



Messaging Management Services for a Fortune 10 Conglomerate

Client Profile

The client is a diversified multinational with operations all over the world. It has been consistently ranked in the Fortune 10 ranks for several years.

Client Context

The client has the largest private Exchange setup in the world today, with over 450,000 mailboxes. This infrastructure is spread in 35 data centers around the world. The client needed a vendor who could

- Manage the infrastructure and the mailboxes from a centralized offshore location
- Migrate mailboxes to newer Exchange platforms when needed
- Manage the associated messaging infrastructure including anti-virus, anti-spam, Instant Messaging, Mobility, Storage and Backup

Microland Approach

Microland started managing this engagement in 1999 and continues to manage the infrastructure for the client. At that time, the infrastructure consisted primarily of Exchange 5.5 servers. Over the years, Microland also undertook technology migration from Exchange 5.5 to Exchange 2000 and later from Exchange 2000 to Exchange 2003 for the customer.

Microland's approach to this engagement is focused on process excellence – quality initiatives as well as automation.

A dedicated quality team is responsible for delivering continuous improvements for the project. The extensive use of Six Sigma and FMEA methodologies and the detailed knowledge base maintained by Microland have helped drive process efficiencies throughout the duration of the engagement.

The engagement also has a very high degree of automation, with a customized cockpit that provides a live view for the CIO, including the ability to delve into current tickets in real time. Several standard and customizable reports are also available.

Microland's expertise in process excellence over the years has meant that operations are highly proactive. Over 99% of tickets are proactively generated and the operations manager is also integrated with the service desk.

Solution

- Email Service Availability at 99.9X% over the last two years, far higher than the industry average
- New site deployment time reduced from 32 to 9 days
- Effective vendor management saved the client 30% of vendor costs
- Defect free-migration and deployment and no end user impact migration processes
- Ability to automatically retrieve and download warranty and contract details and automated alerts 30/60/90 days before warranty expires

