



Messaging Management

Technologies Covered

Device Type	Manufacturer & Model
Messaging System	Microsoft Exchange 5.5/2000/2003 Qmail SendMail

Benefits of the Service

- ✓ NO appliance required on customer premises
- ✓ NO agent required to be loaded on customer hardware, thus no security risk
- ✓ NO touch (easy transition of devices to enable the service)
- ✓ NO hassle
- ✓ Extremely cost effective for 24x7 coverage

What Enables the Service

- ✓ Sophisticated monitoring infrastructure at Total Networking Solutions LLC's Remote Management Center.
- ✓ Microlite Portal which can be accessed online for real-time device status and reports.
- ✓ Standardized, best-in-class tools
- ✓ Secure & redundant connectivity
- ✓ Technical personnel with in-depth domain expertise in messaging applications
- ✓ ITIL-based processes with BS15000-certification

Contact us at **Total Networking Solutions LLC, PO Box 311, Pennsville NJ 08070**

Telephone: (856) 851-0128 * Fax: (856) 678-9666

Email: sales@t-n-solutions.com

Visit us on the web at www.t-n-solutions.com

Service Deliverables

We offer a risk-free subscription-based model with no upfront investment.

Messaging Services
Real-time Monitoring and Communication of Messaging Application Availability Status, based on Monitoring of Key Messaging Parameters
Reporting of Threshold Violations for Critical Messaging Application Services
Proactive & Real-time Alerting and Notification
Mailbox Administration (Move, Add, Modify & Delete)
Reporting Mail Queue Statistics
Reporting Traffic Statistics (Inbound & Outbound Mails)
Incident Management
Change Management
Backups

The following services are included in the management package. However, customer can request modifications to these parameters.

Monitoring Parameters		
System Services/Processes – Up/Down Status		
Exchange System Attendant		
Exchange Information Store		
Exchange Routing Engine/MTA (in Exchange 5.5)		
Directory Service		
POP3/MAP		
SMTP Service		
System Resources	No. of Instances	Alerting Threshold
Local Delivery Rate (Messages per Second)	1	50
Receive/Send Queue Size (Number)	1	50
Active User Count	NA	NA
RPC Requests/Operations Peak	1	NA
Maximum Connections	1 (connector based)	50
Virus scan – Number of emails Scanned per Second	1	NA
Number of Quarantined Items per Second	1	NA

Thresholds for alerting can be modified on a case-by-case basis.

	Deliverables	Exclusions
Incident Management	Fault isolation and resolution	
Change Management	Messaging Application Configuration, Patch Updates, Mailbox Administration (i.e., Mailbox Add/Move/Modify/Delete Operations).	Hardware Adds/Moves/Changes Operating System Related Changes.
Backups	Scheduled Backup Management. (Scheduling, Status Monitoring, Success Valication).***	Media Mounting and Rotation for Backups. Client Side Device Configuration. Troubleshooting or Support. Onsite Server Side Support. Routine Log Analysis.

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Notes:

***Backup Management provided using standard (i.e., Veritas) backup software, and supported backup devices (i.e., DATs, DLTs, Tape Libraries, Disk Arrays, and Optical Jukeboxes supported by these applications.

Service Levels

Management Incident Management		
Severity	Response Time	Resolution Time
S1	15 Minutes	2 Hours
S2	30 Minutes	6 Hours
S3	30 Minutes	1 Working Day
Service Level Compliance	95%	95%

Delivery Infrastructure

The services are rendered through a secure environment. As the services use an agent-less service monitoring system architecture, there is no need to install anything on your devices. There is no need to run any encryption on your systems and devices. A gateway-to-gateway VPN makes the setup scalable to add more devices easily and quickly.

- Security initiated at
- VPN 3DES encryption used for data transfer
- Link between
- Portal access is over HTTPS
- _____
- Service delivery engineers go through a rigorous hiring and training process and are screened by

Committed to Your Success

The need for a reliable, scalable, available and security-rich IT infrastructure has never been more critical to the success of your organization. Our comprehensive set of services can help you optimize your IT investments, improve performance, achieve availability objectives and avoid costly problems.

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