Microsoft Services

Microsoft Services Design and Supportability Review for Microsoft Exchange Server 2003

Microsoft® Exchange Server 2003 helps people work more effectively and productively from virtually anywhere they have network or Internet access. The system's e-mail and collaboration services give information workers the freedom to communicate when and where they need to, leading to newfound control over business communications. The Exchange Server 2003 e-mail system provides easy, reliable access and helps reduce the overall total cost of ownership (TCO).

Microsoft Services Design and Supportability Review (MSDSR) for Microsoft Exchange Server 2003 helps organizations implement a more reliable Exchange 2003 solution by providing a proactive technical and process review-based improvement program prior to full deployment. Incorporating best practices from around the globe, MSDSR can help customers achieve their availability targets by preventing problems before they occur.

Overview

Your IT department today must be able to deliver an e-mail service that meets many needs. It must be able to enhance employee productivity, directly support your business objectives, and minimize service downtime. Deploying Microsoft Exchange Server 2003 with the right design can help your organization maximize the results for all these goals.

Microsoft Services Design and Supportability Review (MSDSR) helps you design your Exchange 2003 deployment correctly—the first time around. As a result, your Exchange solution can be implemented, used, and maintained with less effort, fewer problems, and greater cost efficiency.

During MSDSR, Microsoft consultants provide a series of technical and process reviews early in your project's life cycle to help ensure that Exchange 2003 will work optimally in your environment. These reviews can help you avoid the problems that might otherwise disable or hinder your communications infrastructure project and post-deployment availability and usage.

MSDSR service applies an in-depth understanding of Microsoft technology and how to adapt it to your current environment. Drawing from years of experience in architecting, operating, and supporting Exchange, our expert consultants evaluate your Exchange solution design and its maintenance plan by comparing them to best practices and industry standards that help identify vulnerabilities, mitigate risk, and circumvent problems before they arise. This proactive approach results in a solution that fits your business requirements, provides greater predictability, and helps lower the development costs of your Exchange 2003 solution.

MSDSR service covers the following areas:

Technology: We review your proposed Exchange Server 2003 technical architecture based on experience from designing, operating, and supporting enterprise deployments.
Support: We examine how your proposed system will respond to typical problems. The messaging system should provide fast recovery, as well as data on the cause of the problem.
Operations: We assess how the Exchange 2003 design will affect your ongoing operations.

At the conclusion of the review process, we provide recommendations and next steps, so that you have information to help you achieve optimal design and maintenance in your environment.

