IMPLEMENTING MICROSOFT CLOUD SERVICES

Real World Experiences

April 7th, 2010

SLALOM CONSULTING   Microsoft

AGENDA

QUICK INTRODUCTION

CUSTOMER REALITIES WITH CLOUD COMPUTING

CLOUD COMPUTING CASE STUDIES

IMPLEMENTATION RECOMMENDATIONS

Q&A

Introducing Slalom Consulting

National Business & Technology Consulting Firm

- Founded 2001
- 8 offices throughout the U.S.
- 700+ consultants
- Strong, long-term client relationships

Practice Areas

- Business Management
- Organizational Effectiveness
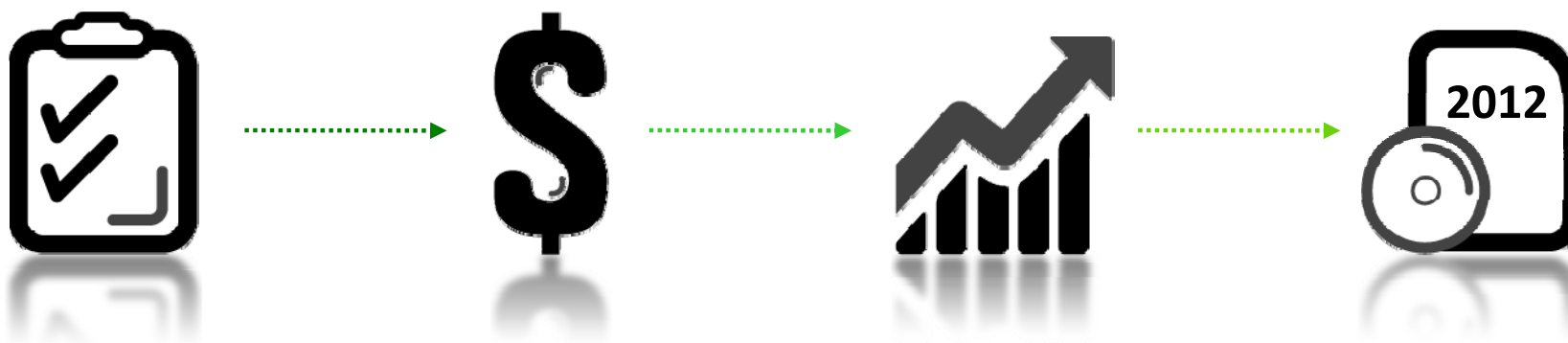- Technology Enablement
- Information Management

We Improve Business Performance

- Reduce TCO while increasing productivity & quality
- Improve processes to increase productivity & results
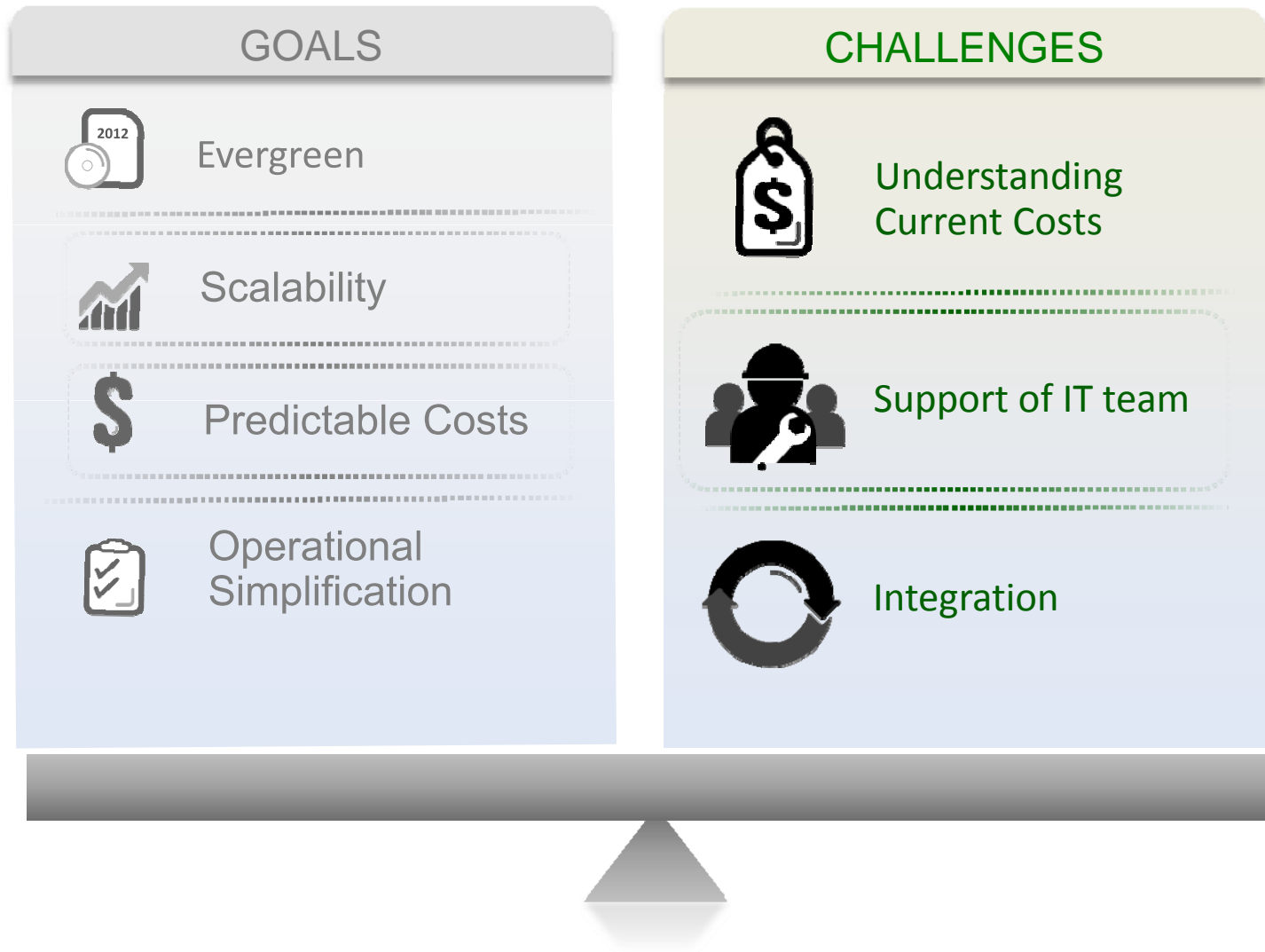- Drive competitive advantage through innovation

