

The CDC protects the world. Avanade protects their email.

The Centers for Disease Control and Prevention (CDC) works with its partners throughout the nation and the world to monitor health, inform the public, detect and investigate health problems, capture issues where they occur and prevent them from spreading globally.

“The CDC works in Third World countries to help protect not only their people but all people,” said Phil Van Etten, Senior Vice President at Avanade.

Challenge

With email as the CDC’s primary means of broadcast messaging and communication with doctors throughout the world – and nearly 24,000 users spread across 50 countries – powerful security and 24x7 availability is crucial.

Prior to engaging with Avanade, the agency was running several different Microsoft Exchange 2003 servers and a costly, externally supported email environment hosted by a different federal agency.

“There were a lot of questions about cost and performance with the CDC’s old system, which also lacked the flexibility to implement upgrades and incorporate new add-on features,” said Van Etten. “We knew we could deliver a cheaper, faster, more reliable and efficient solution.”

“Also, the CDC is a communications-centric agency, so it’s important for them to continue to enhance their communication systems,” he added.

Clearly, consolidating to a single, unified email communications platform was a must.

The CDC considered three options – a strictly in-house, self-managed system; a public cloud solution like Microsoft BPOS (now known as Office 365); and an on-premise private cloud with managed services. They chose the latter.

Avanade® Case Study

Centers for Disease Control and Prevention

“The public cloud solution was too restrictive and immature,” said Scott Gode, Vice President at Avanade. “The integration of tools they were using was not something that Microsoft or others were willing to adopt and support. We knew we could drive down the CDC’s costs while maintaining flexibility.”

After a lengthy and competitive openbid process, Avanade was awarded the contract.

“The fact that our core business included messaging and collaboration managed services was a big advantage,” said Van Etten. “It made for a good marriage.”

Solution

The new system design provided by Avanade and backed by EMC storage helps the CDC’s IT department do more with less by consolidating several disparate systems into a single enterprise Exchange Server 2010 email system. Built-in redundancies help minimize downtime.

“We’ve helped the CDC increase efficiencies and decrease costs by consolidating all email services and moving to a process that minimizes the number of servers, while using more server resources and capacity,” said Gode.

Services. In each case, the CDC’s on-premise servers use the patented Avanade managed services technology platform which provides an ultra-secure, SSAE 16 certified system. This enables Avanade engineers to execute scripted remote command execution, which are all logged, auditable and repeatable.

Results

Rollout in mid-2010, the CDC email deployment remains one of the largest Exchange 2010 systems in the world.

“It was a challenge, but we stuck together and worked through it all piece by piece and issue by issue,” said Van Etten.

“We knew that once we got them through the migration, they’d see a huge increase in the efficiency and reliability of their mail system,” he added. “We provided a redundant, robust system with high availability. Users rarely experience any downtime, and in the few cases that something goes down, the database fail-over works flawlessly and the user doesn’t even know...which is exactly what we wanted.”

Avanade Added

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Results Realized

- Reduced server count
- Reduced support costs
- Improved security standards
- Increased operational efficiency
- Exchange 2010 upgrade, migration and management
- Consolidation of disparate email systems to a single Exchange 2010 email system

Services Provided

- Exchange Managed Service
- Filtering Service
- Archiving Service
- MDM Managed Service

The Centers for Disease Control and Prevention, an agency of the US Department of Health and Human Services, does not endorse private products, services, or enterprises.



About Avanade

Avanade provides business technology solutions and managed services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Additional information can be found at www.avanade.com.

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In addition to Exchange, Avanade provides Managed Filtering, Mobility and Archiving