

# implement.com Briefing 2010



## Hosted Solutions Support Services (HSS)

April 16, 2010

# Brief Company History

- Founded in 1997
- Headquarters in Seattle
- Microsoft hosted applications expertise
  - Own & operate Chinook Hosting
- Microsoft Gold Certified Partner
  - Unified Communications Competency
  - Hosting Competency
  - MBS and Small Business Competencies



# HSS Offering Background

- Service providers have told us that they need:
  - Alternative support options for their hosted environments, including Microsoft HMC.
  - Clarity around the future of HMC. Microsoft has announced that HMC is end-of-life. Support beyond 2013 is uncertain.
  - Coverage beyond applications, encompassing ancillary services like control panels and BSS/OSS integration.
  - Low entry cost and predictable pricing.
  - Flexibility in how to use support contract hours e.g. user migrations, architectural guidance, operations training/review
  - A support services provider with significant technical depth, deep understanding of their business model and strong collaborative partnerships.



# HSS Key Features

- Support services can be used across your entire hosted environment, including HMC, control panel, and other components.
- Services can include proactive support, break-fix support, systems integration, development, training and operations review.
- Pricing is very competitive and cost-effective, with quarterly payments to help with your cash flow
- The offering flexes with your business cycle, allowing unused hours to roll over into the next quarter, and the option to purchase additional support hours if needed at steep discount.



# Available HSS Services

- Microsoft Hosted Messaging & Collaboration support
- Migration Services
- Architectural Guidance
- Operations Training & Review



# HMC Support

- Covers **all** components of your HMC environment
- Proactive support services
  - Complimentary “health-check” of your environment
  - Documentation of components and hardware/network
  - Access to additional tools, operated by implement.com engineers as required, to troubleshoot or maintain system health – e.g. the Microsoft Provisioning System (MPS) Cleaner Utility, developed by implement.com, to improve performance and reliability of MPS. The Utility is described in detail at the end of this document.
- Reactive support services
  - Break-fix services, troubleshooting



# Migration Services

- Leverages implement.com's experience in migrating over 10 million mailboxes worldwide
  - Planning, testing, pilot projects
  - Project management
  - Best practices
- Expert resources to augment internal teams



# Architectural Guidance

- New application impact assessment
- Application integration assistance
- Control panel integration
- Directory design
  - AD and other directory services
- Scalability
- Platform availability
- Hardware sizing



# Operations Training & Review

- Operations
  - Documentation of current operations, including change controls
  - Best practices review
  - Gap analysis.
- Training
  - Training developed specifically for your environment.
  - Student guides and labs
  - Delivery by [implement.com](https://implement.com) experts



# HSS Scope and Benefits

- Benefits
  - Up to 6 hours complimentary engineer time to perform “health- check” of your hosted environment at contract start
  - Unlimited number of incidents / engagements
  - Support hours provided to you at 10% discount to standard rate
- Scope
  - In scope: Customer’s entire hosted environment
  - Out of scope: Microsoft or 3rd party bug fixes



# Support Resources & Investment

- Resources provided
  - 180 support hours per year
    - 45 support hours per quarter
    - Unused hours roll over to next quarter
    - Maximum roll over at year-end is 45 hours
- Costs
  - \$24,000 annual fee, payable in quarterly installments of \$6,000
  - 12 month term, renewable
  - Option to purchase additional hours at \$150 / hour



