



E-mail Migration, Monitoring and Management

Servicing the World's Leading Eye Care Company

Lee Dumas

MCA | Messaging

Director of Architecture

Azaleos Corporation



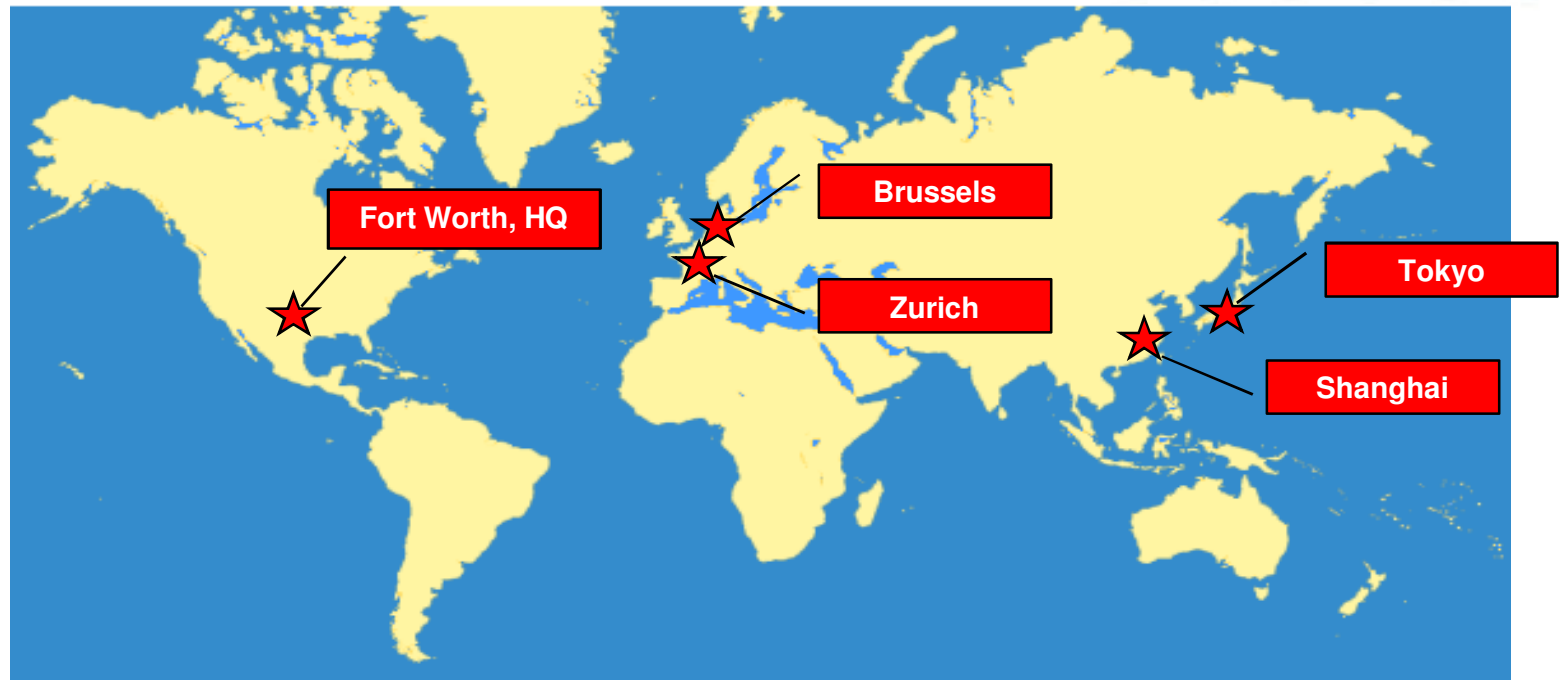
YOU RELY ON EXCHANGE. WE KEEP IT RUNNING.™

Agenda



- **Alcon Company Overview**
- **Starting Situation**
- **The Solution**
- **ROI**

