



## Get the Know-how, Resources and Tools You Need To Manage and Maintain Your Enterprise Messaging System

Managed Messaging Services by NTT DATA

### Optimize your Microsoft Exchange Server infrastructure

While your email system enables you to improve employee collaboration, are you sure that you are utilizing your Microsoft® Exchange solution to its full potential? In today's connected world, users expect their messaging system to function flawlessly — with all the latest features. But delivering what users need in a messaging system requires valuable time and effort that could be devoted to advancing your strategic business goals. Installing upgrades, adding new business units, ensuring service availability and warding off threats are critical tasks. Why weigh down your IT staff when NTT DATA Services can help?

Managed Messaging Services by NTT DATA manage Microsoft Exchange Server components, as well as the administrative and maintenance tasks for all other messaging objects and services, providing an end-to-end solution for your messaging infrastructure. Our services help:

- Ensure your messaging service is safe, responsive and available with industry-leading tools and Managed Messaging Services by NTT DATA IT Infrastructure Library (ITIL)-aligned processes and methodologies
- Meet availability and quality demands with support for core security features
- Enable a secure, stable internet pathway with support for email relay systems and messaging gateways
- Recover lost or accidentally deleted objects from your messaging system with support for high-availability deployments
- Filter viruses, spam and fraudulent email before they enter your network with pre-emptive email threat protection
- Comply with industry regulations with active retention and seamless retrieval of messages and attachments
- Enable mobile enterprise messaging solutions for all major mobile messaging applications with server-side and security management

**Maximize end-user collaboration, reduce costs, increase workforce efficiency and improve workplace mobility with:**

- Services based on certified platforms and field-proven reference architectures
- A unique toolset to automatically monitor and manage Microsoft Exchange Server deployments
- An Exchange support service built to meet your business demands, hosted on the cloud or dedicated infrastructures
- An ability to utilize dedicated messaging architectures and tools or cloud-enabled technologies for all messaging support service options

### Protect and get the most out of your messaging system

Our approach to Managed Messaging Services revolves around a tiered delivery model, utilizing personnel from around the globe. With multiple tiers of support, our ITIL-aligned service model allows for an accurate mapping between the support service and your business need. Our support model and structure for messaging services allow you to:

- Utilize an optimized delivery model that matches skill sets to the appropriate tasks, activities and the level of support you need
- Reduce and eliminate the risk in data handling, without compromising the ease of use, through enhanced and seamless control of messaging flow and storage policies
- Maximize standardization, automation and orchestration in support of your messaging infrastructure
- Increase responsiveness, performance and availability — and eliminate service disruptions — while reducing overall support costs
- Benefit from an architecture function that enables innovation and introduces emerging technologies to meet your future business needs
- Empower your workforce and boost its productivity in a safe and secure manner, while maintaining full visibility and control

NTT DATA unleashes the performance of your messaging infrastructure — from strategy and design to transition, operations and continual improvement.

### Customize our services to suit your unique needs

Our proven experience providing similar services has allowed us to adapt our approach to deliver an optimum balance of speed versus risk. We believe the success of any project is not based on technical ability alone, but on the ability to apply a rigorous organizational change management approach. Our services allow you to maximize end-user collaboration, reduce costs, increase workforce efficiency and improve workplace mobility, as well as:

- Utilize operational support of a completely transformed collaboration environment
- Provide your users with modern, scalable unified communications support
- Provision a scalable, secure, cost-effective solution that complies with corporate policies and fulfills the needs of an evolving workforce

Service component	Features and benefits
Messaging support service	A proactive and focused managed service, it ensures the availability and performance of your messaging environment, servers, services, components and objects. We deliver the service using a global tiered support model and packaged offerings with customizable service-level agreements.
Messaging gateways/relay systems support services	Focused on the administration of edge messaging components, this service ensures continuous availability and performance of email relay services and components for seamless and controlled email flow to and from your organization.
Messaging anti-virus and anti-spam support services	Relying on a multi-tiered methodology, our managed support service for anti-spam and anti-virus components protects your infrastructure from external and internal threats. It ensures security and reliability of your messaging environment without compromising usability.
Secure messaging services	Offered as an optional service to enhance the anti-virus and anti-spam support model, this service provides end-to-end security management for the messaging infrastructure, including content flow control and policies, message encryption and digital signature.
Messaging availability and recovery support services	Utilizing native messaging platform technologies or third-party availability and clustering solutions, we provide support for highly available and/or recovery-enabled messaging environments. Our support methodology includes end-to-end processes, as well as procedures and tools required to restore individual items, databases, systems and environments in case of failure scenarios. It helps maintain high availability of the messaging infrastructure throughout its lifecycle.
Messaging archival support services	Using various toolsets and platforms, this service enhances and complements your native messaging system's archival and retention capabilities (such as Microsoft Exchange Server archival policies), and helps increase the rate of discovery and messaging objects retrieval.
Mobile messaging support services	Focused on messaging servers and application layers, this complete set of managed services help enhance your mobile device management deployment in support of your mobility strategy.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.