

# Attenda

Always On Managed Services

## Exchange managed service

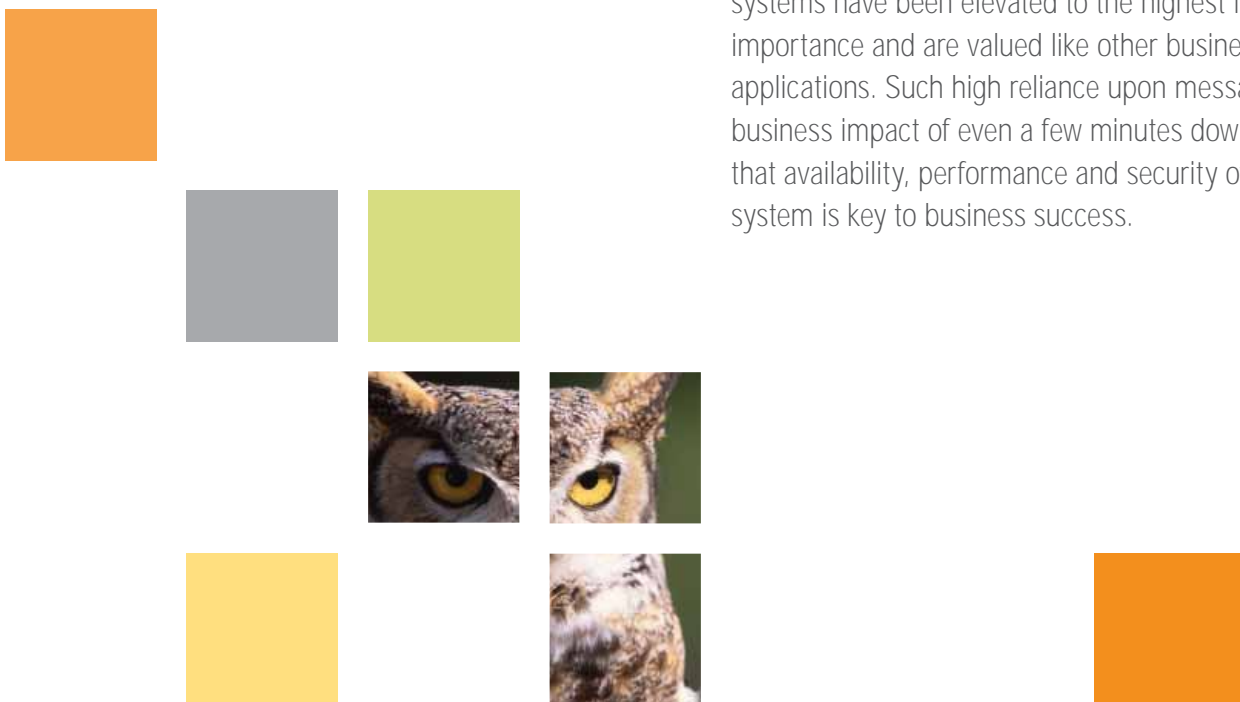
### Enterprise agility in a constantly changing world

To successfully compete in today's challenging business climate, organisations must strive toward integrated messaging and collaboration to provide more efficient ways for knowledge workers to communicate and collaborate internally and externally with clients, partners and vendors.

E-mail is critical to the information flow in most organisations and is the most important communications and file management tool used by employees: over 80% of all information sent by employees is transmitted through e-mail.

At the same time users are requesting the latest mobile devices to be supported, mailbox sizes are doubling, and the business needs to address security, legal, archiving and other compliance issues created by new regulation.

So, in most companies messaging and collaboration systems have been elevated to the highest level of importance and are valued like other business critical applications. Such high reliance upon messaging and the business impact of even a few minutes downtime means that availability, performance and security of the Exchange system is key to business success.



certainty / confidence / agility

**'We reduce cost and complexity by integrating with your existing email infrastructure and deploying quickly without any upfront capital investment.'**

## What does this mean for you?

Attenda's proven experience in managing Microsoft Exchange ensures the high availability, performance and security of your key messaging system, supported by a clear SLA that is meaningful to your business.

Attenda can take on the operational responsibility of Microsoft Exchange, leaving your staff free to concentrate on adding value to your business.

- We ensure your staff have access to critical business communications whenever and wherever they need it – ensuring your business may always communicate internally and to clients & partners
- You can free up time and better use resources for more strategic purposes, with complete confidence that your messaging & collaboration solution is connected, secure and compliant
- At a fixed price, we deliver you IT certainty through our proven expertise and knowledge of how to design and manage complex messaging systems to ensure that they remain available, secure and compliant
- We provide the highest levels of security to ensure that your messaging system is virus and spam free, is protected from inappropriate content and may conform to corporate compliance policies

We offer a fully managed Microsoft Exchange service ensuring the high availability, performance and security of your key messaging system, supported by a clear SLA that is meaningful to your business. Our Exchange managed service ensures that your messaging & collaboration systems are available and secure enabling your workforce to communicate effectively, from anywhere at anytime, securely.

- We plan, size and deploy medium to large scale Microsoft Exchange implementations using our wealth of expertise built up over many client engagements to ensure a robust, secure and cost-effective deployment
- We provide comprehensive in-depth monitoring of the Exchange system using a combined set of advanced management and monitoring tools that monitors end-to-end connectivity and ensures system availability
- We manage system performance, availability and capacity to ensure that resources are maximised without compromising service delivery
- We provide the highest levels of security to ensure that your messaging system stays virus and spam free, is protected from inappropriate content and conforming to best practice compliance policies.
- Managed options include long term archiving of all messages

Additionally, we can design, implement and manage a scalable and cost-effective mobile messaging solution, or an effective email management solution that stores and organises messages to aid recovery in the event of a disaster or to maintain corporate compliance.

## Managing your messaging infrastructure for a certain future

Attenda's proven experience in managing Exchange and the complex systems that surround Exchange ensures that we deliver the best service to all end-users, wherever they are; securely, efficiently and cost-effectively.

With our ability to offer predictable costs for Exchange operational support we remove the uncertainty of 'time and materials' suppliers who charge for every activity and the expense of supplementing existing in-house resources in order to maintain round the clock, all year cover.

As a Microsoft Gold Partner, Attenda have built a team of highly skilled, highly motivated and fully certified engineers with the expertise to design and deploy always on Exchange infrastructures along with the complementary systems that surround Exchange. Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels, and as an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.

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