

Strengthening Communications with Dell Secure Exchange

As the scope of business communication expands, Dell greets the challenges of a changing messaging infrastructure with comprehensive solutions featuring best-of-breed hardware, software, and services.

No doubt about it—ubiquitous business messaging has become imperative for successful company performance, reputation, and profitability. And many businesses are now demanding rock-solid messaging infrastructures with advanced capabilities to help keep information flowing securely, efficiently, and cost-effectively.

Dell can help enterprises meet this challenge by assisting in the deployment of or migration to Microsoft® Exchange—recognized as an industry-leading platform for e-mail messaging and collaboration. Dell has amassed vast experience in this arena, completing over 1,000 Exchange migration projects and managing more than 500 major enterprise migrations and consolidations per year. Thus far, Dell has migrated over 5 million Exchange user mailboxes—including 450,000 users for one of the world's five largest companies.

Dell has expanded its offerings to comprehensively address today's dynamic communications needs. Based on high-powered Dell™ hardware and the Microsoft Exchange platform, Dell Secure Exchange solutions leverage best-of-breed Symantec software and the unique Dell Secure Exchange Reference Architecture to deliver cutting-edge environments for security, data archiving, business continuity, and

remote assistance.¹ The result is a robust, end-to-end solution that extends the functionality of the Exchange infrastructure with enhanced interoperability, performance, and availability. To assess readiness for these Dell Secure Exchange solutions and then design, implement, and support them, Dell provides various types of Exchange-specific services. Following are highlights of the services offered with Dell Secure Exchange solutions.

Exchange Security



Without stringent messaging security in place, enterprises face serious risks when employees communicate across public and private networks—including a rampant influx of viruses and spam that can lead to data loss, downtime, clogged networks, fraud, and theft. The Exchange Security service involves developing a custom design for the Dell Secure Exchange solution and then installing, configuring, and tuning the solution. The Dell Services team also provides knowledge transfer and documentation.

The Exchange Security service leverages Symantec Mail Security software or Symantec Mail Security 8200 series appliances to mitigate risks and maintain the integrity of vital business communications. In conjunction with Dell server

hardware and the Exchange platform, these Symantec products apply over 20 industry-leading antispam technologies that can help prevent costly downtime from viruses or overloaded networks and mailboxes. And Symantec Mail Security 8200 series appliances are designed to offer near-pinpoint accuracy, effectively detecting 95 percent of spam messages and avoiding false positives approximately 99 percent of the time.²

Content-compliance features, which monitor inbound and outbound e-mail content according to customer-defined policies, can help further reduce virus threats, while innovative e-mail firewall technologies restrict unwanted connections from spam-sending servers. And automatic spam filter and virus definition updates help simplify management for ongoing security to help minimize overall infrastructure costs.

Exchange Archiving and Mailbox Management



In the post-Enron world, many businesses now are challenged by complex data archiving requirements to comply with stringent government and industry regulations. These regulations act as watchdogs over records management and storage processes—and they can be very useful as the volume of data



¹ For more information, see "Implementing the Dell Secure Exchange Reference Architecture," by Suman Kumar Singh and Bharath Vasudevan, *Dell Power Solutions*, November 2006, www.dell.com/downloads/global/power/ps4q06-20060452.Singh.pdf.

² "Symantec Mail Security 8200 Series: Feature Summary," by Symantec Corporation, eval.veritas.com/mktginfo/enterprise/other_resources/ent-other_resources_mailsecurity8200_092005.en-us.pdf.

employees produce and transfer over networks continues to grow. The reasoning is simple: without archive-friendly infrastructures built to support information throughout its life cycle, businesses run the risk of fraud accusations, liability lawsuits, and government fines—and executives face the possibility of imprisonment.

Under the Exchange Archiving and Mailbox Management service, Dell professionals walk customers step-by-step through the design and configuration of an archiving solution featuring Symantec Enterprise Vault software. The Dell Services team analyzes customer archiving requirements; maps the requirements to Enterprise Vault policy and configuration settings; installs, configures, and tunes the Dell Secure Exchange solution; and provides knowledge transfer and documentation.