Why Our Customers Are Interested in the Cloud

| OPERATIONAL SIMPLIFICATION | PREDICTABLE COSTS | SCALABILITY | EVERGREEN |

Realities with Cloud Services

GOALS

- **Evergreen**
- **Scalability**
- **Predictable Costs**
- **Operational Simplification**

CHALLENGES

- **Understanding Current Costs**
- **Support of IT team**
- **Integration**

Value of Microsoft's Platform Play

Microsoft Online Services

Microsoft Dynamics CRM Online

Microsoft® SharePoint® Online

Microsoft® Office Communications Online

Microsoft® Office Live Meeting

Microsoft® Exchange Hosted Services

Microsoft® Exchange Online

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Case Study: Leading Health Care Provider

Client goal:

Replace legacy, unsupported messaging platform with leading platform

BACKGROUND

- 28,000+ dispersed users

- Multiple platforms

- Data security and reliability high priority

- Cost a significant driver

RESULTS

- Minimal upfront costs and low monthly

- Value of leading messaging platform

- Significant user benefits

- Strong ROI

Case Study: Leading Water Treatment Company

Client goal:

Improve sales effectiveness while leveraging cloud computing to reduce costs and increase systems reliability

BACKGROUND

- 10,000 users on custom spreadsheet sales system
- Lotus Notes for collaboration
- Strategic direction to move to the Cloud
- Evaluating SF.com and Google

RESULTS

- Pilot on cloud CRM in 8 weeks
- Executed Exchange and SharePoint Online with CRM
- Saw strong synergies with platform
- Very cost competitive

Case Study: Mid-sized Real-Estate Company

Client goal:

Eliminate Email outages recently experienced, Reduce costs, and eventually roll out additional Collaboration capabilities to Agents

BACKGROUND

- 2300 users on Exchange 2003

- Had major outages

- Looked at GMAIL as possible solution

- Multiple types of users (SMTP, POP),

RESULTS

- Choose Exchange Online over Google

- Slalom provided assessment and mock migrations

- Future interest in rolling out additional BPOS services

Customer Microsoft Cloud Services Testimonials

Ease of Administration
"I can already see on the benefits. We set up a mailbox and it is instantly available."

Managing Business and Technology Change
"Slalom performed a rapid assessment of the organization, environment, and email requirements and developed a set of project, technical, and organizational recommendations to help us define a strategically viable decision."

Cost Savings
"We conducted a TCO study to determine if keeping email in-house vs. moving it to a hosted solution (Exchange Online). Our analysis proved that there were both short and long-term financial and strategic benefits to moving to a hosted messaging solution."

Dynamic IT
"Having Exchange Online gives me better portability of data. That was a huge issue for us, and now it's solved."

Key Considerations for Cloud Services

While each customer need is different, there are a few key areas that all companies should consider when evaluating Cloud Services

Understanding True TCO

- Need to understand true comparative current costs
- Not all costs go away with Cloud Services
- Consider future growth and potential additional services that could be leveraged from the cloud

Evaluating Technical Fit

- Determine if there are any systems integration considerations
- Evaluate current compliance considerations
- Understand migration effort

Organizational Impacts

- Some may see Cloud Services as a threat
- Be sure to evaluate user impacts and properly plan for user readiness, training, etc.
- Consider help desk and other operational impacts
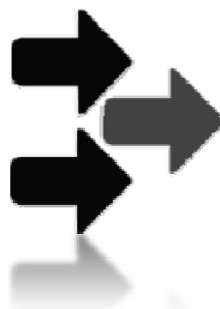
Foundation for a Successful Deployment

Slalom has found that the migration of applications and services to the cloud requires much more than just technology expertise

CHANGE MANAGEMENT	BUSINESS VALUE	TECHNOLOGY
• Change Impact • Training • Use Cases	• Communications • Process Optimization • Migration Management	• Network • Mobile Devices • Automation

Successful deployment requires the proper focus on **people** and **process**, in addition to the technology behind the solution

Q&A