

implement.com Briefing 2009



Hosted Solutions Support Services (HSS)

October 9, 2009

Brief Company History

- Founded in 1997
- Headquarters in Seattle
 - Operations in UK
- Microsoft hosted applications expertise
 - Own & operate Chinook Hosting
- Microsoft Gold Certified Partner
 - Advanced Infrastructure Competency
 - Unified Communications Competency
 - Hosting Competency



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 each year
 - Documentation of components and hardware/network
 - Use of Microsoft Provisioning System 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 experts



HSS Scope and Benefits

- Benefits
 - Up to 6 hours complimentary engineer time to perform “health- check” of your hosted environment at contract start and each year thereafter.
 - Unlimited number of incidents / engagements
 - Option to buy additional support hours 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
 - 160 support hours per year
 - 40 support hours per quarter
 - Unused hours roll over to next quarter
 - Maximum roll over at year-end is 40 hours
- Costs
 - \$24,000 annual fee, payable in quarterly installments of \$6,000
 - 12 month term, renewable



Why implement.com?

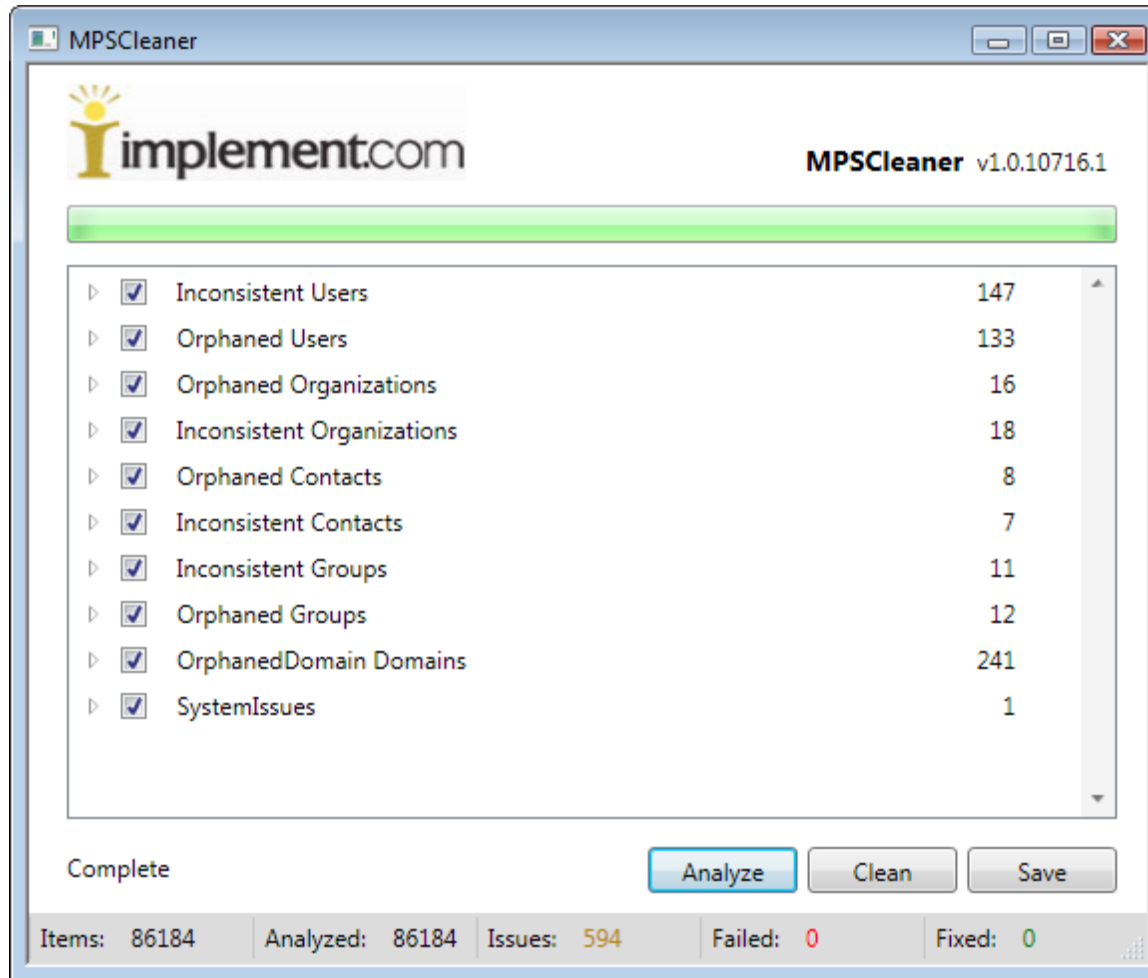
- Unrivaled technical depth with HMC and across the spectrum of Microsoft hosted applications
- implement.com's experience and reputation – a trusted resource for over 10 years to telecoms and hosters around the world (deployments, upgrades, and migrations)
- Migration expertise
- Unified Communications 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. 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", and "Fixed: 0".