Alcon® Alcon Global Reach



- **World's leading eye care company, with sales of approximately \$5.6 billion in 2007**
- **19,000 email boxes**
- **Owned by Nestle with 30% float on NYSE**



Chiquita Brands Case Study

Matt Cain, Gartner Group – June 3, 2008

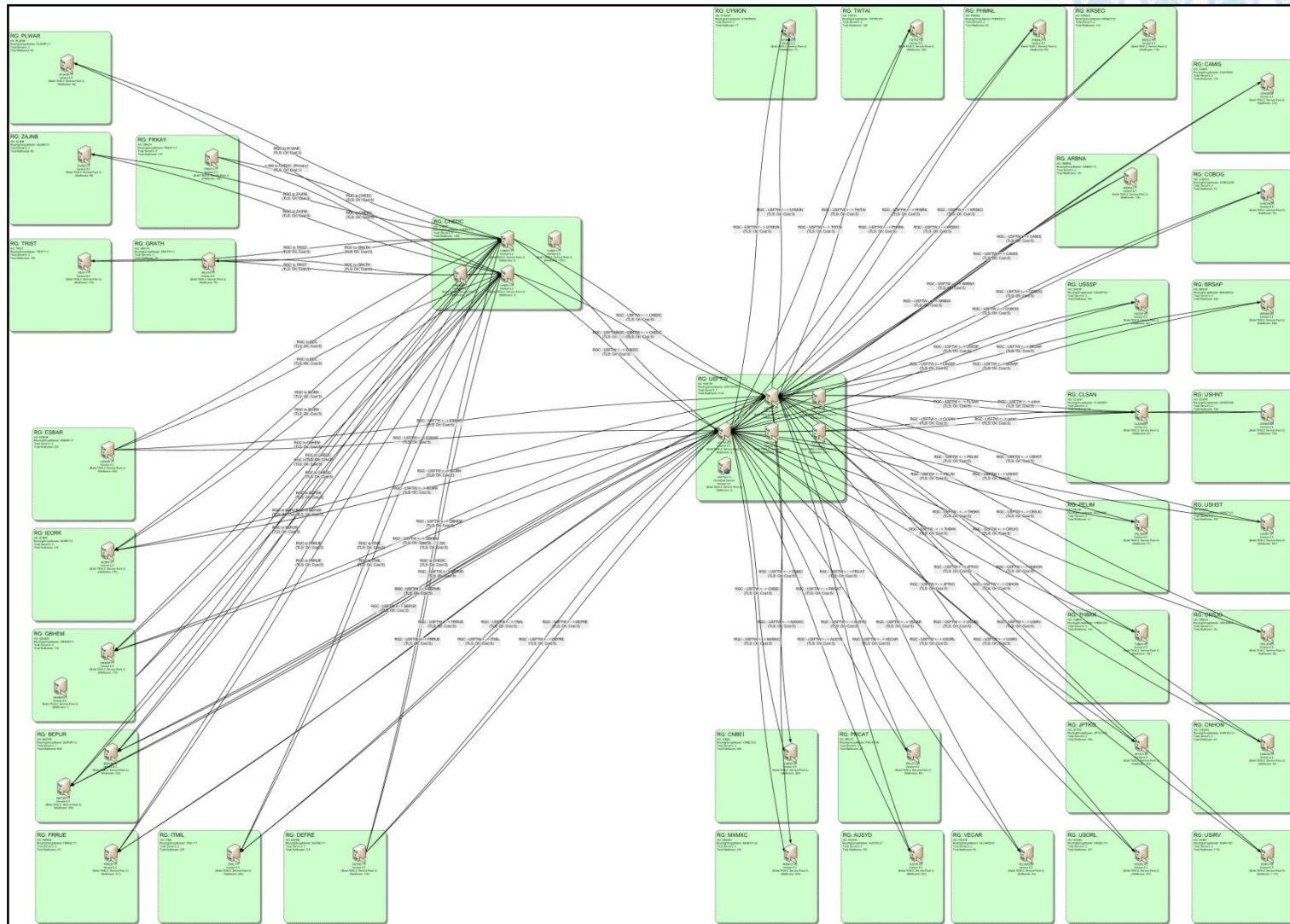
Gartner
Case Study >>

- “While relatively new, the Azaleos approach to e-mail deployment offers an alternative to a premises-based or hosted provisioning model.”
- “... organizations should examine Azaleos if premises-based Exchange servers are required and if Exchange management skills are absent.”
- “Uptime has been perfect...”
- “Chiquita believed it would have had to hire an additional head count to manage Exchange, which it avoided since Azaleos is managing the servers.”
