

# IT'S MICROSOFT COLLABORATION BUT NOT AS YOU KNOW IT



BUSINESS SOLUTIONS  
TECHNOLOGY  
OUTSOURCING

# RIISING TO YOUR CHALLENGES

**“CSC has decades of experience managing ‘private cloud’ enterprise computing environments on a global scale. Extending these skills to integrate and manage public and private clouds is a natural step in the evolution of our business. Microsoft’s Business Productivity Online Suite plays a key role in our ability to deliver secure, dependable and flexible software-as-a-service solutions that give our clients significant opportunities to create better business models.”**

Brian Boruff, Vice President,  
CSC Cloud Computing.

**In a world characterised by volatile markets that can change at unprecedented speed, organisations are looking for new levels of agility. They want to empower their people to do their jobs more effectively and they want to capitalise quickly on opportunities to capture market share. But organisations are also finding, as the global economy recovers from downturn, that the recent focus on cost reduction has become the new norm and is being embedded into ‘business as usual’. As they seek to boost agility and productivity while controlling costs, organisations are looking to IT for answers.**

## IN SEARCH OF A BETTER WAY

With IT being the fundamental enabler of business growth and organisational change, the speed at which you can respond to change while minimising IT costs will be key to winning (or losing) in a recovering economy. The drive for agility gives IT functions a double challenge:

- To find and roll out innovative collaboration and communication tools that improve the way their organisation can interact with customers, partners and internally. Industry research indicates that by 2015, 80% of work outcomes will depend on collaboration, most of it not face-to-face<sup>1</sup>
- To make IT itself more flexible: to be able to contract and expand services to meet new market conditions and to capitalise quickly on growth opportunities such as mergers and acquisitions

<sup>1</sup> Gartner, Inc., “Beyond Technology: People and Productivity”, Diane Morello, Gartner Portals, Content and Collaboration Summit, April 2006

In response to these challenges, and the pressure to achieve greater business impact with a lower total cost of IT ownership, patterns of investment in IT are changing. Organisations are looking to move away from the inflexible IT investment cycle where a peak in investment is followed by a trough of ‘sweating assets’. In response to the market forces of commoditisation, industrialisation and globalisation, many independent sources believe that the next three-to-five years will see an accelerating shift in the dominant form of IT service delivery to be via secure cloud services.

The benefits of cloud-based services include reduced total cost of ownership of IT infrastructure; increased agility because cloud services can quickly be scaled up or down on demand; and improved financial predictability because cloud services are typically priced on a consumption basis, enabling you to flatten the traditional peaks and troughs of IT investment.

## CLOUD COMPUTING: WHERE DO YOU START?

With the IT services and outsourcing market undergoing a profound transformation, many organisations want to investigate the ‘cloud agenda’ but are not sure how and where to start.

CSC’s cloud adoption assessment service gives you a head start in understanding the complexity of the cloud computing ecosystem. We’ll help you assess the suitability of your business processes for delivery through an appropriate cloud-based model. We’ll help you decode the options: all the ‘as a service’ possibilities — infrastructure, platform, software, process — and the different types of cloud: private, public, hybrid and so on. And we’ll give you a roadmap to help you prioritise your cloud migration and transformation activities.

## COLLABORATION IN THE CLOUD

At CSC we've embraced the changing landscape and have become an established leader in setting out a cloud services vision for our clients: the CSC Trusted Cloud. It recognises the need to orchestrate between different types of cloud services — public, private and hybrid — and different levels at which IT can be delivered as a service: infrastructure-as-a-service, platform-as-a-service, software-as-a-service and process-as-a-service.<sup>2</sup>

Microsoft's Business Productivity Online Suite (BPOS) is a key software-as-a-service offering delivered through this CSC Trusted Cloud model, offering both public and private cloud capabilities. Provisioned from Microsoft data centres, the BPOS solutions — Microsoft Exchange, Microsoft SharePoint, Microsoft Communications and Microsoft Live Meeting — can be provided individually as standalone services or as a bundle of services at a significantly discounted rate.

BPOS solutions are both fast to deploy and secure, with proven protection at an application, network and data level. As many enterprises worldwide have discovered, it's a highly resilient service, with 99.9% service availability levels offered as standard. Server software upgrades are implemented rapidly after major new releases, and patches and updates are applied as needed in a managed way. You don't have to worry about software versioning, software asset management or expensive upgrade projects.

