Enhance business productivity with an agile workplace infrastructure

Executive Summary

The business landscape is changing. Mobility, social, cloud and big data have all proven to be key drivers of a workplace transformation. Enterprises need an agile infrastructure that delivers a more digitized and virtual environment. With expertise that spans the entire Microsoft platform, our infrastructure services deliver an agile IT infrastructure that enhances business productivity so you can drive growth, increase operational effectiveness and efficiency.

What are Avanade's Infrastructure Services?
Avanade's Infrastructure Services design, build and run a dynamic IT infrastructure for you that includes Desktop and Workplace, Unified Communications and Collaboration and Private Cloud solutions. Infrastructure Services is offered as both a transformational consulting engagement where Avanade works with you to define the strategy, architecture and executes the implementation of an efficient, scalable and flexible infrastructure environment and as a fully managed service where Avanade runs your infrastructure environment freeing your staff so they can concentrate on more strategic projects. No matter your specific needs, we can tailor our Infrastructure Services to meet your requirements.

"Throughout the evolution of our collaboration platform, Avanade has been a trusted and knowledgeable partner. In our relationship, the Scope of Work comes secondary to working together with the common goal of using technology to help our business meet its goals. Avanade's approach to problem solving and addressing challenges has made them a valuable resource for Aviva."

— Bill Stineman, Director,
Unified Communications & Collaboration, Aviva

avanade ®
Results Realized

From Accenture and Microsoft

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

Outdated infrastructure can be holding you back
Many organizations are dealing with poorly utilized, complicated infrastructure solutions that simply are not meeting today's business needs. Do you have the most current technology to rapidly respond to new business demands and opportunities? Are you able to scale efficiently and yet still keep costs low? Between nonstandard desktops, laptops and mobile devices, disparate communications and collaboration systems, and inflexible server environments, you might be challenged just to keep things running on a day-to-day basis. Without a holistic IT infrastructure strategy, the chaos of system complexity can easily take over. Realizing the benefits of a modern infrastructure 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.

An agile infrastructure for the modern workplace
Avanade's portfolio of Infrastructure Services solutions empowers you to create dynamic workplaces that deliver greater business agility, faster time to value and improved operational effectiveness. With vast experience on Microsoft platforms, our team uses repeatable best practices and pre-built assets to provide high-quality, end-to-end design, delivery and management of solutions.

We take the time up front to understand your business objectives and technical goals. Only then do we design a road map that will achieve your objectives. As a result, we help you achieve a unified environment that works not just today, but also in the future. From on-premises solutions you manage in-house, to hosted and cloud services to managed services, we offer business solutions to simplify your IT environment. It's an opportunity to improve your competitive advantage. And innovate how you get work done.

Benefits of infrastructure 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.

Our team helps your IT department take advantage of new technologies to become a center of innovation and an enabler of change. At the same time, we help you utilize your existing investments—including line-of-business applications. As part of our collaborative engagement process, we assess your needs and deploy cost-effective solutions. Our proven track record on projects for enterprises worldwide and our global delivery experts can help you spend less time and money. The result is an enterprise that maximizes the Microsoft platform with less complicated, more agile infrastructure solutions.

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Three solutions that enhance the business productivity of your infrastructure

Desktop and Workplace Infrastructure
Avanade helps enhance the end user experience by focusing on your business needs. With thousands of successful desktop and workplace implementations, we have the expertise to help you create a cost-effective strategy, while enabling more flexible work methods. Perhaps you are introducing new tablet and mobile devices or looking to upgrade to the next version of Microsoft Office, SharePoint, Exchange or Skype for Business. Whatever your needs you can rely on Avanade to develop a thorough workplace strategy to balance end user demands, legacy environment issues while helping to reduce the total cost of ownership of your modern workplace environment.

Unified Communications and Collaboration (UCC)
Avanade helps organizations apply UCC strategically with business processes and applications empowering users with always-on collaboration and enabling new collaborative business processes with customers, partners and employees. Built on the proven Microsoft UCC platforms (Exchange, Skype for Business, SharePoint, as well as Office 365 Online versions), wrapped with our proven technology, methodologies, and delivered by our team of experienced experts we help limit risk, improve time-to-value and successfully lead your UCC journey. Avanade provides the flexibility to deploy UCC in the cloud, on premises or both in order to deliver maximum agility and business value.

Private Cloud
Avanade's Private Cloud helps provide IT organizations with greater agility to adapt to the changing demands of the business. Business owners are expecting IT to deliver always-ready, self-service private cloud environments very similar to what they can acquire from cloud service providers. Avanade can design, implement and maximize your private cloud, help address business owners expectations while providing IT the required governance and control. Avanade's own Cloud Services Manager (CSM) software is a self-service, business oriented provisioning and management tool that accelerates deployments, improves responsiveness and empowers business owners with a platform presented in a language that business understands.

Trust Avanade's experts to manage your infrastructure
Avanade can run a dynamic IT infrastructure for you that is; efficient, scalable and extremely flexible. Avanade's Infrastructure Managed Services includes workplace managed services, unified communications and collaboration (UCC) managed services and private cloud managed services. Our expertise spans the entire Microsoft platform, allowing us to deliver comprehensive solutions that benefit your IT department, business units and workforce. 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.

400+ INFRASTRUCTURE MANAGED SERVICES CUSTOMERS

8+ MILLION DEVICES MIGRATED TO NEW VERSIONS OF **MICROSOFT** WINDOWS

23 MILLION+ MAILBOXES MIGRATED TO **MICROSOFT** EXCHANGE

1 MILLION+ UCC SEATS ACTIVELY MANAGED

GLOBAL PRESENCE **>70** LOCATIONS **>20** COUNTRIES

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What infrastructure services do for our customers
Avanade is uniquely positioned to help you save when it comes
to delivering innovative and reliable infrastructure services. Here
is how we have helped some of our customers:
• Reduced total cost of infrastructure ownership by 30%
• Realized a 32% reduction in support costs
• 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/
infrastructure-services

avanade®
Results Realized

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 ex-
perts 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.**

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