

Managed Messaging Services

Managed Messaging Services

Messaging Management

For most enterprises today, messaging and collaboration is the #1 mission-critical application – any problem with availability of email infrastructure translates to a direct loss of productivity for employees.

Coupled with this are the allied infrastructure built around messaging today, such as compliance, security and mobility, and it takes a specialist with relevant experience to make sure that your messaging infrastructure is in safe hands.



Drivers to Messaging Management Complexity

Size of the average email sent has been rising exponentially in recent years, leading to an increase in the complexity and size of infrastructure to be managed

For today's multinational enterprises, data centers are often located around the world and operate around the clock

Regulatory compliance has become increasingly important

Security is an important driver with data security issues top of CIO mind

Mobility is increasingly critical and senior executives increasingly rely on email-on-the-move

Challenges for Managed Messaging

Messaging platforms are getting more and more complex and there are several factors companies need to consider as they plan the best way to manage messaging infrastructure

Clients want to benchmark mailbox uptime

It isn't enough to monitor messaging servers – end users are primarily concerned with application uptime

Messaging is an ecosystem today

Typical messaging infrastructure now consists of products and services from several vendors – and it is important to be able to manage the entire ecosystem as a whole

Globalized Infrastructure, Centralized Management

Some companies have disparate messaging infrastructure in different geographies – making the move to a standardized global infrastructure managed centrally can generate enormous operational and cost benefits, but must be done carefully

Software Upgrade, Complex Migration

Frequent messaging platform upgrades mean a complex migration process, ideally with zero-defect and zero-downtime migration

SaaS could change the market in the future

The emergence of SaaS is an important development that could significantly change the way Email is delivered and stored

Gartner * says:

“E-mail continues to be the most critical communication modality for organizations, which face a constant series of challenges in managing and maintaining a reliable and secure infrastructure.”

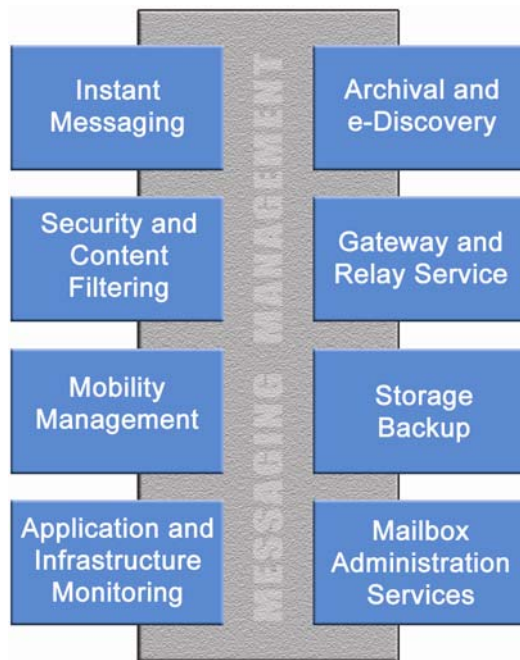
* From Gartner Research, “Roundup of Research Focusing on E-Mail, 1H08” by Matthew Cain, 12 June, 2008

Managed Messaging Services

Microland's Proposition

Microland's Managed Messaging and Collaboration offering is based on a decade of managing some of the world's largest messaging environments. We bring a full ecosystem approach to manage our clients' email application as an end-to-end service ensuring all components of the email environment are fully supported by us. Our proactive and automation driven approach to management coupled with our strong process focus means that we are able to proactively monitor the messaging infrastructure for problems and resolve them before they can impact user availability

Key components of the messaging ecosystem that we manage are:



Key Service Features

We provide a full suite of messaging management ecosystem services across the following major categories:

- ITIL Service Support – comprising of Incident, Change, Problem, Release and Configuration Management
- ITIL Service Delivery – comprising of Capacity management, Availability management, Service Level management and Service Continuity management
- Vendor Management
- Architecture, Migration and Deployment



Microland Advantage

Microland brings multiple years of experience and insight into managing messaging environments. Key success factors are:

- **Global Scale Experience**
 - Managing some of the world's largest Exchange setups for the last decade
- **Process Excellence**
 - Strong quality thrust means higher availability and best-in-class processes
- **Automation**
 - Microland has built several proprietary tools to improve messaging management capability
 - Customizable dashboard gives real-time Executive and Operations view for customers
 - In some of our engagement, over 95% of tickets are proactively generated and resolved before the end user is impacted



About Microland



Microland (www.microland.com) is a pure play provider of IT Infrastructure Management Services and its Infrastructure Management Services encompass all the Services that relate to Monitoring, Managing and enhancing the performance of a client's IT Infrastructure. These include Server Management, Messaging (e-Mail) Management, Data Center Management, Network Management, IT Security Services, Device Management, Application Management and Process and Technology Consulting. Microland's Operation Management Centers are ISO 20000-1 & 27001 certified.

Amongst the recent awards won by Microland are the Top 10 Best Performing Infrastructure Providers by Global Services Media in 2009 for the 3rd consecutive year. The International Association of Outsourcing Professionals (IAOP) in 2009 has recognized Microland as one of the top 100 Outsourcing service providers globally, Best Infrastructure Services Partner (India) for the fourth time in a row by Microsoft since 2005 and the Black Book of Outsourcing ranked Microland 8 among The Top 20 Remote Infrastructure Management vendors and Number 2 for its data centre management capabilities.

Microland is headquartered in Bangalore, with 2300+ professionals working across the globe. Microland provides a proven and reliable alternative to global customers in managing their enterprise IT infrastructure. For more information on Microland Limited, please visit www.microland.com

For more information contact us at:

Corporate Office:

Microland Limited
1B, Ecospace,
Belandur, Outer Ring Road,
Bangalore - 560 103 India
Tel : +91 80 3918 0000
Fax: +91 80 3918 0044

UK Office:

Tower 42
25 Old Broad Street
London EC2N 1HN
Tel : +44 (0) 207 877 0080
Fax: +44 (0) 207 877 0081

US Office:

New Jersey
5 Independence Way,
Suite 300; Princeton,
NJ 08540
Tel : +1 609 514 5187

California

2880, Zanker Road,
Suite # 210,
San Jose, CA 95134
Tel : +1 408 435 9999
Fax: +1 408 435 9939

email: marketing@microland.com

visit: www.microland.com