



Managed SharePoint 2010 Services

Azaleos' Managed SharePoint Services assure the health and stability of your SharePoint system while reducing IT support costs for running Microsoft Office SharePoint Server (MOSS). Our patented technology remotely monitors key data points across SharePoint, IIS, SQL Server, Active Directory, Storage, and the Network topology, sending system information to our Network Operations Centers where certified SharePoint experts proactively manage the environment on a 24x7x365 basis. Customers keep SharePoint hardware, software and data on-premise behind the corporate firewall and leverage expert resources- at a reduced cost and with the assurance of a rock-solid Service Level Agreement (SLA).

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Why Is This Service Important?

A recent Gartner study on SharePoint concludes that there are no real standards for SharePoint. As a result, company IT departments are left to fill the gaps with resources that may not have substantial experience or certifications relating to SharePoint.

As SharePoint moves out of the “departmental adoption and usage” mode into the mainstream, new costs and bottlenecks are emerging for enterprises running the platform. Labor costs, lack of training, and a shortage of qualified personnel are projected to become serious impediments to the successful management of SharePoint in the enterprise.

Azaleos SharePoint services deliver expert-level SharePoint resources to the enterprise at an affordable cost. We'll assure the health of your SharePoint system, identifying most SharePoint performance and reliability issues remotely and discreetly – often before you become aware of them. In addition to proactive monitoring and the remediation of conditions that can lead to downtime, Azaleos SharePoint Services provide complete maintenance for SharePoint 2010 infrastructures so that internal IT personnel can focus on core line-of-business IT initiatives.

What's Different for SharePoint 2010?

The new Azaleos Managed SharePoint 2010 service leverages and builds upon some of the new features of SharePoint 2010 to further enhance the power of SharePoint:

- Powershell: Azaleos leverages to automate setup, deployment and ongoing management of services accounts
- HealthAnalyzer: Azaleos extends adding over 25 additional rules to offer greater governance and control out of the box
- Centralized Services and Site Collection Reporting: Azaleos aggregates reporting of site collections and global centralized services

Azaleos Managed SharePoint also includes:

Feature	Included In Standard Offering
System Fixes, Patches and General Maintenance <ul style="list-style-type: none"> • 24x7x365 monitoring and management, configuration of the SharePoint Server and the associated MOSS system environment as well as constant management and updates to this configuration. • Acquisition, full testing and certification of new Microsoft service packs, hot fixes and patches running on the MOSS system. 	✓
Storage Management <ul style="list-style-type: none"> • Complete care and hygiene of the MOSS store and storage hardware housing the MOSS. 	✓
Backups <ul style="list-style-type: none"> • SharePoint monitoring integrates with Microsoft Systems Center Data Protection Manager (DPM) to ensure frequent MOSS backups. The Azaleos services will monitor, verify and coordinate all back-up processes on a regular basis concurrent with specific customer service level agreements. 	✓
Comprehensive System Monitoring <ul style="list-style-type: none"> • Comprehensive overviews of MOSS application health and performance, including real-time analysis of SQL and IIS Servers, all core SharePoint services Network Topology, Active Directory, Direct-attached and Storage Area Networks. 	✓
Web App and Website Monitoring <ul style="list-style-type: none"> • Ensure availability of web application and websites for critical business processes by monitoring thousands of URLs and validating that your .NET and other web-based systems are running and available. 	✓



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Monitoring and Management

Software Plus Services

Azaleos monitoring captures and delivers SharePoint system related datapoints to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of SharePoint to analyze and interpret the data.

Virtualization:

Azaleos SharePoint 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.

Security:

SharePoint services is a VPN-less technology requiring no special security privileges to setup and maintain. Azaleos utilizes its proprietary protocol called SecureX to enable logged, auditable, repeatable, and scripted remote command execution between the Azaleos NOC and the on-premise SharePoint installation. The SecureX technology utilizes a secure, encrypted, outbound connection from the customer SharePoint environment out to the Azaleos NOC to prevent spoofing or third-party interference.

In-depth Monitoring and Reporting

Azaleos SharePoint monitoring provides superior depth and breadth of management capabilities compared to traditional MOSS monitoring software products such as Microsoft Systems Center Operations Manager or NetIQ AppManager. 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.

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.

Increased Efficiency and Control

Migration Preparation

Users looking to upgrade from WSS (Windows SharePoint services) or SharePoint 2007 can take advantage of the SharePoint monitoring capabilities to collect data on their current SharePoint installation in order to ensure a smooth, optimized deployment process.

Corporate Standardization

Azaleos ensures SharePoint policies and configurations are standardized across the customer SharePoint farms.

Back-Up Security

SharePoint monitoring integrates with Microsoft Systems Center Data Protection Manager (DPM) to ensure frequent MOSS backups. The Azaleos technology will monitor, verify and coordinate all back-up processes.

Bandwidth Advantages

Azaleos SharePoint monitoring delivers a bandwidth advantage (vs. a Hosted SharePoint solution). By keeping the SharePoint installation on-premise it eliminates the constant internal distribution of the standard 1MB+ SharePoint files.

Architecture, Design Services

Optional professional services available to assess the usage scenarios and requirements for the collaboration and document management system and then suggest a best practice infrastructure design.

SharePoint Deployment

The Azaleos SharePoint service showcases the value of a managed services provider --- e.g. the new SharePoint 2010 Configuration Wizard does a great job helping the beginning SharePoint administrator to set up a SharePoint Farm but the resulting configuration is vulnerable to a single point of failure. The more comprehensive Azaleos solution "does it right."

Detailed Monitoring Feedback

Comprehensive System Monitoring

SharePoint monitoring delivers comprehensive overviews of SharePoint application health and performance, including real-time analysis of SQL and IIS Servers, all core SharePoint services (e.g. Single Sign-on, Search Services, Excel Calc Services, etc.) Network Topology, Active Directory, Direct-attached and Storage Area Networks.

Web App & Website Monitoring

Azaleos assures the availability of web application and websites for critical business processes by monitoring thousands of URLs and validating that your .NET and other web-based systems are running and available.

Annual Best Practice Analysis

Focused on all SharePoint servers and systems and including trend analysis of monitored events

Performance Collection & Analysis

The Azaleos system collects data regarding Publishing cache hits, hit ratio, flushing and size, ASP.NET requests, cache entries, working set size and restarts, Web connection requests, Search query rate and success count, SharePoint Content Database performance

Application Dependency Health Monitoring & Analysis

The Azaleos system offers base level health analysis of core SQL performance metrics include SharePoint Database and Transaction Log size, OS Metrics for SQL, SharePoint Content Database size, Internet Information Services and core metrics, SMTP and POP3 services for email-enabled document libraries, presence integration with LCS/OCS