Managed Hybrid Services

Azaleos' Managed Hybrid Services (MHS) blend our remotely managed on-premise service set with Microsoft Business Productivity Online Suite (BPOS). With MHS, choosing between on-premise and cloud e-mail is no longer an 'either-or' proposition. Organizations can select on-premise or cloud-based email services based on the roles and responsibilities or regulatory requirements of individual employees, workgroups, departments, subsidiaries, and more. Azaleos experts provide deployment, migration, and configuration support for on-premise applications and cloud-based Exchange offerings. As needs change, users can be easily migrated between the two services.

Why This Service Is Important

Virtually every organization has a mix of users – desk-based, mobile, tele-workers – each with different requirements including some that are bound by regulatory compliance mandates. One of the biggest challenges for today's CIO is giving users the tools that meet these needs while simultaneously reducing the cost and time necessary to maintain these services.

Azaleos Managed Hybrid Services meets this challenge, allowing organizations to match individual users with the appropriate email services they require to be productive, which can be on-premise or online.

Azaleos Managed Hybrid Services is a straightforward offering of choice in how your organization consumes software & services for Exchange, SharePoint and Office Communication Server. It's non-restrictive, with the ability to retain control of selected users and data on-premise. MHS provides a great risk management concept for customers looking to "trial" BPOS. Alternatively, MHS can act as an "insurance policy' for customers who may have issues with BPOS or who want to slowly transition from on-premise Exchange to Exchange Online.

Up to 15% of cloud computing deployments will be hybrid mixes of software and services.

Gartner.

56 percent of IT Professionals surveyed said they intend to migrate to a blend of on-premise and externally-hosted email.

FORRESTER

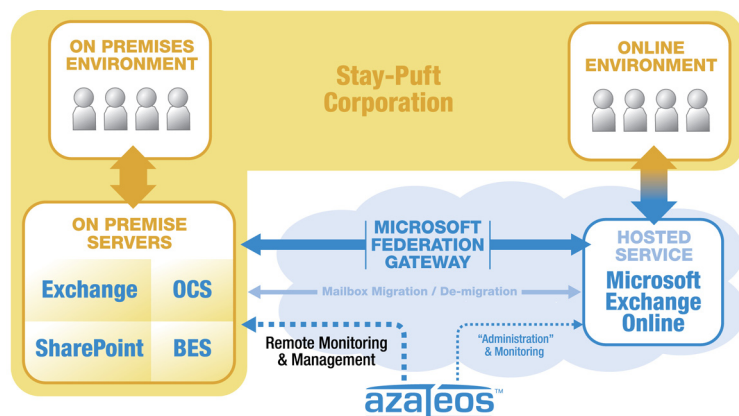## How It Works

Azaleos provides deployment, migration, and configuration support for both its remotely managed Exchange and cloud-based Exchange Online offerings, as well as directory and calendar syncronization between the two services using the new Microsoft Federation Gateway. Technicians in two Azaleos Network Operations Centers (NOCs) use patented technology to remotely monitor and manage on-premise servers while experts in the Microsoft datacenters maintain service level agreements for the cloud-based applications. Azaleos also uses synthetic client technology to also monitor the BPOS cloud servers. This allows us to identify issues even on the BPOS managed servers and then to contact MSFT on behalf of the customer to work out a management resolution.

ON PREMISES ENVIRONMENT

ONLINE ENVIRONMENT

Stay-Puft Corporation

ON PREMISE SERVERS

Exchange | OCS

SharePoint | BES

MICROSOFT FEDERATION GATEWAY

Mailbox Migration / De-migration

Remote Monitoring & Management

"Administration" & Monitoring

HOSTED SERVICE

Microsoft Exchange Online

azaleos™

Real Choices For Email System Management

Azaleos' Managed Hybrid Services present a straightforward offering of choice in how the customer consumes software and services. This is a unique, non-restrictive service that gives customers the ability to retain control of selected users and data on-premise while realizing the cost savings of moving subsets of users to the cloud.

The Microsoft partnership with Azaleos brings expertise and the required IP to effectively and efficiently on-board clients into online services. We've migrated over 250,000 users to the cloud for Exchange Online and even helped develop the specific processes for doing so.

Azaleos' remote managed services for Exchange are also backed by rock-solid SLAs and have been deployed to over 100 enterprise clients with a 100% client satisfaction rate since 2004.

How MHS Can Work For You

Azaleos Managed Hybrid Services (MHS) helps customers improve performance and availability of email systems while reducing the time and cost necessary to maintain them.

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Deploy The Right Solutions To The Employees That Need Them

MHS enables organizations to rollout email functionality and services that are tailored to the workers and roles that need them.
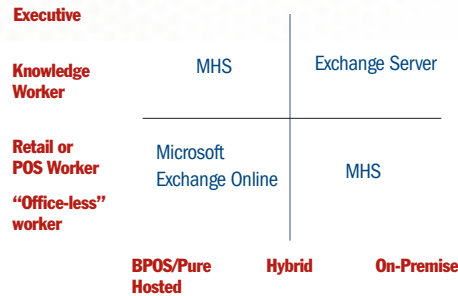
Azaleos' solution set for email provides service offerings which map to all different corporate worker segments, enabling organizations to create optimal delivery scenarios for each employee role.

Azaleos On-Premise Email Management

Azaleos' patented ViewX technology creates a 5K-sized file containing information on over 2,800 Exchange server datapoints and transmits the file every minute from customer servers to our NOC where expert Exchange engineers review the data and remediate any issues, using our SecureX technology to execute these commands asynchronously. SecureX allows Azaleos engineers to remotely manage customer systems by enabling logged, auditable, repeatable, and scripted remote command execution.

Managed Hybrid Service Scenarios

Split-Worker Model
Can be used to provide knowledge workers with on-premise Exchange e-mail service, while provisioning Microsoft Exchange Online for Desk-less workers.

Acquisition Model
To create a more orderly integration of two e-mail infrastructures following an acquisition, the on-premise Exchange service can be used by the acquirer while Exchange Online can be used to support the company being acquired.

Transition Model
To enable a smooth migration from another e-mail platform or upgrade to Exchange 2010, the core population of a company's users can be on the on-premise Exchange service, while specific departments or workgroups involved in proof of concepts and/or Exchange 2010 pilots can use the online service.

Regulatory Model
For organizations where a subset of users must comply with regulatory compliance requirements, the on-premise service can be provisioned for these employees while users outside of the regulatory umbrella can use the online service.

Exchange 2010 Beta Model
Organizations can run a trial of Exchange 2010 using Exchange Online and keep all the other core users running with an on-premise Exchange 2007 Server.

Exchange 2007 vs. Exchange 2010 Migration Details

Functionality	Exchange 2007	Exchange 2010
Active Directory Sync	Premise-to-cloud synchronization is manual	Synchronization is multi-directional and automatic
Calendar Free/Busy	No shared Free/Busy between premise and cloud	Fully shared Free/Busy between premise and cloud
Migration / De-migration	One-way	Multi-directional with Microsoft native tool

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**.