

Silver and Gold Service

As a strategic business tool, email has become the major component of most corporate and global networks. No longer a standalone service; email plays a critical role in tools such as CRM systems, corporate websites, customer service and order processing systems – lost business and reduced productivity combine to put an extremely high price tag on email downtime.

bluesource, experts in mail messaging services, can help you to develop best practices for resilience and availability while controlling cost and complexity. From our dedicated Remote Operations Centre, our experienced messaging specialists work around the clock to ensure that your messaging environment is secure, operational, supported and optimised at all times. Protecting your investment and providing confidence that your messaging systems can be relied on.

release the burden

With an increased reliance on email outside of business hours along with the growing complexity and associated management costs, many organisations are finding the amount of time spent running this mission-critical system has steadily increased to levels beyond their existing resources and capacity.

bluesource has the ability to help companies increase the performance, reliability and availability of their messaging systems through the outsourced management of event detection and correction processes. Using best-of-breed practices our dedicated and experienced Microsoft Exchange and Symantec Enterprise Vault specialists remove the burden of day to day system administration and release your personnel's time to focus on key strategic projects.

Integrating seamlessly into your working practices, our support services are designed to support your internal resources rather than replace them. Telling you your system is down after it is failed is too late, through active monitoring, **blue**source are able to extract the 'actionable insight' that allows prediction and prevention of issues and events – maintaining system availability and reliability.

Filtering the thousands of events your servers produce every day against specific thresholds and technologies we have developed, backed up with human review and onsite break-fix support, enables **blue**source to offer the highest level of service level agreements available today.

support services

Key functions of the Silver and Gold services include:

- Proactive and Reactive Monitoring of all critical messaging services
- Immediate alerts of system downtime and automatic restart (where required)
- Monitoring of connectivity for all connections between servers
- Tracking of time spent to send and receive email between Exchange servers
- Verification of connectivity to one or more internet domains
- Provision of key performance, usage and traffic statistics
- Queue status monitoring
- Server health monitoring
- Categorizer health monitoring
- Detection of failed or hung services (automatic restart if required)
- Monitoring of Windows application logs for specific error messages
- Monitoring of disk space used by messages stores
- Monitoring of CPU and memory utilisation
- Public store size and mount status monitoring
- Inactive mailbox monitoring
- Inactive Public Folder monitoring

support levels

bluesource service levels are built around the premise of 'actionable insight'. Therefore, if an issue or event occurs that requires action or resolution **bluesource** will notify the client's appointed representative via their preferred form of communication and work with them to resolve the issues.

This resolution may take the form of advice and support while the client resolves the issue internally (Silver service), or alternatively, clients may require more active resolution support, whereby a **bluesource** engineer will resolve the issue (Gold service) and notify the client when the systems are once again fully functioning.

bluesource support services

bluesource offer a range of complementary services that integrate seamlessly with the Gold and Silver support levels to provide a complete managed service offering.

bluesource Updating Service (BUS)

Keep up to date with the latest releases and maintenance updates of your messaging service software with this managed service from **bluesource**. Our fully trained personnel will perform the system migrations or updates either remotely from our remote operations centre, or onsite at your premises.

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You can't be (available to fix the servers) (or you don't have experts available 24 hours a day) on site 24x7 – but we can and do. Providing real-time remote coverage of your IT infrastructure out of hours, we can help you maintain the availability of your critical messaging systems and achieve rapid restoration in the event of failure.

Trend/Capacity Management

Avoid making costly infrastructure errors with tangible insight into how and when your messaging service is used. This valuable information allows you to analyse trends and plan and deploy infrastructure needs accordingly.

bluesource Information Ltd.

122 Tooley Street,
London SE1 2TU

Helpdesk +44 (0) 207 940 6210

Telephone +44 (0)20 7940 6200

email info@blue-source.com

web www.blue-source.com