

Infrastructure Managed Services

Scalable infrastructure to optimize business value



Executive Summary

Enterprises looking to respond faster to the changing needs of the business need a scalable infrastructure that can deliver new ways to get work done. With expertise that spans the entire Microsoft platform and beyond, our infrastructure managed services deliver a scalable IT infrastructure that unlocks business value so you can drive growth, reduce cost, and improve agility.

What are Avanade's Infrastructure Managed Services?

Avanade's Infrastructure Managed Services design, build and run a dynamic IT infrastructure for you that includes Unified Communication and Collaboration Managed Services, Private Cloud Managed Services and Workplace Managed Services. Infrastructure Managed Services can be delivered using both cloud and traditional technologies.

"Scalability is important to us. We need to be able to meet increased demand and also to identify what can be handed off to our strategic partners so we can focus on serving our members. Avanade provides all this."

— Kyle Welsh, VP of Technology Services, BECU



From Accenture and Microsoft

Avanade® Infrastructure Managed Services
Scalable infrastructure to optimize business value

Transformative forces demand a scalable infrastructure

The business landscape is changing. The transformative forces of mobility, cloud, big data and social collaboration have all proven to be key drivers of change. IT organizations are under increasing pressure to respond faster to the needs of the business. IT teams are being challenged to create a scalable infrastructure able to take advantage of new innovative technologies that deliver new ways to get work done without high capital investment.

Outdated infrastructure inhibits the response

Many companies are struggling to take advantage of the new business landscape due to outdated infrastructures which inhibit them from taking full advantage of new business enhancing technologies and applications. Realizing these benefits requires a deep knowledge of the technologies required to design, build and run a modern infrastructure that is highly secure and available at a time when the people with those skills are in short supply, expensive and difficult to retain.

A scalable IT infrastructure that unlocks business value

Avanade can design, build and run a dynamic IT infrastructure for you that is efficient, scalable and extremely flexible. Our expertise spans the entire Microsoft platform, allowing us to deliver efficient, scalable and extremely flexible solutions that benefit IT, business units and workforce. You get the level of service you need with predictable costs. In addition, our disciplined approach ensures that you always have control over your IT infrastructure.

With Avanade managing your infrastructure, you get exceptional flexibility when it comes to structuring your service arrangement. Do you want 24/7 coverage on a worldwide basis? Do you need a variety of service level options? Perhaps you'd like to add support for additional components so that you have a seamless support environment. No matter what your specific needs, we can tailor our services to fit your budget. And rest assured, at Avanade we focus on providing a smooth transition so you'll experience little to no business disruption or risk.

With state-of-the-art assets, extensive expertise and innovation in Microsoft technologies, we can lower your total cost of ownership, increase productivity, improve agility and transform the economics of IT.

Benefits of infrastructure Managed Services:

- Drive growth and increase agility by using Microsoft technology and our global industry insights for maximum impact
- Reduce the cost and time to deliver and manage your IT infrastructure by taking advantage of our deep expertise and experience across infrastructure technologies
- Get the right skills at the right cost and in the right location through a global delivery
- Customize the Microsoft solution for your needs and budget with flexible pricing and delivery models
- On premises, cloud and hybrid models provide the choice and flexibility to adapt to change as your business needs evolve.



Three solutions that unlock the business value of your infrastructure:

Private Cloud Managed Services

Improve operational agility and productivity by relying on Avanade's proven processes, tools and skilled people to support a dynamic private cloud environment and beyond to support hybrid clouds.

Unified Communications & Collaboration Managed Services

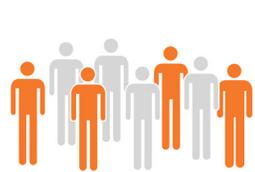
Combining Avanade's expertise in Microsoft technologies with patented remote monitoring and management technology to create a set of managed services based on Microsoft Exchange, SharePoint and Skype for Business that truly transform your unified communications and collaboration environment.

Workplace Managed Services

Delivers and manages a modern workplace so you can take advantage of new business enhancing capabilities on mobile devices, virtualized workplace environments and touch based applications just to name a few. Avanade's workplace managed services offers a comprehensive selection of services including service desk, service provisioning, workplace software management, platform management, user provisioning and workplace transformation so you can realize the benefits of the modern workplace.

We architect your managed services in a modular fashion, providing the flexibility to rapidly grow and adapt your infrastructure. From the data center to end user devices, our services enable you to evolve and adopt new game-changing technologies to enhance business performance without burdening internal resources.

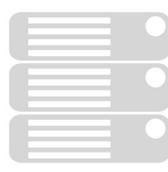
Results Realized



400+
INFRASTRUCTURE
MANAGED SERVICES
CUSTOMERS



10+
BILLION
MESSAGES
DELIVERED



MANAGING
>53,000
BUSINESS CRITICAL
SERVERS



1 MILLION+
UC&C SEATS
ACTIVELY
MANAGED



GLOBAL
PRESENCE
>70 LOCATIONS
>20 COUNTRIES

Avanade® Infrastructure Managed Services

Scalable infrastructure to optimize business value

What infrastructure managed services do for our customers?

Avanade is uniquely positioned to help you save when it comes to delivering innovative and reliable infrastructure managed services. Here is how we have helps some of our customers:

- Reduced operating costs while delivering innovated infrastructure to meet customer demands
- Rapid infrastructure deployment with nearly 100% availability
- Save between 15-20% over traditional outsourcing offerings

For more information

To learn more about Avanade's Application Development Services contact an Avanade expert or visit: <http://www.avanade.com/us/offerings/pages/infrastructure-managed-services.aspx>



About Avanade

Avanade helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Avanade combines the collective business, technical and industry expertise of its worldwide network of experts with the rigor of an industrialized delivery model to provide high quality solutions using proven and emerging technologies with flexible deployment models—on premises, cloud-based or outsourced. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 23,000 professionals in more than 20 countries. Additional information can be found at www.avanade.com.

North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
Phone +55 (11) 5188 3000
LatinAmerica@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Singapore
Phone +65 6592 2133
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com