Collaboration Managed Services

Increase the business value and reduce cost of enterprise collaboration

Executive Summary

Collaboration technologies are continually changing the way people work. Enterprises eager to keep pace with the possibilities for demanding business users are turning to managed service providers to maximize their Microsoft investments in collaboration. As a Microsoft collaboration specialist, Avanade helps enterprises unlock the value in Microsoft investments so you can provide the latest innovations to your community of users and respond faster to the needs of your business.

What is Avanade's Collaboration Managed Services?
Avanade's Collaboration Managed Services take responsibility for some or all aspects of your Microsoft based enterprise collaboration platform, associated processes and applications. We do this using the latest social and mobile technologies centered on Microsoft SharePoint, and as appropriate other Microsoft products including Yammer, Microsoft Exchange and Microsoft Lync. Avanade uses these technologies to design, build, enhance and run collaboration solutions for a range of industries on a variety of platforms including on-premises, private cloud, public cloud or hybrid models.

"Avanade is expert in SharePoint. So they were onsite and able to resolve issues that arose. Without their technical experts, deployment would have taken more time and cost more."

source: Avanade Customer - "IDC White Paper Sponsored by Avanade "Achieving Business Value with Avanade's Application and Infrastructure Managed Services" Doc #247694, April 2014"

avanade®
Results Realized

Avanade® Collaboration Managed Services
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The next thing, big or small, is always around the corner
Innovations in collaboration technology are being introduced at a remarkable rate. Microsoft technologies that leverage mobility, social, big data and cloud are changing the way people can and want to work. User demands are escalating with good reason: finding better ways of working mean finding faster ways to growth.

A legacy of limitations challenges growth
IT resources are overwhelmed with trying to keep up with the everyday and frustrated with limited time for the transformative. Underused and old technologies are hampering the ability of businesses to respond to market opportunities for growth. Significantly, Avanade research shows that only 23% of enterprises use the latest collaboration and messaging applications. Eager to use the latest Microsoft collaboration technologies, the same research shows that 39% of enterprises do not have the in-house skills or time to adopt the latest collaboration and messaging technologies.[1]

Gain continuous innovation to drive performance
As a Microsoft collaboration managed services specialist, we provide collaboration solutions using the latest social and mobile technologies centered on Microsoft SharePoint, and as appropriate other Microsoft products including Yammer, Microsoft Exchange and Microsoft Lync. This means Avanade can design, build, enhance and run collaboration solutions for a range of industries on a variety of platform including on-premises, private cloud, or hybrid model. The end-to-end enterprise collaboration solutions we deliver take some or all responsibility for the following:

• Collaboration Optimization - customized experience: workflows, dashboards, business apps, backend integration etc.
• Management and Support - Procedures and tools to monitor, alert and report collaboration functions from the infrastructure to the applications running on Microsoft SharePoint
• Collaboration Infrastructure - Avanade can provide a secure and always on platform with built in enterprise features

Benefits and Business Value of Collaboration Managed Services:

☑ **Deliver the latest innovative social and mobile technologies to stay ahead of the demands and expectations of increasingly sophisticated business users.**

Business Value: An IDC analysis* demonstrated that organizations are leveraging Avanade's managed services to realize five-year average business productivity gains of $23,009 per 100 users, or $2.21 million per organization

☑ **Free your IT staff from the mundane tasks of maintenance as your portfolio of collaboration applications grows, and shift their focus to your most strategic initiatives.**

Business Value: An IDC analysis* demonstrated that organizations are leveraging Avanade's managed services to realize five-year average IT staff productivity gains of $51,279 per 100 users, or $4.92 million per organization

☑ **Increase the uptime, flexibility and scalability of your overall collaboration solution while keeping costs predictable.**

Business Value: An IDC analysis* demonstrated that organizations are leveraging Avanade's managed services to mitigate risk by reducing downtime by 64%

*source: IDC White Paper Sponsored by Avanade "Achieving Business Value with Avanade's Application and Infrastructure Managed Services" Doc #247694, April 2014

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[1]   Unlocking the business value of social, mobile, cloud and big data", June 2013, and "Rethink application possibilities and align to desired business outcomes", December 2013

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The Avanade Collaboration Managed Services Framework defines an end-to-end menu of services for enterprise collaboration

		Accountability and control	Fast and flexible	Cost effective	
Service Catalog	• Strategy • Governance • Design • Migration				Simplify collaboration platform management and maintenance
Application Managed Services	• Application monitoring • Release management • Problem management • Change management • Major and minor enhancements				Reduce risk for new SharePoint solutions
Infrastructure Managed Services	• Infrastructure monitoring and management • Remote support 24/7/365 • Disaster recovery				Measure and grow SharePoint adoption with relevant platform enhancements
Platform	• SharePoint on premise • Office 365 • Private, public or hybrid cloud				Provide consistent, predictable business services with a single delivery and support organization

Why Collaboration Managed Services from Avanade

PARTICIPATION in **20+** MICROSOFT EARLY ADOPTER PROGRAMS

20 MICROSOFT **GOLD** COMPETENCIES

NUMBER OF **.NET CERTIFIED PROFESSIONALS** **& 25+ MVP AWARDS** #1

WINDOWS **AZURE** PREFERRED PARTNER

MICROSOFT M O B I L I T Y P A R T N E R OF THE YEAR 2012, 2013 and **2014**

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What Avanade Collaboration Managed Services do for our customers

Avanade works with you to deliver the services that you need to improve team performance, make communications more direct, foster creativity enable knowledge sharing and give everyone a voice.

- Streamlined delivery of high quality IT services to your employees and partners with comprehensive management of your collaboration applications and infrastructure.

- A reliable, modern digital workplace, kept modern with continual enhancements and optimizations yet without the risks and challenges of trying to do so on your own.

- Innovations that help you achieve the business outcomes you seek and improve overall enterprise performance—while moving costs from capital expenditures to operating expenses.

For more information

To learn more about Avanade's Collaboration Managed Services contact your Avanade sales team or visit:

www.avanade.com/us/offerings/pages/collaboration-managed-services.aspx