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VIRTUAL IT FOR BUSINESS

~ *FIRST STEPS*

Microsoft®
Online Services

UniTech ~ Nigel Gibbons (CITP, CISSP, CISA, MCSE), David Gardiner (CEO), Aonghus Fraser (MCSD, MCTS)

Microsoft ~ Derrick McCourt (Microsoft Regional Director), Peter Ferry (Senior Technical Advisor)





Welcome

1 **Introductions & Welcome From Microsoft**

2 **Microsoft Roadmap & Vision for BPOS**

3 **What BPOS means for Business & Demonstrations**

11:00 ~ BREAK ~ 11:30

4 **Business Value Proposition – Research & Real World**

5 **Next Steps – Engagement Model**

12:45 ~ Q&A Close & Lunch ~ 13:00



TEAM INTRODUCTION



David Gardiner

CEO

Subject Matter Expert

Knowledge Management





Aonghus Fraser

Chief Technology Officer

Microsoft Certified Solution
Developer (MCSD .NET)

Microsoft Certified SQL Technical
Specialist (MCTS)

Microsoft Certified SharePoint
Technical Specialist (MCTS)

BEng Software Engineering

*Technical Architect, custom
software and integration.*



TEAM INTRODUCTION

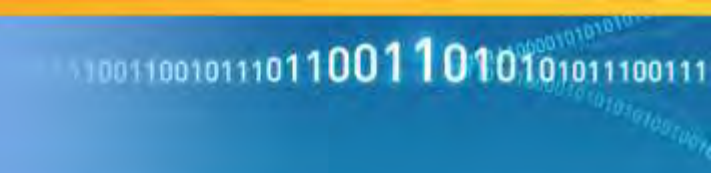


Catriona Koris

Prince 2

Program Management





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CloudServices

**MORE AGILITY.
MORE FREEDOM.
MORE CHOICE.**



Microsoft®

No longer on the horizon: the cloud has come to business computing

"... among large enterprises, cloud computing is gaining critical mass, with more than 80 per cent of respondents at least in trial stages for public and private cloud computing deployments."



The bottom line: Early adopters are finding **serious benefits**, meaning that cloud computing is real and **warrants your scrutiny** as a new set of platforms for business applications."

"...most enterprises will eventually exploit cloud-based services for a **significant portion** of their information services over time and, in the long run, a majority of these implementations will be **hybrids**."



"A recent IDC survey of IT executives, CIOs, and their line of business (LOB) colleagues shows that cloud services are '**crossing the chasm**' and entering a period of **widespread adoption**."