<sup>2</sup> For more information on the CSC Trusted Cloud, download our brochure: *Doing business in the cloud* (<http://assets1.csc.com/uk/downloads/Cloud.pdf>)

## WHY CSC FOR BPOS?

We don't just resell BPOS software services from Microsoft; we provide the systems integration, service management and business transformation know-how to deploy BPOS effectively into your environment. We're an established leader in both cloud services and BPOS:

- We delivered the first-ever partner-led (rather than Microsoft-led) sale of BPOS Dedicated globally, for the UK Royal Mail Group
- We offer an end-to-end set of services that are key to the successful implementation of BPOS:
  - Business transformation, communication, training and change management services
  - World-leading service management capability
  - Proven Microsoft platform systems integration experience from more than 4,500 consultants globally
- We have a strong track record of delivering on-premise enterprise Microsoft mail and collaboration services across many geographies for multinational customers
- We have a proven, best-practice Lotus Notes application migration methodology to de-risk your application migration

**“CSC has demonstrated its ability to take innovative cloud solutions and make them work effectively in the context of its clients' businesses. This helps to explain why they were the first Microsoft Gold Certified Partner globally to implement the Microsoft BPOS Dedicated solution.”**

Terry Smith, Senior Director,  
Partner Team, Enterprise and  
Partner Group, Microsoft

Microsoft®  
SharePoint® Online

Microsoft®  
Exchange Online

Microsoft®  
Office Live Meeting

Microsoft®  
Office Communications Online

# OUR CAPABILITIES AND SOLUTIONS

**“CSC is the global leader in providing technology-enabled business solutions and services and proud to be leading the way in providing our customers with a complete ecosystem of trusted cloud services, backed by our unrivalled orchestration services and world-class consulting capabilities. CSC’s partnership with Microsoft Online plays a key role in our ability to deliver truly flexible software-as-a-service solutions that empower people with the most appropriate tools to excel in the workplace.”**

Mike Laphen, CSC Chairman, President and CEO.

**CSC doesn’t just resell BPOS software services from Microsoft; we provide the systems integration, service management and business transformation know-how to deploy them effectively into your environment.**

## THE RIGHT CHOICE

As your trusted partner for cloud services we’ll help you determine the right solution for your organisation, based on an understanding of the different types of users within your organisation and their needs. We’ll help you decide whether you need a multi-tenanted cloud environment, a dedicated environment, a deskless worker solution suitable for mobile workers, or a hybrid solution: blending BPOS cloud services with on-premise solutions as warranted by your business requirements or security considerations.

## SYSTEMS INTEGRATION

We can help you migrate from existing messaging and application platforms to the BPOS platform. Where business applications need to be migrated or re-developed for the Microsoft platform we use our world-class offshore capabilities in SharePoint and the .NET platform to implement these. The standard (‘off-the-shelf’) BPOS service can typically meet the majority of mail, collaboration and communication requirements of most organisations. Where it doesn’t, CSC is there to help you exploit and customise the platform to meet all of your specific requirements and integrate the right elements from the Microsoft platform with your own business applications.

## SERVICE MANAGEMENT

We offer world-class level-1 and -2 support and integrate this in a well-managed way with the level-3 support provided by Microsoft as a standard part of the BPOS service. Together with the full operational governance and reporting you’d expect from any CSC managed service, this assures your end users of a seamless service management experience.

## BUSINESS TRANSFORMATION

If applications are developed as a result of deploying a BPOS solution, some business processes may be affected. Escalation processes that are part of your service management governance framework may also be affected. And if users are not used to the new culture and tools of collaboration you’ll need to manage a change in behaviours and provide training. A strong project and programme delivery approach and governance model is key to getting the maximum return on your investment in BPOS.

CSC has proven business transformation, change management and programme delivery methodologies that have delivered some of the largest business change and IT programmes in the world, including for the National Health Service in the UK. We’ll be your single point of contact and accountability, managing all the necessary service providers: not just Microsoft but your networking infrastructure providers, telecommunication service providers and others.

