

Ensure performance and availability for mission-critical messaging

ELIMINATE ADMINISTRATIVE HASSLES AND REDUCES COSTS

BUSINESS CHALLENGE

With today's employees, partners and customers demanding any-time, any-where access to one another, ensuing high performance and 24/7 availability of your Microsoft Exchange environment is a mission-critical priority for your IT team. It's also a directive that's becoming increasingly difficult to meet as messaging grows more complex, and budgets continue to shrink.

Deploying and managing Exchange successfully requires a significant investment in hardware and software as well as technical expertise to configure and manage it on a daily basis. Like many companies, you probably deployed your Exchange environment in a manner that fit your budget, perhaps foregoing best practices in server specifications, bandwidth or disk configurations. Unfortunately, these compromises inevitably lead to performance issues or outright downtime that can affect the bottom line. Disaster recovery (DR) is also often overlooked or ignored during initial implementation in an effort to save money.

Risk of downtime is compounded as most companies are unable to dedicate staff for ongoing management. Smaller companies may not have a dedicated Exchange support person at all, while larger companies may find that one person simply isn't enough. Employees are juggling priorities, and critical maintenance activities – including patching and DR testing – fall through the cracks. When outages do occur, inexperienced personnel struggle to recover servers and restore operations quickly.

Companies are left at a crossroads. They need reliable, flexible and robust IT environments, dedicated Exchange expertise, 24x7 monitoring and rapid problem resolution to ensure availability of their mission-critical e-mail. But they need it at a price they can both afford and predict – a feat that can rarely be achieved in house.

With more than 20 years of combined hosting and managed services experience, Rolta TUSC is poised to help.



ORACLE Platinum Partner

SOLUTION OVERVIEW

A Microsoft Gold Certified Partner, Rolta TUSC has the unique combination of application management and hosting services expertise to ensure the availability, security and performance of your mission-critical messaging environment. By employing best-practice business processes and seasoned Exchange experts, we're able to cost-effectively monitor and manage your e-mail infrastructure, freeing your IT staff for more strategic projects.

We offer four Exchange Server options designed to meet a wide range of needs and budgets: Shared Exchange, Dedicated Exchange, Integrated Exchange (integration with your on-site applications) and Managed Exchange (remote management of your environment).

All solutions include daily monitoring and management, troubleshooting, patching, and back-up and recovery services.

BENEFITS

- **Improve performance and availability**—24x7x365 monitoring and expert administration ensure you receive immediate response to events that threaten the availability of your Exchange environment. Our tested disaster recovery solutions ensure rapid restore of e-mail – even in the face of a catastrophic event.
- **Reduce costs**—Hosted solutions shift high capital expenses to predictable operating expenses. As a Microsoft Certified Hosting Solutions provider, we're able to offer a substantially lower average cost-per-user than you could achieve on your own.
- **Increase flexibility**—Easily scale up or down as your business demands.
- **Increase efficiency**—Free staff to concentrate on strategic initiatives with confidence that your e-mail infrastructure is operating seamlessly.

Microsoft
GOLD CERTIFIED
Partner

Hosting Solutions
Business Intelligence
SOA and Business Process
Networking Infrastructure Solutions

SOLUTION DETAILS

With more than 20 years of experience, Rolta TUSC provides the infrastructure and expertise you need to ensure high availability, recoverability and scalability of your mission-critical Microsoft Exchange e-mail environment. Whether you have 50 employees or thousands, we have an Exchange Server offering ideally suited for your business. Our solutions include:

- **Shared Exchange**—Our lowest cost-per-mailbox solution, this hosting solution is ideal for small-to mid-size companies. In this model, your e-mail is supported through one shared deployment of Exchange Server at our carrier-grade data center. Although you share the messaging infrastructure, your environment is secured and logically separated from other clients. Optional synchronization with your Active Directory is available.
- **Dedicated Exchange**—This hosted solution is physically secure and separate from all other client environments. Physical separation benefits organizations when either corporate policy or regulatory requirements (e.g., SOX, HIPAA, etc.) mandate separation of data, and it allows for customization of the messaging environment. Optional synchronization with your Active Directory is available.
- **Integrated Exchange**—A unique offering in the marketplace, Rolta TUSC provides an ideal solution for mid- to large-size companies that require Exchange Servers to be integrated with enterprise applications such as SAP or Sharepoint. In this model, Rolta TUSC's data center truly becomes an extension of your network, and we also monitor and troubleshoot your Active Directory environment.
- **Managed Exchange**—For the enterprise-class client, we offer the Managed Exchange solution. Distinct from our other three offerings, Rolta TUSC consultants provide expert remote Exchange and Active Directory monitoring and support of your in-house environment. In addition to customized support, Rolta TUSC can provide knowledge transfer to in-house staff.

All Rolta TUSC hosted and managed Exchange solutions include:

- **Responsive support**—We provide 24x7x365 network performance and server hardware monitoring, including troubleshooting and problem resolution by expert Rolta TUSC administrators. All monitoring services trigger real-time alerts, which are resolved quickly and accurately.
- **Uptime and availability**— Our carrier-grade data center is a SAS 70 Type II compliant facility employing a comprehensive, layered security architecture and features redundant power and networks. For Managed Exchange clients, we conduct a health check of the existing technology architecture and consult on projects under consideration.
- **License version and change management**— Rolta TUSC applies patches and upgrades as required by Microsoft, eliminating the threat of vulnerabilities.
- **Backup and data restoration services**—We conduct full backups on a weekly basis and incremental backups daily (or as customized in a Managed Exchange service).
- **SLAs**—All services are backed by standard or custom SLAs, providing the peace of mind you need in today's competitive business environment.

In addition, for hosted solutions, Rolta TUSC provides a proven Active Directory/Exchange migration methodology to maintain business continuity and minimize the impact on end users during your migration.

ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta's IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world's most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.



FOR MORE INFORMATION

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