Delivered by Expert Consultants

MSDSR is delivered by Microsoft consultants and support professionals who are skilled in assessing technology issues, as well as evaluating operations and support processes. Bringing extensive experience in Exchange 2003 and an understanding of environmental dependencies, the consultants address issues that are common to using Exchange 2003 with complex networks, directories, messaging systems, and security procedures. Consultants draw from their knowledge of successful deployments involving a wide variety of network configurations, administrative models, and business requirements to help you prepare a more reliable system based on the best practices of other deployments.
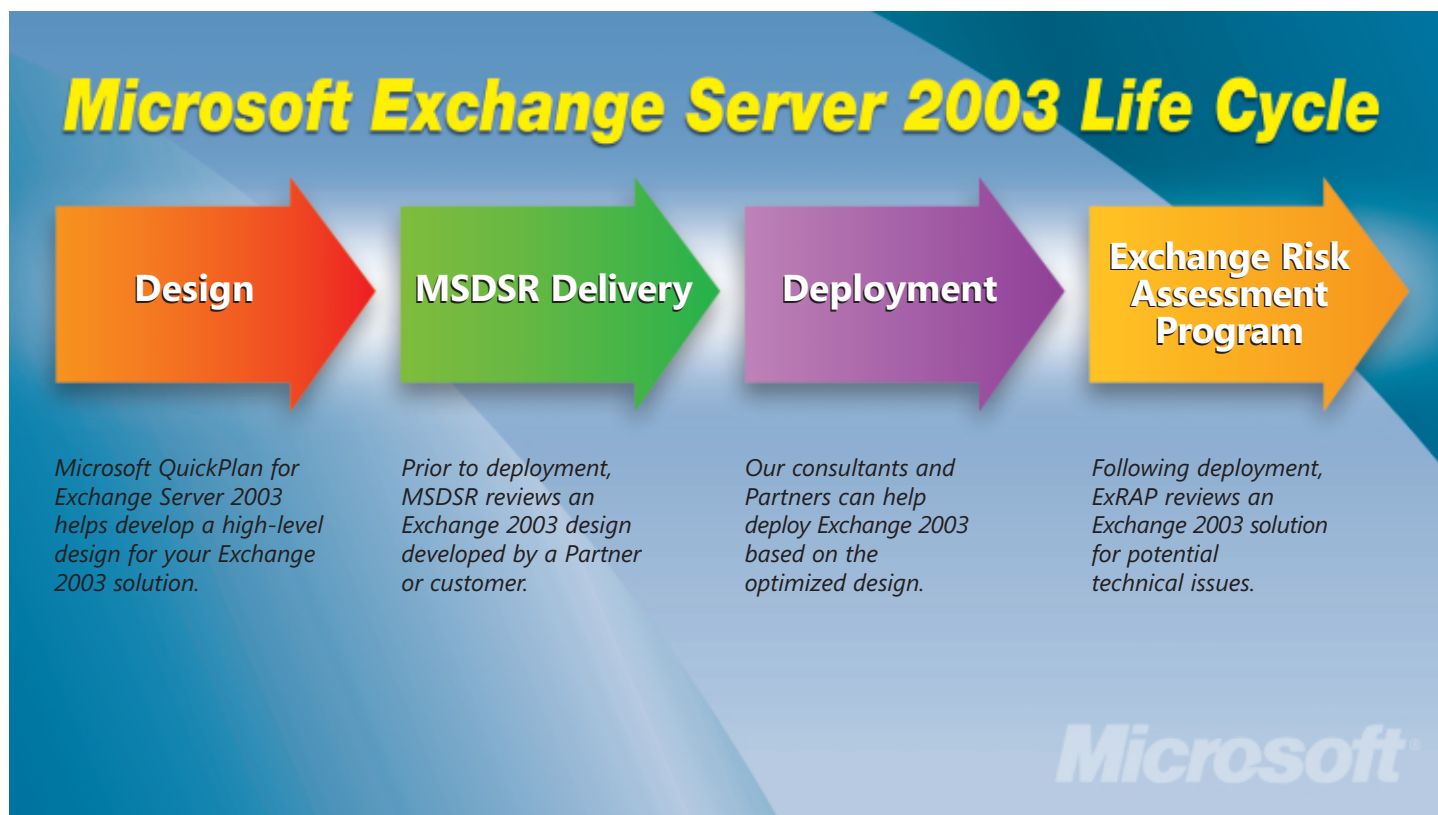
Furthermore, our process consultants are experts at applying guidance from the Microsoft Operations Framework (MOF), Microsoft's proven methodology for IT operations, and from Information Technology Infrastructure Library (ITIL), a globally acknowledged standard for service management.

Ready for Microsoft Services Solution Design and Supportability Review?

Have you completed, or nearly completed, the design documentation for your Exchange 2003 system but not yet deployed it? You may be a candidate for MSDSR. Talk to your Microsoft Sales Executive or Technical Account Manager (TAM) to find out more about how MSDSR might meet your needs.

Already Deployed?

If you have already implemented Exchange 2003 in your organization, but you want to assess whether your solution is prepared for service issues, then the Exchange Risk Assessment Program may be for you. If you are a Microsoft Premier customer, talk to your Technical Account Manager (TAM) to learn more about this program. Otherwise, please send an e-mail to: ExRAPQA@microsoft.com.

Microsoft Exchange Server 2003 Life Cycle

Design → **MSDSR Delivery** → **Deployment** → **Exchange Risk Assessment Program**

Microsoft QuickPlan for Exchange Server 2003 helps develop a high-level design for your Exchange 2003 solution.

Prior to deployment, MSDSR reviews an Exchange 2003 design developed by a Partner or customer.

Our consultants and Partners can help deploy Exchange 2003 based on the optimized design.

Following deployment, ExRAP reviews an Exchange 2003 solution for potential technical issues.

Microsoft

For More Information

For more information about consulting offerings and support available from Microsoft Services, visit www.microsoft.com/microsoftservices or call 1-800-MICROSOFT (U.S. only). For assistance outside the U.S., please contact your local Microsoft office. A list of local offices can be found at www.microsoft.com/worldwide.

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