



Managed OCS Services

Azaleos' Managed Office Communications Server (OCS) Services assure the health and stability of your Unified Communications system (IM/Presence, Voice/Video/ Web Conferencing and Telephony) while reducing IT support & maintenance costs. We remotely monitor key data points across the OCS Server environment, sending system information to our Network Operations Centers where certified OCS experts proactively manage the environment on a 24x7x365 basis. With Azaleos Managed OCS Services, you can keep OCS hardware, software and data on-premise behind the corporate firewall and leverage expert resources with the assurance of a rock-solid Service Level Agreement (SLA).

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Why This Service Is Important

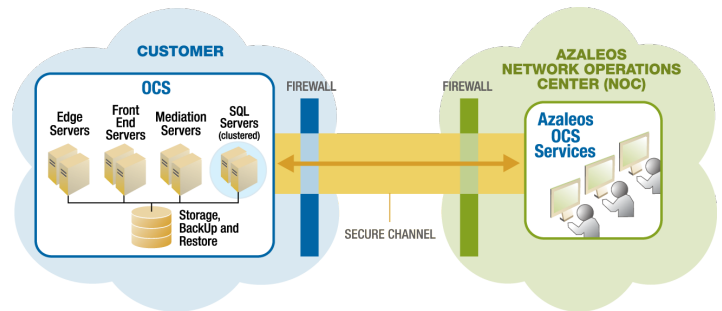
Unified Communications (UC) integrates real-time communications with business processes and requirements based on presence capabilities, presenting a consistent unified user interface and experience across multiple devices and media types. The productivity increases promised by UC has driven nearly 60% of businesses into some form of UC trial. However, only 11% of these companies have completed their UC deployment due to challenges with strategic planning and per user/month maintenance costs.

Office Communications Server (OCS), Microsoft's UC solution, has delivered documented savings of up to 70% on conferencing and meeting costs as well as productivity increases for end users. Azaleos' Managed OCS Services deliver certified OCS experts to your team, simplifying and speeding your planning and deployment, improving overall system health, performance and support while driving down overall UC costs and freeing up IT resources. Azaleos' Managed OCS Services ensure OCS servers are deployed properly and constantly monitored for key performance indicators. **Our service also reduces the costs of managing OCS by up to 30%.**

How It Works

Azaleos' patented ViewX technology creates a 5K-sized file containing information on over 1,500 Office Communications Server data points and transmits the file every minute from your servers to our NOC where expert OCS engineers review the data and remediate any issues, using our SecureX technology to execute these commands asynchronously.

SecureX allows Azaleos engineers to remotely manage your system by enabling logged, auditable, repeatable, and scripted remote command execution. SecureX is fully SAS-70 compliant and allows for encrypted and batched commands from Azaleos to be transmitted from the Azaleos NOC and then executed locally on your system.



Feature Overview

Azaleos' Managed OCS Services include the following:

Feature	Included In Standard Offering
System Fixes, Patches and General Maintenance	24x7x365 monitoring and management, configuration of the OCS Server and the associated OCS 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 OCS system .
Synthetic Client Transactions	Constant testing and proactive monitoring of the quality and response time in communications (IM, video, voice and conferencing) between different end user nodes within a single organization. With this information the Azaleos NOC can quickly identify and resolve issues.
Exchange UM Integration	For organizations who have the Exchange UM functionality in place, Azaleos can additionally monitor and manage the Exchange UM Server role.
Storage Management	Complete care and hygiene of the OCS store and storage hardware housing the OCS.
Backups	OCS monitoring integrates with Microsoft Systems Center Data Protection Manager (DPM) to ensure frequent OCS backups, capturing complete OCS configuration data, user contacts and CRS (call detail records). Monitor, verify and coordinate all back-up processes on a regular basis concurrent with specific customer service level agreements.



How Managed OCS Can Work For You

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Azaleos Managed Office Communications Server services assure the health, security and stability of your OCS system, identifying most OCS performance and reliability issues remotely while proactively managing your environment. This service fits comfortably into the existing Azaleos portfolio of Exchange, SharePoint, Active Directory, and BlackBerry Enterprise Server services, and significantly reduce IT support costs across the entire spectrum of messaging and collaboration servers.

Single Vendor Holistic UC Managed Service

Azaleos can deliver a 4 server environment complete with storage that includes OCS, Exchange, SharePoint, backups, DR, archiving, and mobile messaging. Combine it with a PSTN telephony connectivity and now you've got 100% of your company's enterprise communications handled in one tidy, redundant, and highly available package.

Software Plus Services

Azaleos captures and delivers over 1,500 Office Communications Server system related data points per minute to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of OCS to analyze and interpret the data.

Virtualization

Azaleos OCS 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.

In-depth Monitoring

Azaleos provides comprehensive overviews of OCS health and performance, including real-time analysis of Edge, Front End, Mediation and SQL Servers, all core OCS services, Network Topology, Active Directory, and Storage. Monitoring includes detailed oversight of certifications including date created and expiration. Azaleos goes beyond the arbitrary "vanilla" thresholds set by competitor monitoring products 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.

Key Benefits of Azaleos Solution

Minimizes IT costs:

OCS evolves to become a utility and IT resources can be moved to higher ROI value projects.

Shortens project design and rollout:

Accelerated OCS architecture design, deployment and migration times allow you to generate a more 'immediate' return on your investment.

Ensures no services lock-in:

Your switching cost is \$0 - Azaleos has to earn your business every month!

Ensures data security:

ALL OCS data remains on-premise.

Reduces complexity:

Azaleos offers unmatched OCS expertise. Azaleos Network Operating Center is staffed by OCS experts.

Migration Preparation for OCS 2010 or OCS Online

Thinking of migrating to the next version of OCS or even Microsoft Online? Use ViewX to collect data on your current OCS installation in order to ensure a smooth, optimized migration and deployment

Assured support and responsiveness:

Azaleos phone support compares to a Tier 2 Microsoft support phone call. Azaleos provides 24x7x365 support - technicians routinely resolve 95% of all issues within 4 hours.

Support up to the PBX

The Azaleos OCS service delivers full support for the OCS Mediation Server but no monitoring or management of the ITSP, PSTN, PBX or media gateway.

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. Hundreds of 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.