



## **Service Catalogue**

Your secure data centric guardians

Units 1-3 Trinity Court, Brunel Rd, Totton, Hampshire SO40 3WX

[www.amicusits.co.uk](http://www.amicusits.co.uk)

+44 2380 429429

## **Exchange Administration - On premise**

### **1 Introduction**

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL\_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

### **2 Objectives and Benefits**

We are engaged in maintaining and controlling the Microsoft email-server for our customers and are responsible for administering the overall availability and health of the MS Exchange server infrastructure along with its clients.

We consider Microsoft Exchange as one of our core, and strongest, areas of expertise, with staff experienced in working across all versions from MS Exchange 5.5 to the latest MS Exchange 2016. Whether deploying a new environment, or upgrading the customer's existing environment, or migrating from a competing technology such as Lotus Notes - Amicus ITS is considered as a highly trusted solution provider.

### **3 Service**

Our Exchange Administration Services includes but is not limited to:

- Exchange Server Support and Maintenance
- Break-Fix
- Configuration and User Administration
- Environment Health Checks
- Deployment Planning
- Design and Architecture
- Implementation
- Backups
- Consolidation and Migration,
- Email archiving
- Disaster Recovery

Our proactive 24x365 monitoring service runs on a single integrated platform for the entire application ecosystem. We review alarms, filter for false alarms, escalate issues, customise monitoring thresholds, configuring notification and escalation policies to ensure all MS Exchange systems are available, healthy and performing

The Service Desk Team manages end users, clients systems and all communication supported by the NOC Team which controls and manages the server infrastructure.

Some of the service delivery may be integral and others will be project based.

## Exchange Administration - On premise / Contd...

### 4 Service Scope

EXCHANGE ADMINISTRATION	Basic	Enhanced	Advanced
Real-time 24x365 agentless monitoring through software / hardware probes for availability, health and performance	✓	✓	✓
Up to 4 hr tailored SLAs	✓	✓	✓
Remediation of alarms based on an agreed-upon set of tasks and run lists	✓	✓	✓
User administration – all tasks related to users and mailboxes	✓	✓	✓
Administering availability and health of mailbox servers, web services, reverse proxy servers and other Exchange related servers	Optional	✓	✓
Resolve all end user issues, and cater to end user request for services	Optional	✓	✓
Install applications and support assigned systems configure the default e-mail address for new user accounts	Optional	✓	✓
Remote assistance to on-site engineers and end users / customers	Optional	✓	✓
Design, deploy and maintain optimal backups for mail and public folder databases	Optional	Optional	✓
Automating deployment tasks - automate all repetitive, time-consuming configuration management/deployment tasks. Apply configuration changes in bulk	Optional	Optional	✓
SSL Certificate monitoring and administration	Optional	Optional	✓
Create documents and scripts to address arising challenges and implement troubleshooting	Optional	Optional	✓
Handling the overall Exchange infrastructure environment, server upgrades and performance monitoring / optimisation	Optional	Optional	✓
Design and implementation of new solutions and improving resilience of the current environment	Optional	Optional	Optional
Migration and consolidation from foreign messaging systems	Optional	Optional	Optional
Email archiving solutions	Optional	Optional	Optional
Disaster Recovery services	Optional	Optional	Optional
Security compliance auditing - define standard practices and policies and automatically check device configurations for compliance	Optional	Optional	Optional
Maintain heightened security of the Exchange server environment	Optional	Optional	Optional

## **Exchange Administration - On premise / Contd...**

### **5 How We Provide This Service**

- We have a team of trained Microsoft-certified Exchange Administrators, with requisite experience and skillsets.
- This service is primarily provided by the NOC Team and the Service Desk (for end user / client liaison) with additional support provided by the Change and Configuration Management team and System Administration team, plus Service Delivery Managers.
- The Service Desk maintains the interaction with the customer throughout the service lifecycle unless the customer has requested SDM Services.

### **6 Service Reporting**

The standard Exchange Administration reports include:

- Exchange health check report
- Exchange capacity report
- Exchange availability report

### **7 Service Pricing**

The Service pricing is based on a per MS Exchange user basis. Where optional services are projects, these will be priced separately.