- **“The Azaleos approach to server deployment and management works.”**

Starting Situation

- In-House email solution managed Exchange 2003 for 19K worldwide users across 40 sites
- Required Exchange upgrade/migration, server consolidation, new storage system
- In need of a single monitoring solution
- Measurable SLA's and performance metrics not available
- Large management footprint (8 people)

Alcon's Exchange 2003 Topology



Solution Details

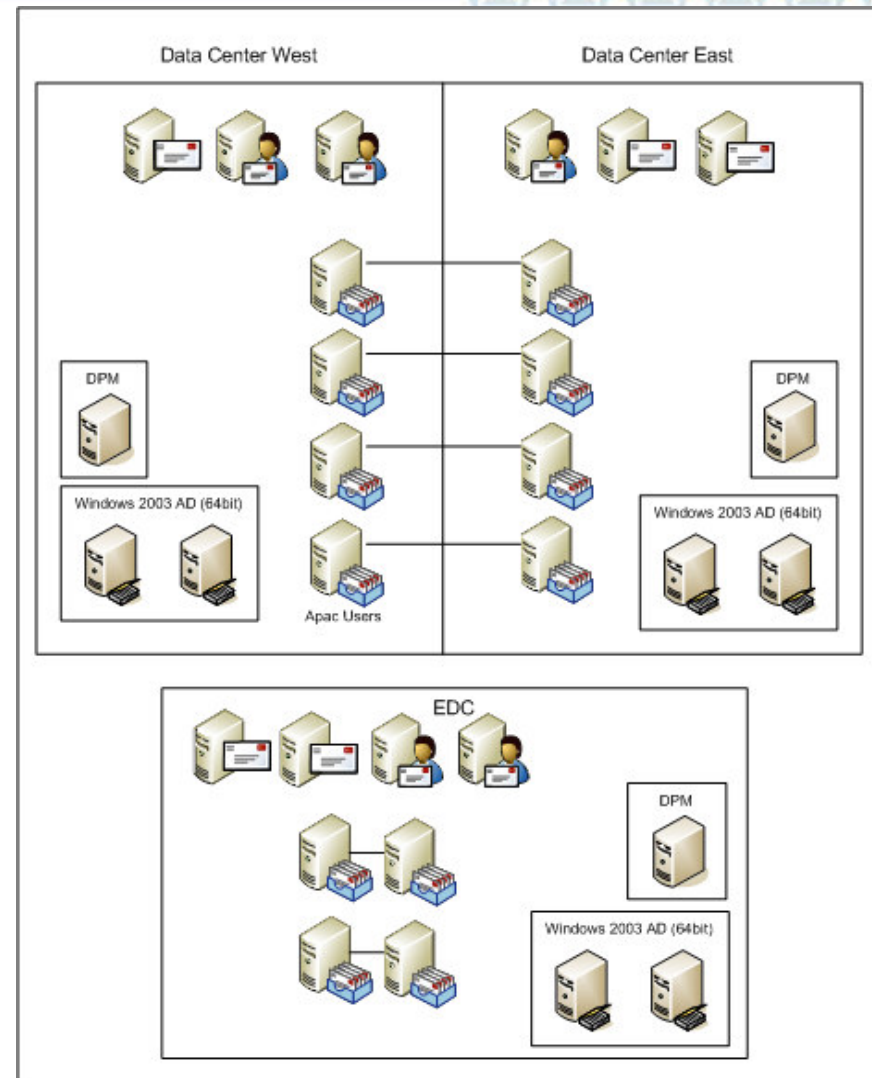
- Rapid migration to Exchange 2007
- Server consolidation from 40 sites down to 2
- HP servers & EMC SANs
- Dual DPM Backups with 30 min RPO
- 24x7 monitoring and automated patch management and hardware updates
- Remote monitoring & management

