

Service Brief

Service Capabilities

- Public & Private Cloud
- Project leadership
- Infrastructure design and implementation
- OSS/BSS integration
- Voice Services integration
- Microsoft SQL Server® consultation
- Mail Platform Migrations
- Content Services & Training

Applications

- Microsoft Cloud Services
- Microsoft CRM
- Hosted Lync
- Hosted Exchange
- Hosted SharePoint
- Windows Server 2008
- Provisioning & Automation Solutions
- Unified Messaging
- Office 365 Syndication

Business Challenge

With the recent releases of the Microsoft Lync Hosting Pack, Exchange 2010 SP2 and SharePoint 2010 many Service Providers do not yet have a clear understanding of these solutions or of the architecture, deployment, and migration options available. The Messaging and Collaboration Cloud Services Planning Workshop offered by implement.com is designed to provide Service Providers with a solution overview, a conceptual architecture review of sizing considerations, and upgrade/migration options. The outcome of the engagement will be a planned architecture specific to the Service Providers' needs and a GAP Analysis Document that will outline the primary work areas and a proposed deployment, upgrade or migration path.

The Solution

implement.com is the world leader in Microsoft cloud solutions deployments, upgrades, and migrations.

Our highly skilled architects, engineers, and developers have worked with dozens of Service Providers around the world by planning, designing, deploying, and stabilizing their Microsoft cloud solutions platforms. Through our experiences, we have found the planning and design workshop to be among the most effective ways for a Service Provider to properly plan, size and scope their hosted solution.

implement.com cloud solutions and platform expertise includes, but is not limited to, Exchange 2010, SharePoint 2010, Lync, Unified Communications, Dynamic Datacenter Toolkit (DDTK), CRM, Control Panel considerations, Office 365 (Microsoft On-line Syndication) and Hyper-V.

The implement.com Planning Workshop

The primary objective of the planning workshop engagement is to work closely with the Service Provider's technical project team to demonstrate a logical path to the most appropriate Microsoft cloud solution. This process involves a review of the target set of hosted solutions (Exchange, SharePoint, Lync, DDTK, etc.) conceptual architectures, the multi-tenancy model, provisioning integration options, and upgrade/migration options. The engagement includes a gap analysis and high-level project plan to provide the Service Provider a clear path toward deployment in their production environment.

Sample Planning Workshop Agenda (will vary by Service Provider and target technology or solution)

Day 1

- Review of target cloud solutions and conceptual architectures
- Joint development/whiteboard session of proposed design/platform for Service Provider

Day 2

- Review Service Provider's existing platform, services, servers, network, etc.
- Discuss gaps and mitigation options for Service Provider to consider, such as control panel and provisioning options, billing integration, migration of other services, timelines, budget considerations, etc.
- Document gaps and next steps

Planning Workshop Objectives in Summary

The objectives of this engagement are to:

- Provide a detailed review of target cloud solution offerings
- Perform a detailed review of the Service Providers business and technical requirements
- Provide a proposed architecture for deployment
- Provide a GAP Analysis Document

Budget Investment

\$10,000 USD plus Travel & Expenses

Budget includes pre-engagement consultation with Service Provider to plan and prepare for the engagement as well as time to complete the deliverables after finishing the on-site portion of the engagement.

For more information regarding implement.com services, email info@implement.com or call (206) 547-8100.

About implement.com

We have been focused on delivering the Microsoft platform for hosting, including Exchange, Office Communications Server (now Lync Server 2010), SharePoint, and Dynamics CRM for as long as these products and markets have existed. Our first efforts started in 1999 when we helped Microsoft put together the first formal guidance for hosting on Exchange 2000. In the nascent world of cloud computing, this makes us pioneers. Our work has been a combination of helping Microsoft as a vendor and member of its solution team that has developed guidance for hosters and also as a consultant to the service providers deploying solutions and technology for hosting Microsoft products. As a vendor and member of the teams that developed solutions including the HMC platforms, we have very deep expertise in this solution.

Our approach has always encompassed deep technical expertise across the disciplines of Systems Engineering and Software Developing; a true Systems Integrator. An additional critical service that complements our Systems Integration expertise is our Content Services practice, which includes Technical Writing, Graphic Design, Instructional Design, Online Training, and Editing.

Part of our history from the very beginning is based on expertise around large scale service provider email migrations. implement.com has migrated more than ten million mailboxes onto hosted Exchange since 1999. Through these years of experience, we have developed our own intellectual property in the form of best practices and tools. Most notably, our Content Migration Service (CMS), which automates the migration and provisioning of users onto hosted Exchange. Additionally, our CMS tools and best practices have been updated to include recommendations for two significant endeavors:

- For service providers that want to migrate their consumer POP users onto the Windows Live platform
- For customers or partners that want automated high scale migration support when migrating to the Office 365 platform

As a partner, we have assisted Microsoft with the development of guidance and tools on how to complete Office 365 Syndication projects. This entails a service provider reselling Office 365 under their own brand and involves integration of the service provider's order handling, billing, and provisioning systems with the Microsoft Online Syndication Interface (MOSI), and additionally, with the migration of any existing users and content from the service providers legacy systems onto Office 365.

With the release of Lync Server 2010 and its promise for replacing traditional on premise PBX systems with hosted Unified Communications, implement.com is once again at the forefront and in a position of thought leadership as we work with Microsoft and its customers on the opportunities for deploying a hosted Lync Server 2010 platform.

As a systems integrator with close ties to the major provisioning and automation independent software vendors, implement.com can help service providers fill these gaps. Because of our industry experience, proximity to Microsoft, and most importantly, the leadership, credibility, and trust we foster between our clients, Microsoft, and partners, we are frequently requested to provide guidance. Microsoft has previously turned to implement.com to help guide the industry with technical direction of how to migrate from HMC to Exchange 2010 SP2.

As cloud computing gains ground in 2011, hosted communications services will be one of the key areas of focus for the successful service provider.