



## Managed Messaging

# Efficient and Cost Optimized Messaging Solutions for Email

To eliminate the burden of managing email, organizations are considering the concept of getting their email functions provided and managed by an external partner. Fujitsu provides the Managed Messaging solution that perfectly fits to your requirements.

### Messaging Requirements

Email is an essential corporate tool with business critical relevance. Organizations expect their IT departments to ensure that it is always available, data security is ensured, and problems are solved within the shortest possible time. The email service should always provide users with a uniformly positive experience. A high degree of flexibility is required: IT systems must be scalable and able to adapt quickly to changing business requirements. Mailboxes must meet the current end user requirements at all times. In the course of this the total cost of ownership (TCO) as well as the costs per user per month must be reduced.

Many companies do not know exactly the costs of a mailbox. Expenditures for maintenance and support personnel, upgrades and patches as well as storage and archiving are often significantly underestimated. Accordingly, IT departments are not always able to allocate costs to the initiators. It is a challenge to store large volumes of email messages and attachments to comply with enterprise rules. Email systems that do not meet these requirements may adversely affect the business.

In order to relieve you from your email operation, Fujitsu offers the best Messaging Solution.

### Fujitsu Managed Messaging

Fujitsu Managed Messaging offers Microsoft Exchange 2010 email environment with 500 up to 10,000+ mailboxes, a standard mailbox quote from 1 up to 5 gigabytes, 2 or 3 database copies and service availability of 98.5% up to 99.9% - depending on the chosen services class. 2nd and 3rd level support, 30 days mailbox retention, push services for active sync mobile devices, Exchange and web server access and antivirus and spam protection are included. Integration into the customer's Active Directory, 1st level end user support, 60 days mailbox retention, integration with an existing fax solution, encryption based on the customer's PKI infrastructure, archiving and BlackBerry push service can be ordered to meet business demands.

Fujitsu Managed Messaging is especially useful for organizations which want to update their email environment, provide an around-the-clock service, reduce total cost of ownership and want to entrust their IT department with more strategic tasks. These solutions are created for all types of customer environments with high availability.

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With Fujitsu Messaging you can:

- Reduce costs based on a pricing structure that ensures that you pay according to your growth
- Change investment costs to operating costs
- Ensure secure email services
- Use comprehensive standards like active sync, antivirus and spam protection
- Access optional services like advanced email security, compliance and archiving, email encryption, fax, BlackBerry and mobile device synchronization
- Select availability classes
- Provide your end users with a single point of contact for their needs (option)
- Focus on your core competencies and leave the operational responsibility for email to Fujitsu

#### ■ Assessment

Fujitsu can help you evaluate the impact and value of Fujitsu Managed Messaging Service. Experienced colleagues will determine your business objectives and existing infrastructure, license ownership and -agreements together with you and recommend a Messaging Solution that best fits to your needs.

#### ■ Migration to a Fujitsu Managed Messaging

If you have an existing email system and want to use a Fujitsu Messaging Solution, Fujitsu can perform the migration from your current email environment to the new environment. After the examination of your current system, Fujitsu recommends the most cost effective way to migrate your existing mail- and archive contents to the Fujitsu solution and performs the migration on request.

Large enterprises often look for an individual and flexible solution. Managed Messaging allows customization and parameterization of the Messaging Solution. The server infrastructure and the Exchange 2010 instance are located at the customer site. The Messaging Solution is monitored 24 x 7 and offers short reaction times for critical issues. Management processes are certified according to ITIL V3. 2nd and 3rd level support handle services requests and can be extended by a 1st Line Service Desk as the single point of contact for all end user needs.

#### Managed Messaging service classes

Managed Messaging offers a variety of service classes with different availability level (does not apply in a disaster recovery situation) and mailbox range options:

- Classic: (98.5%), 500 to 2,000 email boxes with average size of 1 GB (e.g. 1000 boxes with 2 GB or 2000 boxes with 1 GB)
- Superior: (99.0%), 1,000 to 7,000 email boxes with average size of 1GB (e.g. if 3,000 boxes are chosen you can run 3,000 with 1 GB or 1,500 with 2 GB. The target box number must be defined at the beginning. Upgrades are possible on separate charge.)
- Premium: (99.9%), 2,000 to 10,000 boxes with average size of 1 GB (e.g. 2,000 boxes with 5 GB or 5,000 with 2 GB), optional you can grow up to 10,000 boxes with 5 GB each)

Managed Messaging is invoiced on a monthly base according to the selected class and target email boxes number and offers flexible pay as you grow options.

#### Why Fujitsu

Fujitsu has the size, technology and expertise to help companies get the most out of their email implementation. Fujitsu is a Microsoft Gold Certified Partner and has highly qualified specialists and extensive experience with Microsoft Exchange technologies. We have more than 30 years experience in architecture, planning, installation and operation of mission-critical servers and storage systems. Fujitsu is a leading IT infrastructure and services provider with presence in all major markets in Europe, the Middle East, Africa and India. We support large corporations as well as small and medium-sized companies with innovative IT products, solutions and services.

#### Contact

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