# Why implement.com?

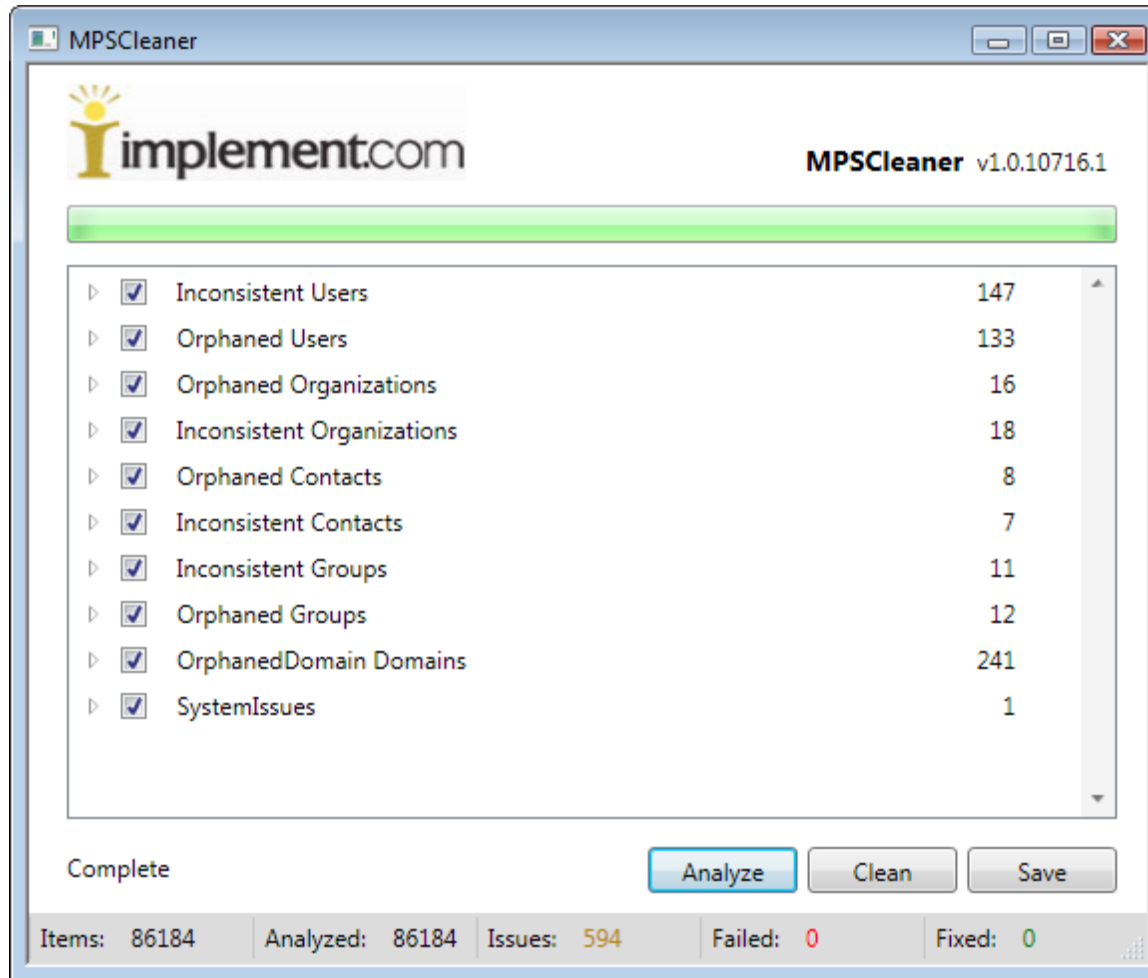
- Unrivaled technical depth with HMC and across the spectrum of Microsoft hosted applications
- implement.com's experience and reputation – a trusted resource for over 10 years to telecoms and hosters around the world (deployments, upgrades, and migrations)
- Migration expertise
- Unified Communications Expertise
- SaaS Enablement
  - OSS/BSS integration, development and Hosting
- Hosting operations expertise –we know it works because we use it everyday ourselves.
- Microsoft Relationship
  - Key vendor in development of HMC and MS Online solutions

# MPS Cleaner Utility

- MPS Cleaner is a utility developed by [implement.com](http://implement.com). It is a Windows Presentation Foundation (WPF) application and command line application that can be used to detect and fix issues on an HMC 4.5 system. Features include:
  - Detects a wide variety of common issues such as orphaned and inconsistent objects.
  - Performs multi-threaded analysis and clean mode for high performance.
  - Does not increase the load on the MPS engine.
  - Saves an Xml based report of issue findings.
  - Cleans detected issues.
  - Creates an XML-based report of cleaning results.
  - Executes from a command-line.
  - Can be scheduled as a recurring task.



