

# Managed Microsoft Exchange, SharePoint, Lync and Active Directory

## Lowering your support costs by 25%

Organisations face ever more demanding expectations plus a need to drive down the cost of ownership of the Microsoft infrastructure on their own servers. Applicable's 24x7 worldwide monitoring backed by an experienced service desk of qualified experts augments your team with the benefits of a managed service.

### 24x7 monitoring and management

Applicable provides a unique combination of customer premise remote monitoring and managed services for Microsoft Exchange, SharePoint, Lync and Active Directory (AD) which reduces email, collaboration and Unified Communications (UC) complexity and ensures data security while minimising IT costs for organisations.

“Applicable provides superb 24x7 end-to-end monitoring and resolves anything likely to harm performance”

Sue Morgan  
Punch Taverns

Our team monitors the servers and their underlying AD infrastructure on customer networks from our network operations centres, responding to incidents and taking the lead in co-managing to resolution. We act as an extension of your internal IT team delivering increased capability and support. You retain access and control.

### Guaranteed service levels

We monitor and manage your environment for guaranteed availability reinforced by Service Level Agreements. Our guarantee offers **99.9%** availability with business continuity options.

### Lowering support costs by 25%

Our 24x7 service desk is staffed by qualified experts who provide a cost effective and valuable extension to an organisation's in-house team. Our industry-leading services increase your organisation's service level and can **lower your overall IT support costs by 25%**.

### Monitoring and maintenance

Using proven technology and ITIL methodologies Applicable maintains your environment by patching servers to agreed schedules, alerting to potential faults and pro-actively resolving them before they become serious issues.

### Connectivity

After determining that a remote managed service is the right choice, Applicable can connect to the environment, through a Virtual Private Network (VPN) or private circuit. We then monitor and manage your environment in the same fashion as we monitor our own data centres.

### Fast set up

Remote managed service can be up and running in less than 2 weeks.

### Predictable monthly pricing

Applicable is extremely competitive with minimal up-front costs, and modular, pre-packaged services. Monthly charges just like our charges for cloud collaboration services, provide organisations with a predictable cost profile for monitoring and managing spend on Microsoft UC infrastructure.

### International service provider

Applicable provides dedicated service desks in the UK and Australia. Our always-on approach to IT ensures you will get the maximum availability from your investment in Microsoft infrastructure.

With our heritage in delivering solutions with BT, you're assured that you'll get a robust always-on service backed by our premier support agreement with Microsoft.





## Pricing

Pricing starts from £500 per server, per month, depending on the required configuration. Set up charges are determined following a service definition workshop.

## Contact us

Call us on 0800 073 0312 or email [sales@applicable.com](mailto:sales@applicable.com) to discuss your requirements, and make managing Microsoft Exchange, SharePoint, Lync and Active Directory for your organisation our responsibility.

BENEFITS	
	Save time
	Use existing equipment in existing locations
	24-hour real-time remote monitoring
	Service Level Guarantee
	Fault management
	Incident management to resolution, including tracking, escalation, and third-party escalation
	Configuration management and patching
	Administration (User adds, moves, deletes)
	Platform performance monitoring and analysis
	Monthly fault, configuration, and performance reports
	Quarterly service reviews
	Change Management
	Your IT stays in overall control
SUPPORTED MICROSOFT TECHNOLOGIES	
	Exchange Server
	SharePoint Server
	Lync Server
	Windows Server and Active Directory



tel. 0800 073 0312 or +44 117 915 2200 • [sales@applicable.com](mailto:sales@applicable.com) • [www.applicable.com](http://www.applicable.com)



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Gold Unified Communications  
Silver Portals and Collaboration  
Silver Midmarket Solution Provider  
Silver Identity and Security