Total Operator Control

The screenshot shows the MPSCleaner application window. The title bar reads "MPSCleaner" and the top right corner shows "MPSCleaner v1.0.10716.1". The main area features the "implement.com" logo and a list of items. A tooltip is displayed over one item, providing detailed information about its consistency status and detected issues. The tooltip text is as follows:

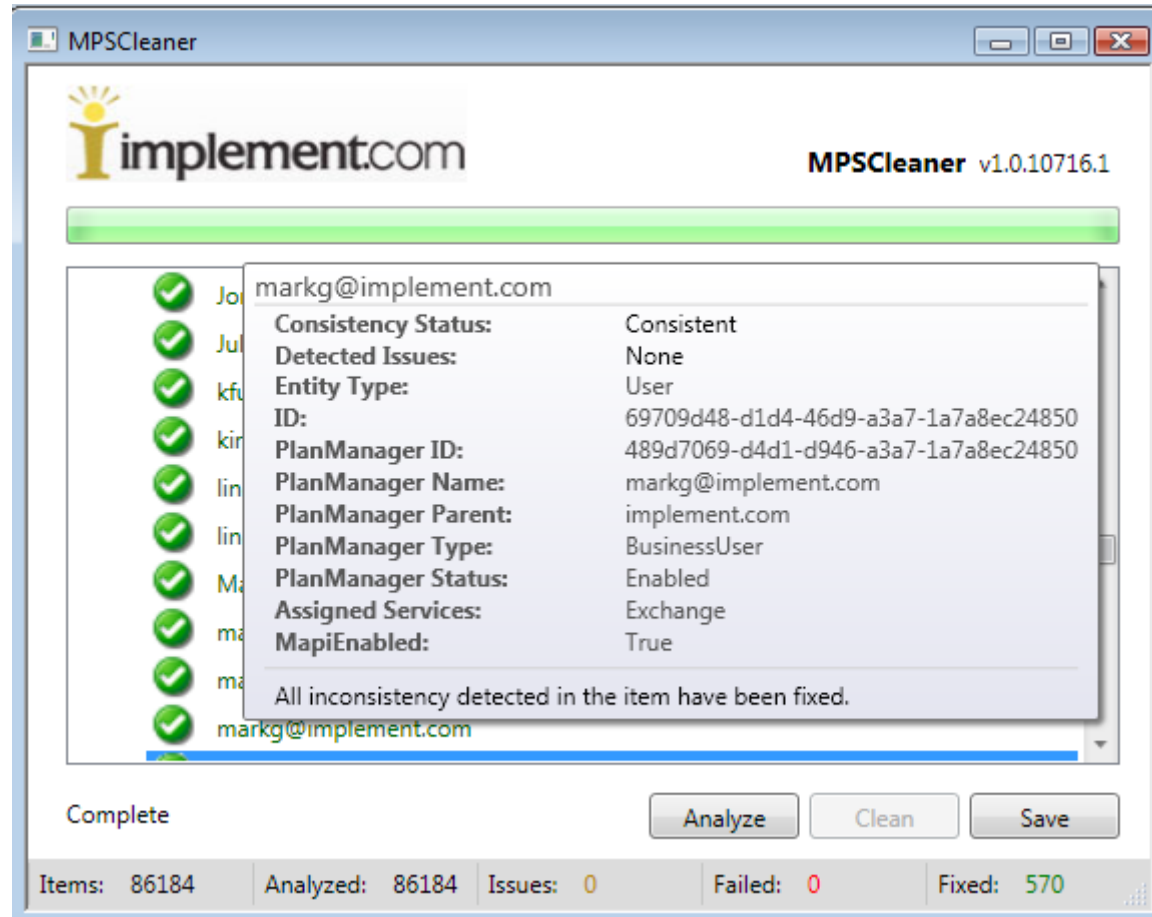
Consistency Status:	Inconsistent
Detected Issues:	MailboxGuid, HomeMdb, MailboxSize
Entity Type:	User
ID:	69709d48-d1d4-46d9-a3a7-1a7a8ec24850
PlanManager ID:	489d7069-d4d1-d946-a3a7-1a7a8ec24850
PlanManager Name:	markg@implement.com
PlanManager Parent:	implement.com
PlanManager Type:	BusinessUser
PlanManager Status:	Enabled
Assigned Services:	Exchange
MapiEnabled:	True

Below the tooltip, a red warning message states: "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." The interface includes a status bar at the bottom with the following statistics: Complete, Analyze, Clean, Save, Items: 86184, Analyzed: 86184, Issues: 556, Failed: 0, Fixed: 0.

Three callout boxes provide additional context:

- Left Callout:** Checkboxes allow an individual item or an entire category of items to be deselected for cleaning.
- Top Right Callout:** Rollover tooltips provides full detail on the issue and the affected customer.
- Bottom Right Callout:** 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. At the top left is the implement.com logo. The title bar reads "MPSCleaner". The main area displays a list of items with green checkmarks. A tooltip is open over one of the items, showing the following details:

markg@implement.com	
Consistency Status:	Consistent
Detected Issues:	None
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

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

At the bottom of the window, the status is "Complete". There are three buttons: "Analyze", "Clean", and "Save". A summary bar at the very bottom shows: Items: 86184, Analyzed: 86184, Issues: 0, Failed: 0, Fixed: 570.