# Typical output after clean:



The screenshot shows the MPSCleaner application window. The title bar reads "MPSCleaner". The interface includes the "implement.com" logo and the version "MPSCleaner v1.0.10716.1". A green progress bar is visible. Below it, a list of items is shown with checkboxes and counts:

Item	Count
<input checked="" type="checkbox"/> Inconsistent Users	147
<input checked="" type="checkbox"/> Orphaned Users	133
<input checked="" type="checkbox"/> Orphaned Organizations	16
<input checked="" type="checkbox"/> Inconsistent Organizations	18
<input checked="" type="checkbox"/> Orphaned Contacts	8
<input checked="" type="checkbox"/> Inconsistent Contacts	7
<input checked="" type="checkbox"/> Inconsistent Groups	11
<input checked="" type="checkbox"/> Orphaned Groups	12
<input checked="" type="checkbox"/> OrphanedDomain Domains	241
<input checked="" type="checkbox"/> SystemIssues	1

At the bottom, the status "Complete" is shown. There are buttons for "Analyze", "Clean", and "Save". The status bar at the very bottom displays: Items: 86184, Analyzed: 86184, Issues: 594, Failed: 0, Fixed: 0.

# Total Operator Control

The screenshot shows the MPSCleaner application window. The title bar reads "MPSCleaner". The main header features the "implement.com" logo and the version "MPSCleaner v1.0.10716.1". A progress bar is visible below the header. The main area contains a list of items, each with a checkbox and a name. A tooltip is displayed over one of the items, providing detailed information about its consistency status and detected issues. At the bottom, there are buttons for "Analyze", "Clean", and "Save", along with a status bar showing statistics: "Items: 86184", "Analyzed: 86184", "Issues: 556", "Failed: 0", and "Fixed: 0".

implement.com MPSCleaner v1.0.10716.1

markg@implement.com

Consistency Status: **Inconsistent**

Detected Issues: **MailboxGuid, HomeMdb, MailboxSize**

Entity Type: User

ID: 69709d48-d1d4-46d9-a3a7-1a7a8ec24850

PlanManager ID: 489d7069-d4d1-d946-a3a7-1a7a8ec24850

PlanManager Name: markg@implement.com

PlanManager Parent: implement.com

PlanManager Type: BusinessUser

PlanManager Status: Enabled

Assigned Services: Exchange

MapiEnabled: True

Values stored in MPS datastores are not consistent with Active Directory. If you choose to fix this issue, the identified value(s) will be set to the value found in Active Directory.

