



Exchange High Availability Solutions

Exchange HA
Architecture
Design

Exchange HA
Installations

Exchange HA
Integrations

Fault Tolerance

Security

Remote Access

Wells Landers partners with industry leading vendors to implement customer-specific Microsoft Exchange Solutions. Because every customer's need is unique, we begin with a workshop led by one of our experienced implementation teams. Our implementation team can assist an organization with:

- New installations of Exchange Server 2003 or 2007 in a clustered environment
- Identify key design features that leverage an Exchange HA solution
- Design solution that fit into the existing infrastructure
- Help gather all the necessary key information to make an informed decision about implantation requirements

We will start by assessing the current messaging infrastructure and capture an overview of the environment. We will interview the key stakeholders: leadership; server, email, DNS, storage, and backup administrators; security staff; disaster recovery support staff; and others as required.

Once we have a thorough understanding of the customer's existing environment and key business goals, we will work to develop a clear vision of the technical and business objectives that can be achieved with Wells Landers Exchange Solutions.

After documenting the workshop findings, Wells Landers will develop an approach using the customer's business requirements and industry standard best practices to achieve the prioritized objectives.

Because of the complex nature of an Exchange HA Solution, the work effort will be broken into attainable short and mid-term goals, building toward the desired objective state with minimal business disruption. A complete Exchange HA solution will provide an organization with an email infrastructure that is secure, integrated, fault tolerant, and easily accessible. Additionally, the return on investment and total cost of ownership can be quantified by increased productivity of users, less burden on IT administration, improved fault tolerance, and enhanced security.

Where do we start?

Begin with a Wells Landers Exchange HA Workshop. We'll help you identify real, achievable goals that can be reached incrementally - driving rapid realization of benefit to your organization.

Start with us. Wells Landers is here to help you achieve your goals.

Description of Service

The purpose of an Exchange HA Workshop is to document the customer's existing IT infrastructure and develop a prioritized list of achievable objectives to address the most pressing needs. Some factors that could influence the need for an Exchange HA Workshop are:

- To meet new or current service level agreements (SLA) for messaging availability
- To meet new or current service level agreements (SLA) for messaging DR recovery
- To design a robust Exchange architecture for HA
- The need for a fault tolerant email architecture
- Exchange troubleshooting

The Exchange HA Workshop is a critical component in developing an understanding of the business, environmental, and technical challenges a customer is facing. With the insight developed during the workshop, Wells Landers can help the customer architect a solution and define key areas of focus for the next steps in the implementation, upgrade, migration, or enhancement of an Exchange HA infrastructure.

The outcome of the workshop will be a prioritized list of actionable activities that will enable the customer to quickly realize the financial, business, and technical benefits of a Wells Landers Exchange HA Solution. Some potential next steps include, but are not limited to:

- A Wells Landers Exchange HA Implementation project to install and configure an Exchange 2007/2003 Cluster
- A Wells Landers Exchange HA Proof-of-Concept to demonstrate the viability of Exchange clustering technology within the customer's environment - and to allow the customer's staff to develop a level of comfort with the technology
- A Wells Landers Exchange Migration project to migrate the customers current messaging infrastructure to an Exchange HA system

Statement of Work Description

The Exchange Workshop takes a comprehensive view of the customer's IT infrastructure and compares them against Wells Landers and Industry best practices. Working with the customer, the Wells Landers consultant will develop an objective state definition. Wells Landers will deliver a document defining the customer's overall objective, an outline of the phases required to reach the objective state, and detailed level of effort for the next phase. The Exchange HA Workshop is the first step in guiding the customer toward the desired solution.

An Exchange HA Workshop will be conducted at customer-specified sites and will include the following activities:

- Kickoff presentation introducing key participants and providing an overview of the approach
- Interviews of each stakeholder to generate process artifacts and perspectives toward the objective
- Business requirements definition and review
- Assessment and Analysis
- Presentation of Recommendations

End-user Requirements

The most successful workshop is achieved when the end-user has a clear understanding of the desired outcomes as well as the amount of time, level of participation and access to resources required on their part. These requirements will be detailed in the specific statements of work (SOW) developed to support the Exchange HA Workshop.

Specific Deliverables

The deliverable of this service will include:

- Documentation including:
 - Summary of the Exchange HA Workshop findings
 - Definition of desired objective state
 - Overview of approach and phases to reach desired state
 - Detailed level of effort for first phase of the approach

Timeframes & Cost

Pricing for this assessment can vary based on the number of user repositories and applications analyzed. Travel expenses will be approved in advance and billed separately. A typical workshop lasts 2-weeks, but the duration is highly dependent on the customer scheduling the stake-holder interviews.

2 weeks plus travel and expenses

How to Engage

For more information on our services, please contact Toby Zellers at Wells Landers Group, 703-635-3913 or tzellers@wellslanders.com