## END-TO-END CAPABILITIES

Whatever support you need before, during and after your migration to BPOS, we offer it:

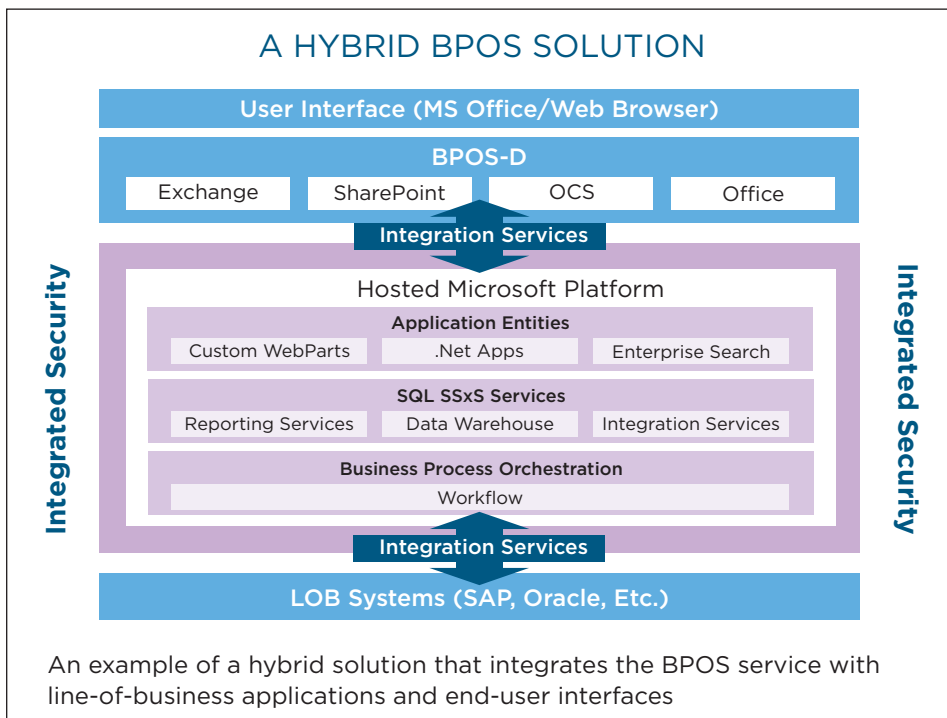
- Business case development
- Mail, content and applications migration from existing platforms to the target Microsoft-based platform
- Mail and content archiving strategy and solutions delivery
- Blackberry and mobile platform integration
- SharePoint user experience, taxonomy and best-practice governance
- Best-practice advice on how to resolve legal, compliance and regulatory issues
- Coexistence strategy and planning during migration from legacy platforms
- Active Directory remediation to ensure that the identity management capability is in place to exploit the BPOS platform

## PHASED IMPLEMENTATION

A typical BPOS deployment occurs in stages:

- **Assessment and discovery.** We work closely with Microsoft and your networking infrastructure provider to assess the technical feasibility of BPOS in your current environment. During this phase we develop a detailed business case, deployment plan and resource estimate so that a fully costed deployment proposal can be provided at the end of this stage
- **Deployment.** We prepare detailed physical solution designs that leverage best practices and standard Microsoft designs, and oversee the provision of networks and other services so that email, related applications and content can be migrated

- **Migration.** The duration of the migration stage depends on the number of mailboxes and applications and the volume of content to be migrated. For large, complex deployments some applications may be migrated after the service has gone live
- **Service delivery.** Once the service has gone live we manage it within a comprehensive governance framework and provide full management reporting



# OUR EXPERTISE

**“Public and private sector organisations, such as [this national postal service], are moving their critical applications to Microsoft Online Services in increasing numbers. Partners like CSC are important in helping our customers take full advantage of the enterprise-grade capabilities and flexibility Microsoft’s cloud applications deliver.”**

Ron Markezich, Corporate Vice President, Microsoft.

**Most of our clients have a clear vision of what they want to achieve and a sense that communication and collaboration services are vital to their doing so. But it’s quite another thing to be able to get from where they are to where they want to be in the most efficient, cost-effective way and with minimum disruption to ongoing business. That’s why they turn to us.**

## EUROPE’S LARGEST NATIONAL POSTAL SERVICE

With a workforce dispersed across many different small offices and on the road, this large postal service wanted to provide its employees with an advanced communication and collaboration toolset that would make it easier for them to work together productively. Controlling costs was equally important, so ideally the company wanted to provide rich functionality to its 30,000 office-based workers and a reduced set of capabilities to staff on the road.

