



A **xerox**  Company

Our messaging solutions.

We help reduce your costs with a customized, highly scalable solution that changes as your needs evolve.

ACS Messaging Solutions

What If You Could...

- ...drive smarter, more-efficient interactions in your organization?
- ...rapidly scale up to best-of-breed communications technologies?
- ...and substantially reduce data center and labor costs?

Of Course You Would

Driven by the natural law of comparative advantage, smart businesses are rapidly adopting best-of-breed messaging technologies. Revolutionary tools such as Exchange, Lotus Notes and Google Apps enable organizations to communicate more efficiently, increase productivity and streamline business activities. Global boundaries are a fleeting memory; today the right mix of talent, regardless of location, can work as a team. Well chosen, these tools facilitate an entire virtual workforce. Well managed, they save time, money and hassle. Count on ACS to make them work for you.

Now You Can

Everything your business does, it can do faster, smarter and more cost-effectively. ACS enables you with a turnkey 21st century solution. Whatever your present computing environment – whether your servers are on site or in our data center, or if you're migrating to a cloud environment – ACS reduces your costs with a customized, highly scalable solution that changes as your needs change. The transition effort is minimal, and your organization transforms through technology and ongoing process improvement in a collaborative effort.

ACS Messaging Solutions

Microsoft Exchange Email

ACS simplifies and manages all the complexities of your Exchange environment, including upgrades and ongoing maintenance. We provide implementation, migration and operational support services with a centrally hosted Exchange virtualized architecture. Making this switch is especially imperative if you have multiple hubs operating in a standard Exchange environment. You'll see an immediate substantial reduction in your current duplication of maintenance effort and expense. Through virtualization, you'll also benefit from higher SLAs, flexible system resource scheduling and enhanced DR. ACS supports integration with Exchange, public folders and multiple client access methods including various Outlook client connections such as RPC/HTTPs, MAPI, POP3, Outlook Web Access, and mobile messaging with BlackBerry and ActiveSync (Windows Mobile).

Lotus Notes Email

ACS provides a complete Lotus Notes solution, whether it's hosted in our data centers or remotely managed. The full-featured outsourced solution includes design, implementation, maintenance, 24-hour monitoring, disaster recovery and help desk services to reduce your downtime and cost. We provide you with the economies of scale and the skills needed to manage and maintain your Lotus Notes environment. Our experts install, configure, upgrade and optimize your environment to ensure a healthy running system. We support all of the Lotus application modules including Notes, Domino, QuickPlace, Quickr, SameTime and the latest IBM workflow and scheduling technologies. Our full-featured solution can also integrate customizations and interfaces to third-party products critical to your business environment.

Our messaging solutions.

SaaS Google Apps Service Offering

If you're considering migrating your messaging system to a cloud or software-as-a-service model like Google Apps, ACS can help. Through our strong reseller partnership, we offer value-added services including account relationship management, professional services, operational leadership and support. By leveraging our automation tools and processes, migrating from your current messaging solution to Google is simple and seamless. Once you're live on Google, rest assured ACS is providing enterprise-level support for your user community, and managing the Google account relationship for you.

- Reduce cost using best-in-class messaging engineering and support resources
- Reduce infrastructure cost through consolidation of mail server environments
- Eliminate unwanted email and reduce end-user effort to manage email

Implementation Services

We create an implementation plan and roll-out schedule that fits your unique business challenges, including:

- Solution architecture and design
- Migration from Notes to Exchange, Exchange to Gmail and everything in-between
- Upgrades, organization, consolidation
- Synchronization, co-existence
- Data conversion
- Development and branding.

Stepping Stone

Best-in-class messaging is a competitive necessity, but pondering the transition can make you feel like a frog on the wrong side of a fast-moving river. The crossing is chilly and wide, but you must get to the other side before your competitors do. Think of ACS solutions as perfectly spaced stepping stones, with the helping hand you need to ensure your quick, slip-free arrival.

Operational Services

Our services include:

- Operational process and system administration
- Monitoring, performance and capacity management
- Vendor support management
- Systems deployment, maintenance and testing.

System Enhancement Services

Our services include:

- Wireless – BlackBerry and Windows Mobile
- Fax and application solutions
- Boundary services, SMTP relay, email encryption
- Foreign connectors (applications, organizations)
- Archiving, compliance, legal discovery.

Our messaging solutions.

Challenges

Ask yourself this: "Is my business facing some of these common challenges?"

- Ongoing maintenance and upgrades of the applications
- Growth and capacity planning
- Mobility and system integration complexities
- Handling acquisitions and migrations
- Encryption requirements
- Extending centralized directory services and plans for identity management

No matter what challenges your business faces, we offer the consistency of support and the innovative, flexible solutions you need.

About ACS

ACS is a global leader in information technology outsourcing and business process outsourcing and services – a multibillion-dollar Fortune 500 company that supports clients in more than 100 countries from 500 locations. We bring innovative offerings to clients in the communications, education, financial services, government, healthcare, manufacturing, retail, and travel and transportation sectors.

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