

Managed Exchange

NETWORK AND SECURITY SOLUTIONS

Increase Efficiencies with Akibia's Managed Exchange Service

In today's 24x7 business environment, allocating time, staff and budgets to align with rapidly changing business requirements can be challenging. Leveraging proven process and methodologies, **Akibia's Managed Services** are an integral part of our clients' sourcing strategies.

Akibia's **Managed Exchange** service enhances clients' return on investment by proactively managing day-to-day operational and availability issues 24x7x365, enabling CIOs to reallocate IT resources to focus on business critical projects. Email systems and data remain in-house and under clients' control, however the messaging environment is proactively monitored and managed by Akibia's expert messaging team. Akibia's **Managed Exchange** service enables clients to maximize the availability and security of their Microsoft Exchange environments while reducing the costs and staff needed to maintain an optimal messaging environment.

24x7 Monitoring and Management of Exchange Environment

Akibia's Managed Exchange service proactively monitors and manages our clients' messaging environment 24x7x365. Managed Exchange provides a full lifecycle of services - from implementation through ongoing support and management - delivered by a dedicated messaging team with deep knowledge of messaging environments.

The **Managed Service** includes:

- Patching and configuration management
- Service availability monitoring of the Exchange environment
- Creation of mailboxes and flow monitoring of internal and external emails
- Provisioning and de-provisioning of mail domains
- Exchange system health checks including storage utilization and space analysis
- Mail and folder database management
- Workload and trend monitoring
- Complete visibility into reporting and performance analysis through Microsoft platform and portal
- Active directory tasks related to Exchange administration



Benefit from Akibia's Managed Exchange Service

- Increase staff productivity by reallocating IT resources away from day-to-day maintenance to focus on more business critical tasks.
- Reduce total cost of ownership of Exchange environment
- Seamless integration of monitoring and management with existing IT organization allows email systems and data to remain in-house
- Increased end user productivity through enhanced performance, reliability and manageability of messaging environment
- Ability to integrate multi-vendor products (Multi-OEM technology domain expertise)
- ITIL compliant processes
- Secure, private access

The Akibia Difference

- **Our Experience** – Akibia's focus on security and data center technologies, as well as our experience in Microsoft consulting, integration and support enables us to design, implement and manage highly optimized, secure and reliable Microsoft environments for our clients.
- **Our People and Expertise** – As a **Microsoft Gold Certified Partner**, Akibia's team of Microsoft certified engineers have years of experience designing, supporting and managing best practice-based Microsoft environments, leveraging the methodology and knowledge we have gained over hundreds of customer engagements.
- **Industry Knowledge** – We have developed and implemented sound process and methodologies for our Managed Services portfolio which include Microsoft based technology platforms and a customer portal. Akibia's multi-shore delivery model allows us to service global clients across multiple industries. This broad industry knowledge enables our clients to benefit from our understanding of different requirements and business demands.
- **Focus on Service** – As an independent services provider, Akibia is focused on providing the best possible customer experience. Our services philosophy is premised on enabling the customer and delivering a solution that meets their unique needs. We partner with our clients to understand their goals and are committed to providing the highest standard of customer service.

About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.