

## Case Study – Microland’s managed services offering

### Business Challenges

- Lack of a centrally managed infrastructure services model to support the exchange environment spread across 35 countries
- Managing migrations seamlessly with zero disruptions and data loss

### Scale of Operations

- 400,000+ mailboxes
- 51,000+ mobility users
- 500+ servers; 20 data centers
- Poles: Americas, EMEA, APAC

### Microland’s Approach

- A shared services support model across the messaging ecosystem
- Consolidation of the exchange environment and a single SLA-based model for migrations, support, mobility, security and storage management
- Adoption of process efficiency driven frameworks
- Usage of automation for migration POC validation, migration stabilisation, incident management, FMEA methodologies and Six Sigma-based frameworks

### Messaging Eco-System Components

- Exchange Infrastructure
- Anti Virus, Anti Spam
- Instant Messaging
- Mobility
- Storage & Back-up

### TCO Reduction

- New site deployment time reduced by 71 per cent
- 30 per cent reduction in vendor management costs

### IT – Business Alignment

- 100 per cent defect-free migration for 400,000 users
- Zero end-user impact on migration

### High Performance

- Email service availability at 99.9x per cent
- SLA compliance at 95 per cent