We undertook an assessment and discovery project with the company to design a next-generation messaging and collaboration solution using BPOS. During the initial phases we:

- Implemented a pilot of BPOS with the company’s executive community, successfully achieving senior buy-in and kick-starting the project’s business transformation and communications activities
- Set out a recommended strategy for the company to migrate its Blackberry, Lotus Notes and related applications to the BPOS platform
- Scoped the required communications infrastructure to deploy BPOS across two MPLS circuits, working closely with the organisation’s networking and communications provider
- Recommended a mail archiving strategy that minimised storage and storage costs in the migrated BPOS environment
- Designed the required helpdesk service and SharePoint governance, and the underpinning information architecture for the SharePoint environment

- Built the business case for the project and gave guidance about the overall programme governance

The customer’s Head of Technology Service Delivery, says: “This deal forms part of [our] drive to invest in new technology to improve efficiency and customer service. The Microsoft suite will give people across [our company] the tools they need to do their jobs more effectively, enabling our business units to collaborate with each other, partners and other external organisations more freely, easily and securely while securing cost savings.”

## WORLD-LEADING SEMICONDUCTOR COMPANY

A multinational semiconductor manufacturer came to CSC after selecting Microsoft BPOS as its messaging and collaboration platform of choice. The company needed help to migrate from its existing setup to the new solution and chose CSC for our expertise in large projects of this kind.

CSC’s early involvement in the project has meant that the company will save significant time and money during the implementation and migration phases, and realise more business value from its solution.

# OUR ALLIANCE WITH MICROSOFT

The relationship between CSC and Microsoft is very strong across all elements of the business, from product and technical to sales and marketing; not just in Microsoft's headquarters in Redmond but across the globe. Our joint global strategic plans are reviewed quarterly in briefings between senior executives from Microsoft and CSC. We've invested in a Microsoft consulting practice with global reach, comprising more than 4,500 certified Microsoft professionals.

## MICROSOFT STRATEGISTS ON OUR TEAM

We employ strategy consultants from Microsoft as full-time members of the CSC Microsoft Practice team. They play a key role in ensuring close inter-company communication and cooperation between CSC and Microsoft on solution development, business strategies, marketing, product roadmaps and project delivery.

Our Microsoft secondments engage directly with our clients to mitigate any perceived risks with the early adoption of leading-edge solutions. They ensure two-way communication and knowledge-sharing with the relevant Microsoft product and service teams.

## PARTICIPATION IN TECHNOLOGY AND RAPID DEVELOPMENT PROGRAMMES

Another way we stay up-to-date with Microsoft's latest technology developments and maintain strong relationships with their product groups in Redmond is by taking active part in Microsoft's Technology Adoption Programmes and Rapid Deployment Programmes. We're the only global BPOS Dedicated reseller that is a member of the Azure Technical Adoption Programme.

## MICROSOFT CONSULTING ON BOARD

As a Microsoft Gold Certified Partner we're also part of Microsoft's Services Ready programme, which gives us direct access to the expertise, tools and practices of Microsoft Consulting Services (MCS). For you, this means a Microsoft consulting capability from CSC with the highest level of quality assurance from Microsoft.

**Microsoft**<sup>®</sup>  
**GOLD CERTIFIED**

*Partner*

“ CSC is a Microsoft Gold Certified Partner with global reach. CSC is managed in the UK as one of Microsoft's Alliance Partners and has a dedicated global account manager based in Microsoft's HQ in Redmond. CSC is also one of only a handful of partners globally who are a Microsoft reseller of our Business Productivity Online Suite (Dedicated). Microsoft and CSC have a strong and growing relationship which both organisations are investing in. ”

Richard Watson, Enterprise Partner Manager, Microsoft Corporation

# OUR PEOPLE, OUR STRENGTH

## Solution Director

20+ years of consultancy experience delivering complex solutions in many sectors, including central and regional government, finance, healthcare, retail and travel. He has managed the design and delivery of a diverse range of solutions built around Microsoft products and technologies. Clients include Royal Mail Group, Bombardier, BAE, Diageo and National Grid.



