

Managed Exchange Services

CASE STUDY

NETWORK AND SECURITY SOLUTIONS

Retailer Leverages Akibia for Managed Exchange Services

When a Massachusetts based specialty apparel retailer wanted to upgrade their Microsoft Exchange from 2003 to 2010 they turned to Akibia to not only handle the messaging infrastructure upgrade and migration process, but also for 24x7x365 monitoring and management as part of Akibia's Managed Exchange service. Akibia provided the retailer with a full lifecycle of services - from implementation through ongoing support and management - delivered by a dedicated messaging team. Akibia's Managed Exchange service enabled the client to maximize the availability and security of their Microsoft Exchange environments while reducing the costs and staff needed to maintain an optimal messaging environment.

Challenge

The retailer's existing infrastructure was comprised of Active Directory and Exchange 2003 with approximately 1500 users across the company's Corporate and Retail units. In order to increase worker productivity the retailer decided to upgrade to Microsoft 2010, however the client did not have the necessary staff on hand to perform the migration or to manage the messaging environment once it was upgraded.

Solution

Akibia's messaging team upgraded the client's existing Exchange environment and now provides ongoing 24x7x365 monitoring and management through Akibia's Managed Exchange service. As part of the upgrade Akibia developed a design and migration plan for the Exchange 2010 infrastructure and then implemented the setup and configuration. Akibia migrated the retailer's 1500 users to Exchange 2010 and also decommissioned their Exchange 2003 servers. Upon completion of the Exchange update, the client transitioned to Akibia's Managed Exchange service. The Managed Service proactively monitors and manages the retailer's messaging environment 24x7x365.

INDUSTRY

Retail

SOLUTION

Managed Exchange Managed Service

CHALLENGE

The retailer did not have the staff needed to migrate and manage their Exchange environment.

BUSINESS BENEFITS

The client reduced the total cost of ownership of their Exchange environment while increasing end-user productivity through enhanced performance and reliability of their messaging environment.

Akibia's Managed Exchange Service provides the retailer:

- 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 Akibia's Microsoft platform and portal
- Active directory tasks related to Exchange administration

Results

Leveraging proven process and methodologies, Akibia's Managed Exchange service is now an integral part of the client's sourcing strategy. The retailer reduced the total cost of ownership of their Exchange environment while increasing end-user productivity through enhanced performance, reliability and manageability of their messaging environment.

As a Microsoft Gold Certified Partner for over 10 years, and with over 20 years experience delivering leading network, security and data center services, Akibia was uniquely suited to help the client assess, implement, migrate, secure, optimize, manage and support their Microsoft infrastructure.

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.