

MESSAGING SERVICES

GET MORE OUT OF YOUR MESSAGING ENVIRONMENT

Email services form an active communication and collaboration channel in today's digitally-enabled businesses. With enterprises looking to increase operational flexibility, cloud-based email services are gaining popularity. However, most enterprises fail to assess if their existing IT infrastructure and data are equipped to handle the cloud email

infrastructure and new security threats that come with being exposed to the external environment. The transition warrants for re-engineering of email infrastructure, revamping of operational processes, and re-skilling of IT support staff.

HOW WE HELP

Microland's Messaging / Email services (see Figure 1) efficiently manage even the most complex hybrid email

infrastructures to ensure a seamless communication experience and improved compliance.

Assessment Services

Enable enterprises to build a technology roadmap aligned to business goals for implementing performance-oriented email ecosystem on-premise or on cloud

Email Design and Deployment Services

We develop agile, secure, measurable, and performance-oriented email ecosystem architecture for improved mobility, productivity, and user experience at an optimum investment. We provide:

- Enterprise Email Ecosystem Architecture and Solution Design for on-premise / O365 cloud / Hybrid Microsoft Exchange server environments
- Proofs of Concept
- Deployment/Migration to latest Microsoft Exchange Server infrastructure / O365 cloud from any existing email infrastructure
- Application federation and integration for collaboration
- User mobility and collaboration experience

Managed Email services

Microland provides L1, L2 and L3 support for enterprise customers and delivers cost-effective five 9s availability of your email environments. It includes:

- Email messaging management including Incident, Change, Performance and Availability management
- Content and Data Security Management
- User and account administration aligned to ITIL practices

Figure 1: Microland's Email Management Services

WHAT YOU CAN EXPECT

Leveraging deep domain expertise and our dedicated center of excellence, we deliver outcomes including:

- **Modern email infrastructure architecture** that combines predictability and security of on-premise email, with the agility and flexibility of the cloud-based solution.
- **Seamless migration** to the new email infrastructure with zero data and productivity loss at an optimal cost.
- **Operationalization of modern hybrid email infrastructure** enabled by rolling out updated operational policies, configuration, and procedures.
- **Improved security** through implementation of security controls and policies aligned to organizational standards.
- **Email archival and retention** through requisite technology and policy implementation.
- **Email ecosystem monitoring and management** for improved compliance, performance, user experience, and availability.

WHAT SETS US APART

Our key differentiators are highlighted in Figure 2.

Multiple Delivery Models

Microland offers different kinds of delivery models - Project and Outcome-based; Staff Augmentation; On-site / Off-shore / Hybrid engagements

Management Activities

Aligned to ITIL best practices Incident / Problem / Configuration / Capacity Management Performance and Availability Management

Customer Engagement

Microland team closely works with customer based on the agreed SLA via 24/7 phone support, periodic reviews, updates, leadership council support, reports, and dashboards.

Custom Dashboard and Reporting

Development of real-time CIO dashboards for business and operational needs.



smartCenter

Microland's smartCenter is an ITIL-based service management platform that can be integrated with your monitoring infrastructure for seamless service delivery process and smart monitoring

24/7 Delivery Model

Our offshore delivery centers manage our customers' UCC infrastructure with proven industry standards and best practices

Certified and Skilled Professionals

Real-time Design / Deployment / Management experience in enterprise Email environment

Figure 2: Key Differentiators

Other highlights of partnering with us include:

Unmatched Experience

- We manage some of the world's largest private email (Microsoft Exchange/O365 technologies) messaging ecosystems and bring in best practices from those experiences to your environments

Migration and Deployment Factory

- Enables seamless mail migration with robust processes and tools, supporting variable workloads

TCO Reduction

- We right-shore your 24/7 operations, leveraging our significant offshore presence, to reduce your cost of email management by 30-40%

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

MICROLAND®