

Applicable Remote Managed Services (ARMS) for Microsoft Exchange.

Lowering Your Exchange Support Costs by 25%.

Applicable specialise in providing remote managed services for all aspects of the Microsoft messaging and collaboration stack for organisations who need uninterrupted access to critical services. This can prove challenging to businesses that operate a UK centric IT service desk or simply don't have the monitoring tools, time or skills to provide a highly available service around the clock 365 days a year.

APPLICABLE

Applicable Limited has one purpose – tangibly improving customer performance through the deployment of global workforce collaboration and messaging systems.

Implemented by specialist professional services teams, our collaboration based solutions are backed by best in class IT service management and operations, supported by a 24x7 service desk of qualified experts.

Our track record and reputation is second to none and our people are certified by leading vendors and have many years of enterprise IT and business consulting experience.

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

Sue Morgan
Punch Taverns

Applicable Remote Managed Service (ARMS) offers a service between complete outsourcing and self-management. Applicable's unique combination of customer premise remote monitoring and managed services can reduce e-mail complexity, will ensure data security, and minimises IT costs for our customers.

Our team actively monitors your messaging and collaboration estates from our network operations centres 24 hours a day, 365 days a year, responding to incidents and taking the lead in co-managing. We act as an extension of your internal IT team. You retain access and control.

IMPROVING SLA'S

We will monitor and manage your environment around the clock to ensure your service is always on, we typically offer **99.7% – 99.9%** availability with full business continuity options.

If you need to speak to someone about your service we naturally have a 24x7 manned ITIL Service Desk to discuss your service and advise where necessary.

LOWERING YOUR SUPPORT COSTS BY 25%

Effectively managing a complex IT infrastructure can be difficult, especially with limited funds to retain skilled IT specialists.

Applicable's broad portfolio of remote managed services provides cost effective, efficient and flexible solutions that utilise proven technology and methodologies to remotely monitor and manage your environment. Delivered by highly-skilled teams, you'll receive consistent, industry-leading services that could **lower your overall IT costs by 25%**.

PREDICTABLE MONTHLY PRICING

The ARMS portfolio is extremely competitive with minimal up-front costs, particularly the modular, pre-packaged entry point offerings. Across all services, the affordable monthly charges provide you with a predictable cost profile for monitoring and managing your IT environment. This allows our customers to free up IT staff to concentrate on other cost-saving initiatives that further benefit the business.

Applicable Remote Managed Service starts from £500 per server per month.



CONNECTIVITY

If the remote managed service is the right choice for you, we would discuss how to connect to your environment, normally through a VPN. We would then monitor and manage your environment in the same fashion as we monitor in our own data centres. We would typically have this service up and running in less than 2 weeks so you could quickly leverage our expertise to keep you online, always.

WHAT NEXT?

Our Microsoft consultants can discuss how ARMS can drive business value and help manage the technical transition by adopting collaboration and enterprise social networking in your business.

REMOTE MANAGED SERVICES	
	Short setup time
	On your existing equipment and 3 rd party locations
	24-hour real-time remote monitoring
	Fault management
	Incident management to resolution, including tracking, escalation, and third-party escalation
	Configuration management and patching
	Administration (adds, moves, deletes)
	Platform performance monitoring and analysis
	Monthly fault, configuration, and performance reports
	Quarterly service reviews
	Change Management
PRODUCT SET	
	Exchange
	SharePoint
	Foundation 2010
	OCS
	Microsoft Windows O/S
	Active Directory
	Perimeter Services
	Hardware