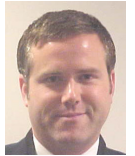
## Director, EMEA Microsoft Practice

24 years dedicated to enterprise-scale Microsoft technologies; now establishing CSC's Microsoft Practice as a global centre of excellence. He has designed and run one of the largest Windows NT enterprises at the UK Ministry of Defense Procurement Executive; implemented a new global Microsoft platform for 48,000 users at UBS Warburg, and has created a dedicated European-wide Microsoft consulting practice for CSC.



## Solution Architect

12 years of experience working with enterprise customers worldwide, mainly in the area of transforming large-scale IT infrastructures to new Microsoft platforms in the email and collaboration space. Clients include Diageo, National Grid, Barclays Group, HSBC, the UK Metropolitan Police, BP and Shell. He's a renowned speaker on platform transformation and improving operational efficiency.



## Enterprise Architect

25 years of experience in IT with 15 years as a principal consultant in Microsoft Consulting Services in the US. He's worked on many complex and mission-critical projects in the US and EMEA, in industries such as insurance, financial services, healthcare and manufacturing. Previous clients include Chase Manhattan Bank, Bell Atlantic, State Street Bank, Philips Healthcare, Fidelity Investments and ABB.



## Microsoft Practice Business Development Director: EMEA

17+ years of experience selling and delivering complex international programmes that leverage Microsoft technology. He's also a Fellow of the Institute of Management Consultants. Before joining CSC he worked as a business development executive in Microsoft's Enterprise Partner Group. Clients have included the UK Home Office and HMRC, NHS, AstraZeneca, Aventis, AP Moller, Citibank, Macquarie Bank and Virgin Media.



## Solution Architect

15 years of experience in enterprise applications and infrastructure architecture. In recent years he's focused on the solutions lifecycle from pre-sales consultancy to large-scale programme engagement, transformation and improvement; leveraging virtualisation and cloud services. Recent clients include Serco, MSCS, Logica, CMG, National Grid and ANC.



## BPOS Solution Architect

11 years of experience of Microsoft technology. He has special expertise in messaging and related technology and focuses on Microsoft BPOS technology. He has a published paper on Forefront Security for Exchange. Clients include Royal Mail Group, Diageo, Sellafield, New York Stock Exchange and Cable & Wireless. He previously worked for Cable & Wireless as a messaging specialist.



## Head of Practice Operations

19+ years of experience with organisations including global consultancy firms and global business startups. With a background in IT development and technical consulting, he has a broad range of operational, people, commercial and project management skills. He set up and ran a graduate programme for Capgemini before moving on to manage capability development for its IT consulting division. Before joining CSC he was responsible for the operational and commercial aspects of a Microsoft Gold Partner setting up a Dynamics AX business in the UK. Previous clients include Egg, Starhub, GSK and SME.



## Unified Communications Consultant

10+ years of experience consulting, designing, implementing and supporting Microsoft communication and collaboration technology. He's a Microsoft Technical Professional, an MCSE in Windows 2003, MCTS in Windows 2008, MCITP in Microsoft Exchange and MCTS in Microsoft Office Communication Server and is a specialist in BPOS and Microsoft Unified Communication voice integration. Clients include Virgin Atlantic, Royal Mail Group, Royal Bank of Scotland, Bank of Ireland, Calderdale Council and several large NHS Trusts.



## FIND OUT MORE

For more information contact:

Shaun Taylor – [staylor39@csc.com](mailto:staylor39@csc.com), +44 7717 697588

Glyn Knaresborough – [gknaresborou@csc.com](mailto:gknaresborou@csc.com), +44 7788 566144



BUSINESS SOLUTIONS  
TECHNOLOGY  
OUTSOURCING



## Worldwide CSC Headquarters

### Europe, Middle East, Africa

Royal Pavilion  
Wellesley Road  
Aldershot, Hampshire GU11 1PZ  
United Kingdom  
+44(0)1252.534000

### Australia

26 Talavera Road  
Macquarie Park, NSW 2113  
Australia  
+61(0)29034.3000

### Asia

139 Cecil Street  
#06-00 Cecil House  
Singapore 069539  
Republic of Singapore  
+65.6221.9095

### The Americas

3170 Fairview Park Drive  
Falls Church,  
Virginia 22042  
United States  
+1.703.876.1000