installations of Exchange 2010	✓	
Fully secure, logged and auditable transaction records	✓	
Architecture, Design and Migration Services		✓

## Who Else Is Doing It?



**Client:** Alcon, Inc.  
**Services:** Managed Exchange  
Managed Archive  
**Number of Users:** 19,000



**Client:** Pentair  
**Services:** Managed Exchange  
Managed BES, Archive  
**Number of Users:** 8,500



**Client:** Hitachi Consulting  
**Services:** Managed Exchange  
Managed SharePoint  
**Number of Users:** 2,300



**Client:** Chiquita  
**Services:** Managed Exchange  
**Number of Users:** 5,500



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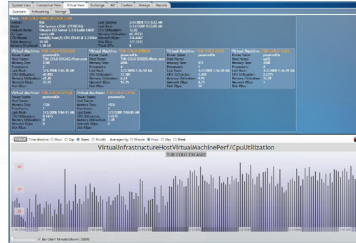
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Azaleos Managed Exchange 2010 Services deliver 24x7x365 monitoring and support for Microsoft Exchange environments with real-time visualization, alert notification and access to monthly reports.

## Monitoring and Management Innovation

### Software Plus Services

Azaleos captures and delivers over 2,800 Exchange-related datapoints per minute to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of Exchange 2010 to analyze and interpret the data.

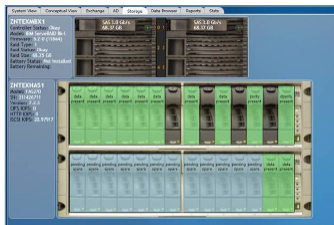


### Virtualization

Azaleos Managed Exchange 2010 Services introduces an innovative new method for monitoring the Host system (physical server) as well as the Guest (virtual) servers operating within a Windows 2008 Hyper-V Server virtual environment.

### Helpdesk Integration

Azaleos can optionally integrate ViewX alerts with customer trouble ticketing or helpdesk systems to ensure timely and systematic feedback to your IT department.



### In-depth Monitoring

Azaleos Exchange 2010 monitoring provides superior depth and breadth of management capabilities compared to traditional Exchange monitoring software products. 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. This translates into a smoother experience for the end user and reduces troubleshooting and problem resolution time.

### Transparency

Azaleos openly shares system applications and data with our customers. Customers can access the same tools used by Azaleos engineers, observe how they are conducting maintenance or even create their own dashboard view of Exchange 2010 statistics that are relevant to real-time business needs. SecureX audit logs are provided to allow customers to monitor all changes made and their results.

## Additional Benefits of Azaleos Solution

### • Worldwide Simulation Data

Azaleos measures email access and throughput to and from the Internet, mobile devices, web browsers and Outlook clients, ensuring email is always up and flowing as efficiently as possible.

### • Rapid Alerts

ViewX delivers rules-based alerts to the Azaleos NOC enabling our engineers to identify and remediate issues before they affect end users.

### • Command Level Access Restrictions

All changes made within the customer’s environment can be controlled by the customer through establishment of Active Directory policies to limit unnecessary access to customer systems.

### • Automation

Changes can be scheduled within optional scheduled maintenance windows, eliminating interference with server availability and aligning with established processes.

### • Assured support and responsiveness:

We provide 24X7 service - NOC personnel are highly trained and certified - when you 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. 70% of Azaleos support calls are resolved by technician who answers and 95% of issues are resolved within 4 hours.

## 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](http://www.azaleos.com).