Complete Analyze Clean Save

Items: 86184 Analyzed: 86184 Issues: 556 Failed: 0 Fixed: 0

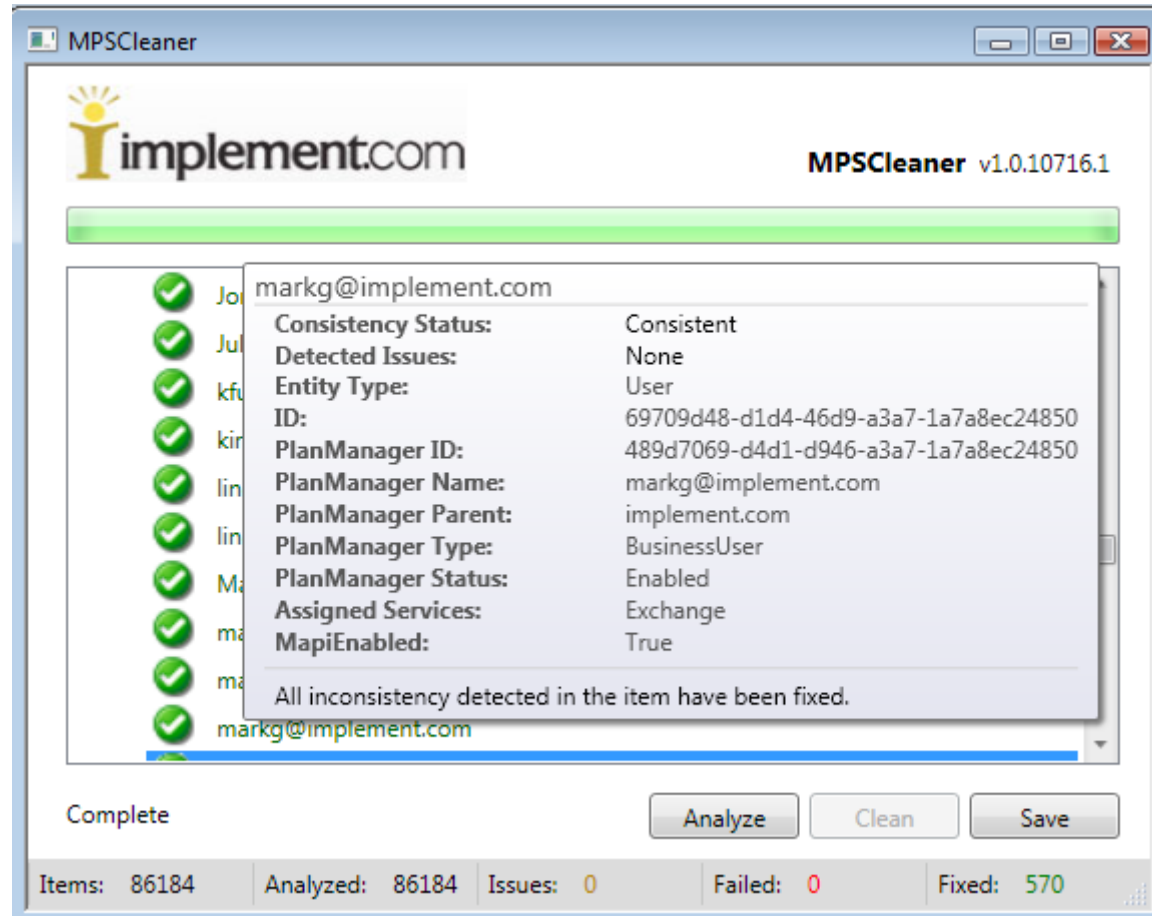
Checkboxes allow an individual item or an entire category of items to be deselected for cleaning.

Rollover tooltips provides full detail on the issue and the affected customer.

Save the results of analysis and cleaning to an Xml report that can be used for additional human analysis.



# Result summary



The screenshot shows the MPSCleaner application window. The title bar reads "MPSCleaner". The main window features the "implement.com" logo on the left and "MPSCleaner v1.0.10716.1" on the right. A green progress bar is visible. The main content area displays a list of items, each with a green checkmark icon. A tooltip window is open over one of the items, displaying the following details:

markg@implement.com	
<b>Consistency Status:</b>	Consistent
<b>Detected Issues:</b>	None
<b>Entity Type:</b>	User
<b>ID:</b>	69709d48-d1d4-46d9-a3a7-1a7a8ec24850
<b>PlanManager ID:</b>	489d7069-d4d1-d946-a3a7-1a7a8ec24850
<b>PlanManager Name:</b>	markg@implement.com
<b>PlanManager Parent:</b>	implement.com
<b>PlanManager Type:</b>	BusinessUser
<b>PlanManager Status:</b>	Enabled
<b>Assigned Services:</b>	Exchange
<b>MapiEnabled:</b>	True

Below the tooltip, a message states: "All inconsistency detected in the item have been fixed."

At the bottom of the window, the status "Complete" is shown. There are three buttons: "Analyze", "Clean", and "Save". A summary bar at the very bottom displays the following statistics:

Items: 86184	Analyzed: 86184	Issues: 0	Failed: 0	Fixed: 570
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