What is

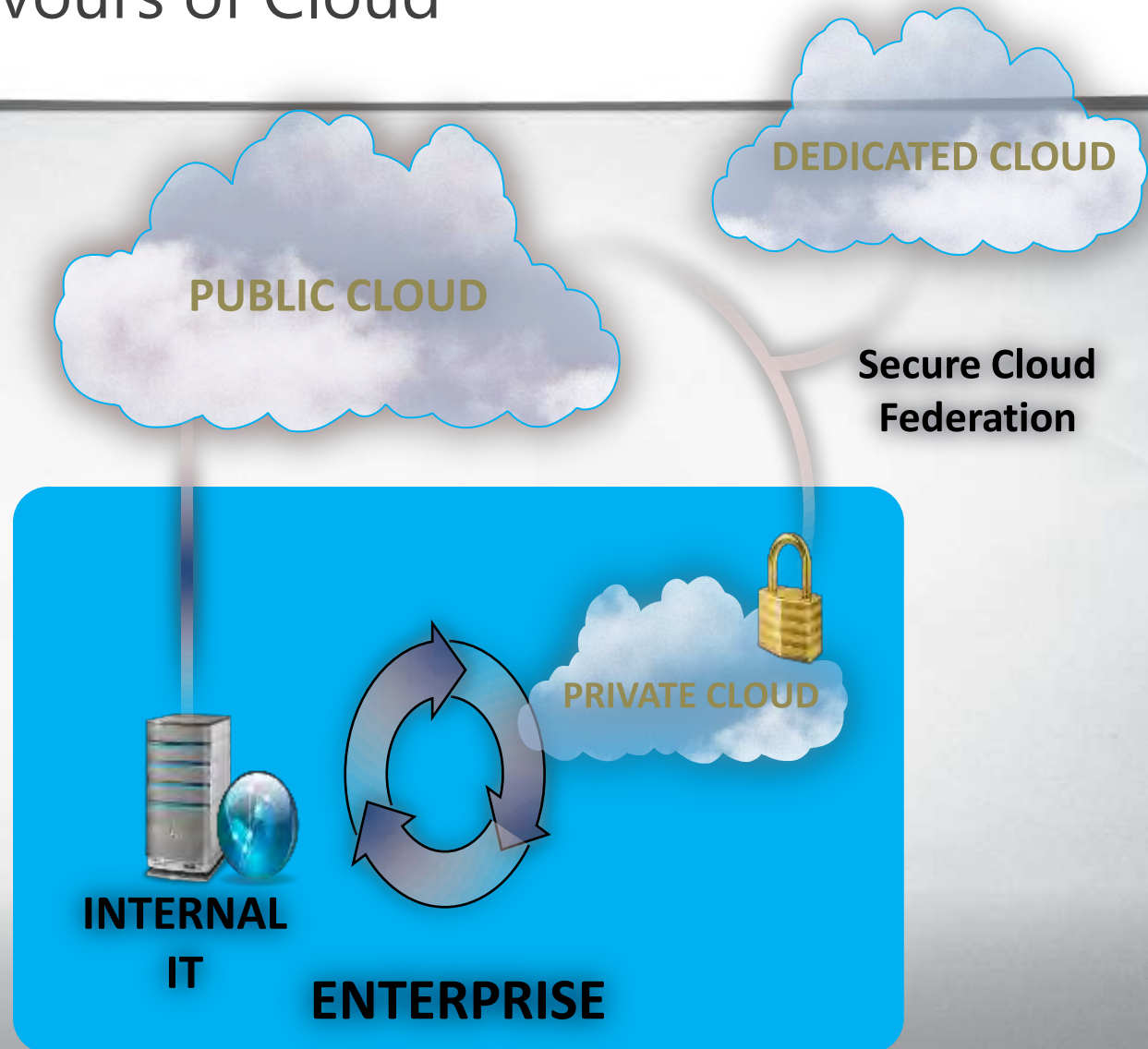
CLOUD COMPUTING?

IS IT

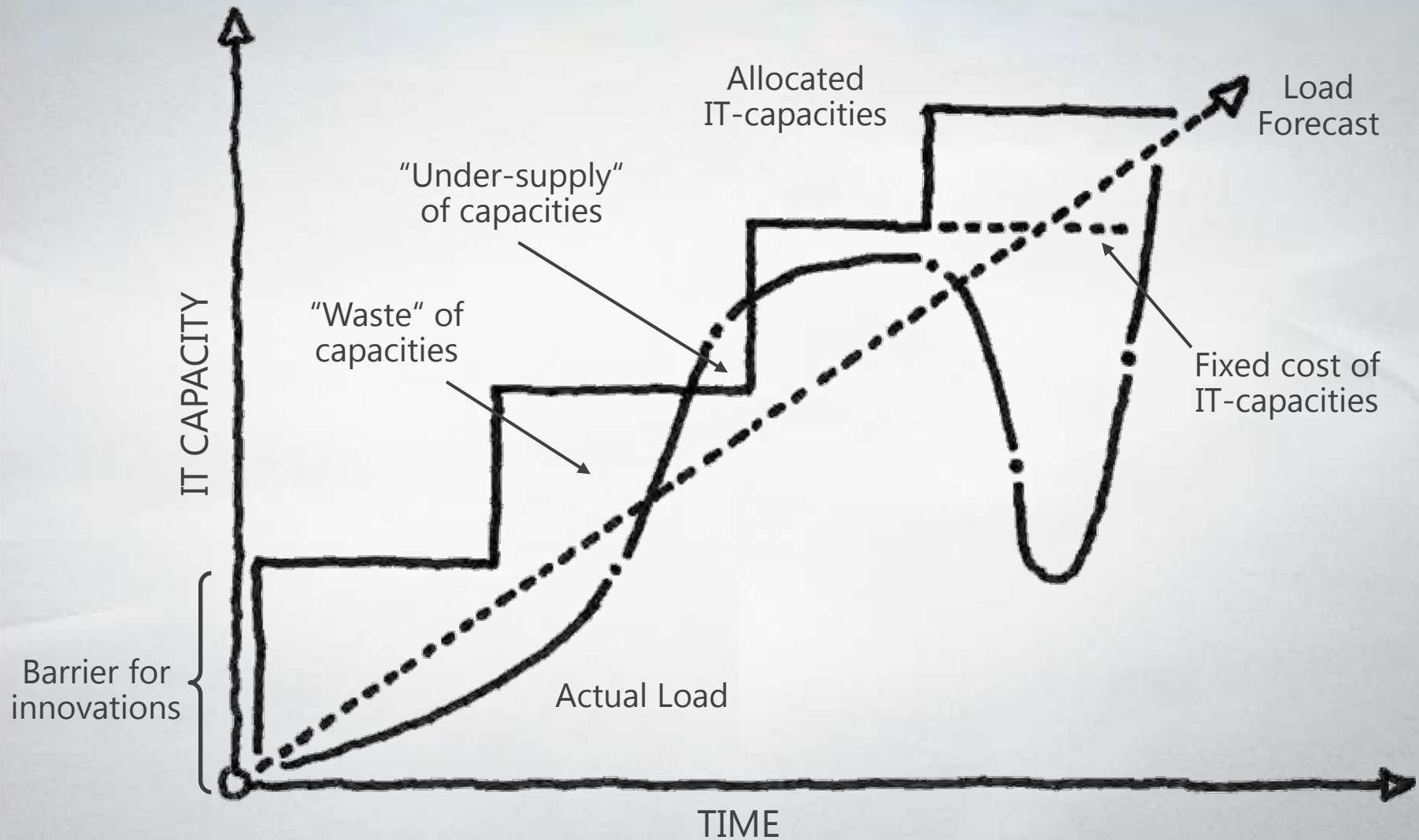
- Web-based applications?
- Web-hosted services?
- Centralized server farms and datacenters?
- Platforms for developing applications?
- Platforms for running scalable applications?