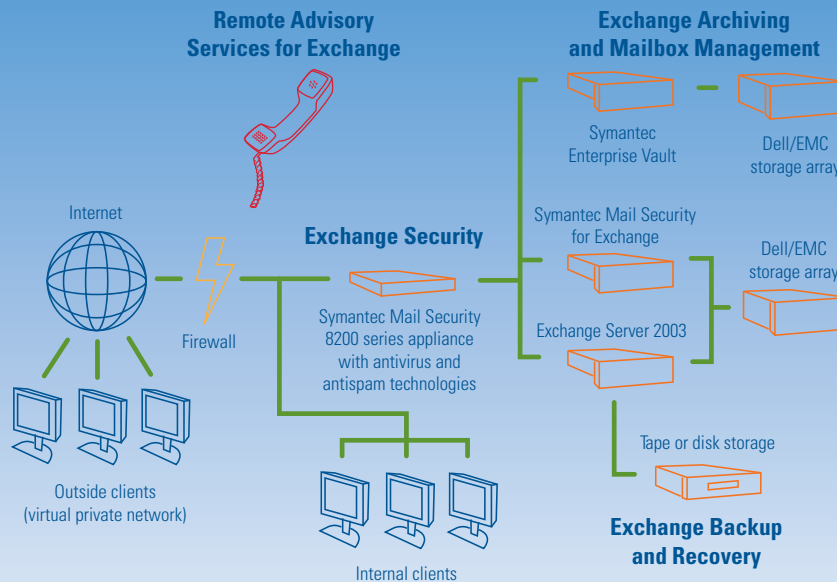
With tailored policies for managing and maintaining content held within e-mail, file system, and collaborative environments—along with specialized client applications for corporate governance, risk management, and legal protection—the Exchange Archiving and Mailbox Management service effectively promotes regulatory compliance. Easy and rapid search and retrieval of content lets users tap into organizational knowledge. And the storage optimization provided by Enterprise Vault software is designed to reduce Exchange message stores by 50 percent or more compared to implementations not using Enterprise Vault software.³

Furthermore, enterprises can take this service beyond compliance to achieve core business benefits as well. For example, simplified processes for archiving and accessing critical information can help decrease costs associated with both storage and management. Moreover, the stable environment achieved by combining Dell hardware, the Exchange platform, and Symantec software enables companies to turn the data archive into a functional “information warehouse” that can be mined as a knowledge resource using built-in index and search technologies.

Exchange Backup and Recovery



Often equally as important to compliance as data archiving, effective backup and recovery procedures provide a means of protecting information throughout its life cycle—from cradle to grave. When companies lack the infrastructure to support reliable backup



Deploying Dell Secure Exchange across the enterprise

and recovery procedures, they risk unplanned downtime, service interruption, breached content integrity, or even permanent data loss.

The Exchange Backup and Recovery service provides a comprehensive solution design, assessment of any interactions with server applications, a definition of tape usage and strategy, and validation of the storage area network (SAN). This service also includes assessments of design and site readiness as well as solution implementation and testing—including configuration of the tape library and library resources and installation of applicable software. The Dell Services team then conducts a product orientation session and provides the associated documentation.

With the Exchange Backup and Recovery service, Dell experts deploy Symantec Backup Exec 10d for Windows Servers to provide comprehensive backup and recovery for servers, desktops, and laptops running Microsoft Windows® operating systems. Complete disk-to-disk-to-tape protection, along with centralized administration and SAN support, promote scalable management of distributed backup and remote servers. Additionally, high-performance agents and options provide fast, flexible, and granular protection of servers.

Because Dell Secure Exchange solutions are designed to simplify data management, eliminate backup windows, and decrease the risk of downtime, they can help enterprises rein in costs and focus administrative resources on business-critical tasks.

Remote Advisory Services for Exchange



Rounding out Dell Secure Exchange solutions are the Remote Advisory Services for Exchange, which provide expert how-to support for many common tasks—such as adding user mailboxes, changing security settings, or increasing mailbox size. Developers simply call in with questions and receive personal, professional Dell expertise.

Remote Advisory Services are available during normal business hours (which vary by customer and time zone). Alternatively, enterprises can select a “scheduled service” option, where Dell professionals assign and prioritize issues on a case-by-case basis. By facilitating remote assistance, Dell helps streamline management of the messaging infrastructure to help enterprises further cut administrative costs and reduce time spent on troubleshooting or support.

Comprehensive solution for complete communications

Bolstered by comprehensive services, Dell Secure Exchange solutions can help enterprises migrate to the appropriate Exchange platform, implement customized end-to-end messaging services, and enjoy the advantages of high-performance Dell hardware.

To learn more about Dell Secure Exchange, visit www.dell.com/secure_exchange.

³ “Veritas Enterprise Vault for Microsoft Exchange,” by Symantec Corporation, eval.veritas.com/mktginfo/products/Datasheets/Data_Protection/ent-datasheet_ent_vault_microsoft_exchange_v6_02-2006.en-us.pdf.