



Managed SharePoint Services

Azaleos' Managed SharePoint Services assure the health and stability of your SharePoint system while reducing IT support costs for running Microsoft Office SharePoint Server (MOSS). Our patented technology remotely monitors key data points across SharePoint, IIS, SQL Server, Active Directory, Storage, and the Network topology, sending system information to our Network Operations Centers where certified SharePoint experts proactively manage the environment on a 24x7x365 basis. Customers keep SharePoint hardware, software and data on-premise behind the corporate firewall and leverage expert resources- at a reduced cost and with the assurance of a rock-solid Service Level Agreement (SLA).

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Why Is This Service Important?

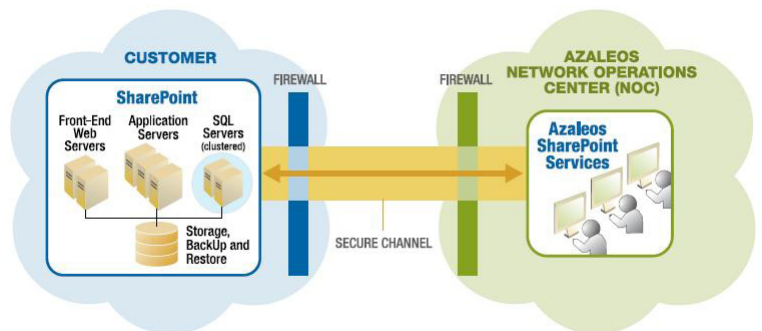
Gartner points out that there are no real standards for MOSS and that most companies are therefore left to fill in the technology gaps utilizing an IT staff that are neither SharePoint experts nor available on a 24x7x365 basis. Azaleos remote managed services add certified MOSS experts to your team, improving overall system health, performance and support while driving down costs and freeing up IT resources.

Additionally, the cost of IT resources necessary for managing SharePoint is becoming prohibitive. Osterman Research concludes that labor is a huge cost of managing SharePoint, on average \$45 per user\per month. Azaleos ensures these servers are deployed properly and being monitored for key performance indicators while potentially reducing the costs of managing SharePoint by up to 20%.

How It Works

Azaleos' patented ViewX technology creates a 5K-sized file containing information on over 2,000 Sharepoint server datapoints and transmits the file every minute from your servers to our NOC where expert SharePoint 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

Included In Standard Offering

System Fixes, Patches and General Maintenance

- 24x7x365 monitoring and management, configuration of the SharePoint Server and the associated MOSS 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 MOSS system.



Storage Management

- Complete care and hygiene of the MOSS store and storage hardware housing the MOSS.



Backups

- SharePoint monitoring integrates with Microsoft Systems Center Data Protection Manager (DPM) to ensure frequent MOSS backups. The Azaleos services will monitor, verify and coordinate all back-up processes on a regular basis concurrent with specific customer service level agreements.



Comprehensive System Monitoring

- Comprehensive overviews of MOSS application health and performance, including real-time analysis of SQL and IIS Servers, all core SharePoint services Network Topology, Active Directory, Direct-attached and Storage Area Networks.



Web App and Website Monitoring

- Ensure availability of web application and websites for critical business processes by monitoring thousands of URLs and validating that your .NET and other web-based systems are running and available.





Additional Benefits

Azaleos SharePoint services assure the health, security and stability of your SharePoint system, identifying most MOSS performance and reliability issues remotely while proactively managing your environment. Azaleos Managed SharePoint Services fit comfortably into the existing Azaleos portfolio of Exchange, Active Directory, and BlackBerry Enterprise Server services, and significantly reduce IT support costs for running MOSS 2007.

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Monitoring and Management Innovation

Software Plus Services

Azaleos captures and delivers over 2,000 SharePoint system related datapoints per minute to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of MOSS to analyze and interpret the data.

Virtualization

Azaleos SharePoint 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.

Bandwidth Advantages

By keeping the SharePoint installation on premise, Azaleos SharePoint monitoring eliminates the constant internal distribution of the standard 1MB SharePoint files, delivering a bandwidth advantage that a Hosted SharePoint solution cannot.

In-depth Monitoring

Azaleos SharePoint monitoring provides superior depth and breadth of management capabilities compared to traditional MOSS monitoring software products such as Microsoft Systems Center Operations Manager or NetIQ AppManager. Azaleos goes beyond the arbitrary "vanilla" thresholds set by competitor services 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.

Server Administration

Azaleos focuses on maintaining ALL MOSS Servers, DPM Server and all associated services. Azaleos does not focus on content management for MOSS or SharePoint application development.

Key Benefits of Azaleos Solution

- **Minimizes IT costs:**
SharePoint evolves to become a utility and IT resources can be moved to higher ROI value projects.
- **Shortens project rollout:**
Accelerated SharePoint migration and deployment 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 SharePoint data remains on-premise.
- **Reduces complexity:**
Azaleos offers unmatched SharePoint expertise. Azaleos Network Operating Center is staffed by SharePoint experts.
- **Assured support and responsiveness:**
Azaleos provides 24X7 service - NOC personnel are highly trained and certified - when you call and speak to the entry level phone support personnel at Azaleos, it is similar to a Tier 2 Microsoft support phone call.
- **Provides high availability and control:**
Azaleos SLAs start at 99.9% uptime and ensure minimized customer involvement.

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.