



## Exchange Health Check

The performance of messaging implementations such as Microsoft Exchange can decline over time with system updates and modifications taking their toll. Operational stability is essential for organisations to ensure staff productivity and profitability, which means confidence in the service Microsoft Exchange provides is of utmost importance. Proactively assuring your organisation's critical business services is a mandatory requirement, and one that should not be ignored. Remaining reactive to problems and incidents on a daily basis is no longer enough.

As a Microsoft Gold Partner, we are able to deliver a health check to ensure that your Exchange environment is running optimally and meets current, and future, requirements. Whether you are preparing to transform your IT services, or just want to check things are running smoothly, we can provide visibility of the configuration, condition and performance. This includes aspects such as mail routing, database availability, client access, archiving, malware protection, mail policies, DLP (Data Loss Prevention) and disaster recovery. Leveraging best practice and exposure to real-world implementations, we can provide the insight and support needed to resolve any issues found.

### Scope

This service is designed to provide in-depth analysis of the performance and overall health of your mail platform, alongside a gap analysis between its current configuration and vendor best practice. Using a range of diagnostic tools we can identify the root cause of problems affecting stability and user productivity, while providing invaluable guidance.

### Engagement Approach

Ultima adopts a simple, but effective, four stage process, allowing us to interrogate your Exchange infrastructure and deliver best practice recommendations, alongside a prioritised list of next steps to remediate issues. Once sized to your requirement, a qualified consultant will provide forensic analysis of your environment and help articulate the findings.

#### ➤ Step 1 - Analyse

Our consultant will lead a planning call to agree the scope and objectives of the health check, and further understand the issues and operational challenges affecting any existing service. Once completed, we will issue a schedule of engagement before using Exchange and Windows support tools, and PowerShell to automate discovery. The Health Check will consist of the following:

- Identify existing Exchange architecture, establishing how the technology is being used
- Exchange services, alongside mail flow, transport queues, DAG (Database Availability Group) health and event logs
- HA (High Availability) and DR (Disaster Recovery) - load balancing, backups, replication, MTTR (Mean Time to Repair), RTO (Recovery Time Objective) and RPO (Recovery Point Objective) status
- Capture Exchange utilisation and performance (e.g. CPU, memory, disk and network)
- Exchange operating system - hardware configuration settings including virtualisation summary, configuration and replication health software configuration, patch levels and networking dependencies
- Active Directory configuration for Exchange, limited to sites, Global Catalog placement, DNS (Domain Names System)

#### ➤ Step 2 - Review

We will examine the data to ensure optimal configuration and consistency as per best practice while capturing, qualifying and prioritising issues which may impact business operations, alongside identifying areas where the service could be optimised. Our assessment includes the following:

- Where available, reference the original design and any previous ExRAP (Exchange Risk Assessment Programme) reports to hone in on issues found
- Qualify any issues currently being experienced with the service and identify potential resolutions
- Check overall system health to ensure key services are operating correctly
- Review Exchange server resources to ensure there are no constraints impacting performance
- Review single points of failure, alongside high availability and disaster recovery readiness
- Assess the functional requirements in place, and their implementation in accordance with Microsoft best practice
- Check the current component versions and potential upgrade roadmaps
- Identify potential design changes, or new features, in order to best deliver on-going business requirements

#### ➤ Step 3 - Define

The ability to understand precisely what's going on inside your environment, is as important as diagnosing the issues or threats facing it. Ultima's comprehensive service improvement report will provide your organisation with the following insights:

- Management summary highlighting key risks, issues, recommendations and a prioritised list of next steps
- Alignment against Exchange best practice, outlining deviations and corrective measures needed to bring the service back in line
- Outline of the health of Exchange, alongside recommendations where deficiencies are found
- Assessment of server resources (CPU, storage, memory and networking), highlighting any performance bottlenecks
- Review of the potential threats which may affect service operations
- Exchange upgrade roadmap

#### ➤ Step 4 - Present

Ultima will email the report for review, before presenting the management summary to your team via Skype. We will drill down into the headline findings, including the risks, issues and recommendations we have made around your Exchange environment, giving you an opportunity to ask questions, receive advice and plan for potential remediation activities.

### Exchange Health Check Summary

#### Key Benefits

- Regain control and peace of mind over Exchange
- Flexible engagement from Microsoft Gold Partner
- Delivered by qualified MCP, MCTS and MCITP consultants
- Help prevent critical failures and performance degradation
- Gap analysis against vendor best practice
- Confidence to make changes to production systems

#### Prerequisites

- Support at management and technical levels
- Administration access to systems in scope for review
- Schedule of engagement, outlining the scope

#### Key Deliverables

- Comprehensive service improvement report
- Consultant-led walkthrough, outlining the issues found, alongside the prioritisation of next steps
- Option of on-going consultancy to remediate issues

#### Typical Duration

4 Days

### Microsoft Partner

- Gold Datacenter
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Identity and Access
- Gold Devices and Deployment
- Gold OEM
- Gold Messaging
- Gold Volume Licensing
- Gold Communications
- Gold Enterprise Mobility
- Silver Software Asset Management

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