Solution Complexities and Challenges

- Network Upgrades in progress
 - Network Compression Devices used
 - Impact of RPC-HTTP
 - Outlook 2003 Clients
- DMX Storage
 - Jetstress
- Stretched Data Center (Exchange CCR)
 - Tornado Alley
 - 99.97 SLA

Alcon's Exchange 2007 Topology

- **Consolidation:** 2 Sites, 20 Servers, some virtual
- **High Availability:** CCR Clustering
- **SLA:** 99.97
- **Support:** Full 24x7 Operations through Azaleos



Alcon ROI

- **Speed and Satisfaction:** Phase 1 = 10K users, 6 weeks and only 2 support calls
- **Centralized Global Reach:** Uniform policy and management enforcement
- **On Premise:** Alcon was able to keep all of its data, servers, and storage in-house
- **IT Staff Savings:** Exchange admin count reduced from 8 down to 1
- **Consolidation:** Exchange 2007 and virtualization pushed server count from 50 down to 20 worldwide
- **Migration Simplicity:** A flawless, cost effective migration to Exchange 2007
- **Uptime:** 99.97% email uptime achieved during and after the migration period

Questions?

The Azaleos Advantage

Security and Control: Customer-secured appliance (on-premises) keeps e-mail data safe & secure behind your firewall

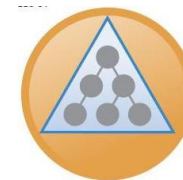
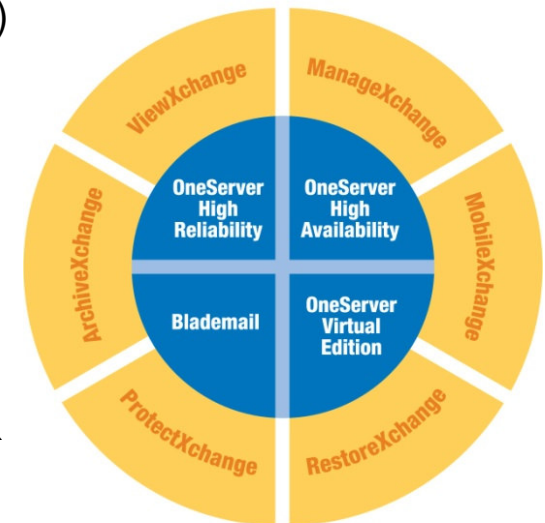
Low TCO: Azaleos scales across hundreds of systems and thousands of seats to keep costs low

- Frees up expensive and scarce IT personnel resources
- Significantly reduces infrastructure maintenance
- Saves an average of 20% off your current email system

Decreased Complexity: 7x24 Remote Monitoring, Management & Expert Support

Exchange Expertise: No other provider can monitor Exchange like Azaleos

No Risk, No Lock In: Earning your business every month



Active Directory
Monitoring &
Management



SharePoint
Monitoring &
Management

YOU RELY ON EXCHANGE. WE KEEP IT RUNNING.™



Azaleos Customers

BANKING/FINANCIAL SERVICES



HEALTH / MEDICAL SERVICES



REAL ESTATE/HOSPITALITY



APPAREL/EQUIPMENT



TECHNOLOGY



GOV'T/ENERGY/OTHER



MANUFACTURING



CONSUMER GOODS



MEDIA/EDUCATION



LEGAL/PROFESSIONAL SERVICES



MARKETING & ADVERTISING



RETAIL



YOU RELY ON EXCHANGE. WE KEEP IT RUNNING.™

azaleos™