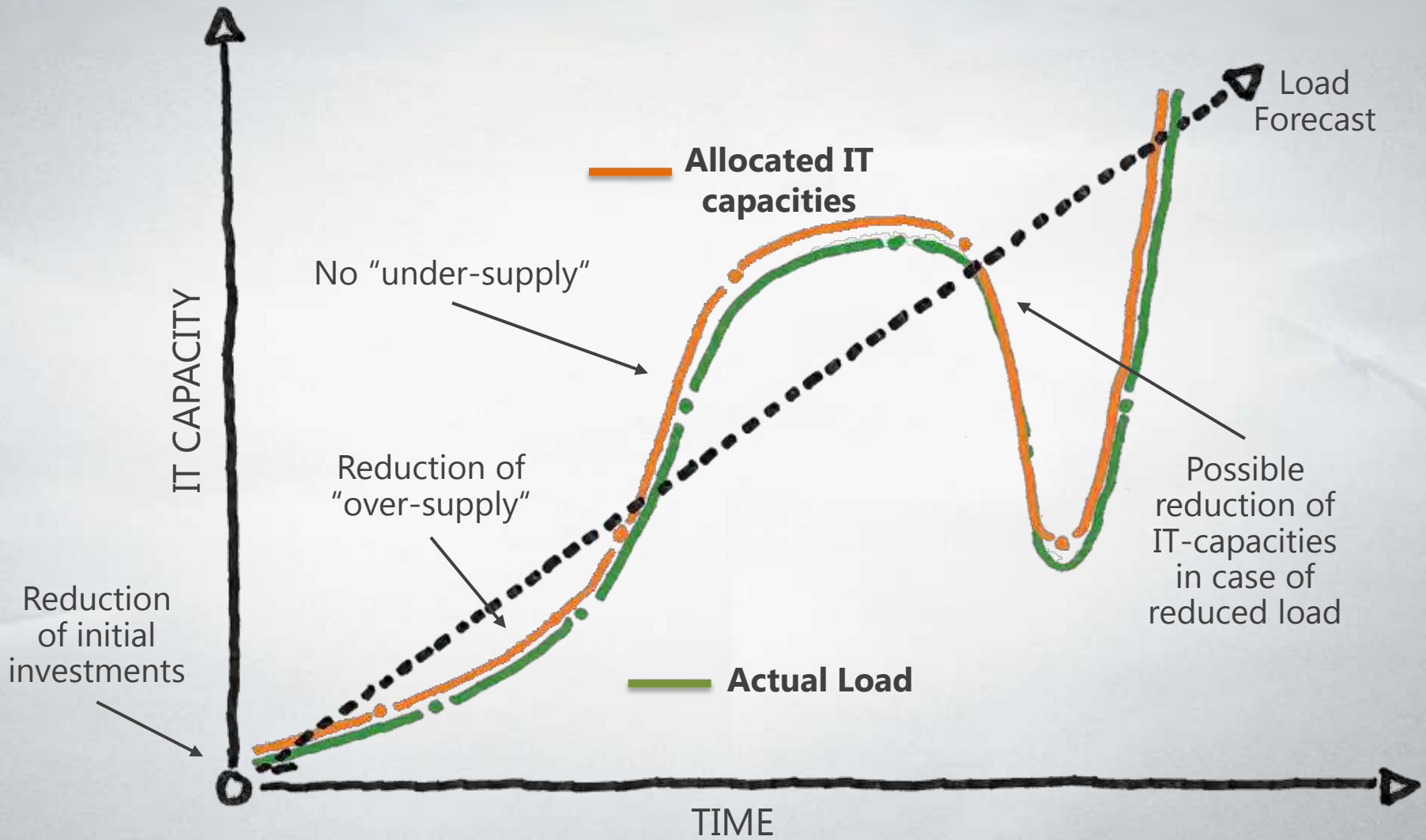
Several Flavours of Cloud



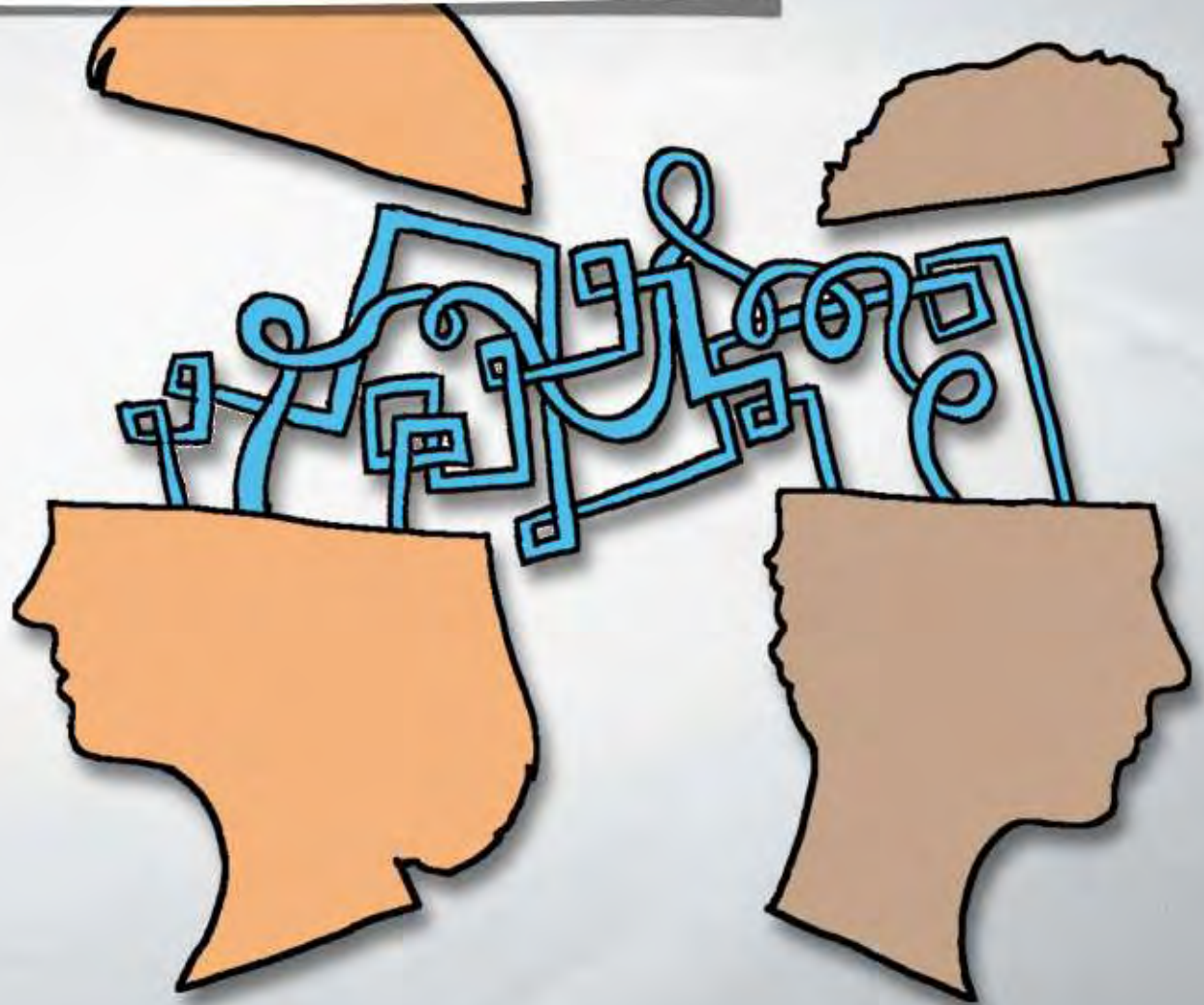
Without Cloud



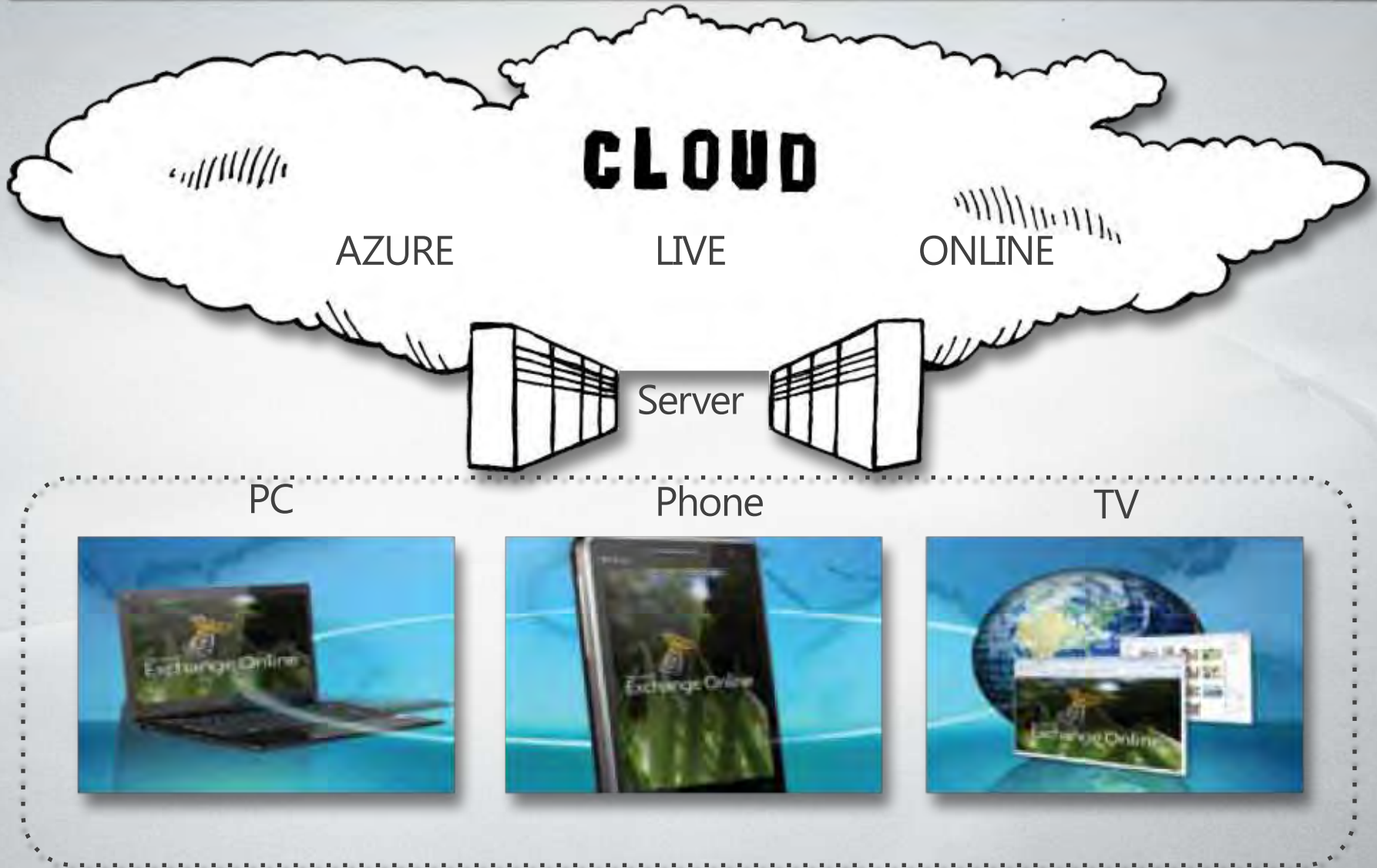
With Cloud



What is Microsoft
CLOUD SERVICES?



Our Vision



Why Software + Services?

Power of Choice

- Hybrid model of on-premises and off-premises

Lower Cost of Ownership

- Economies of scale – you don't need to own the power station to turn on a light

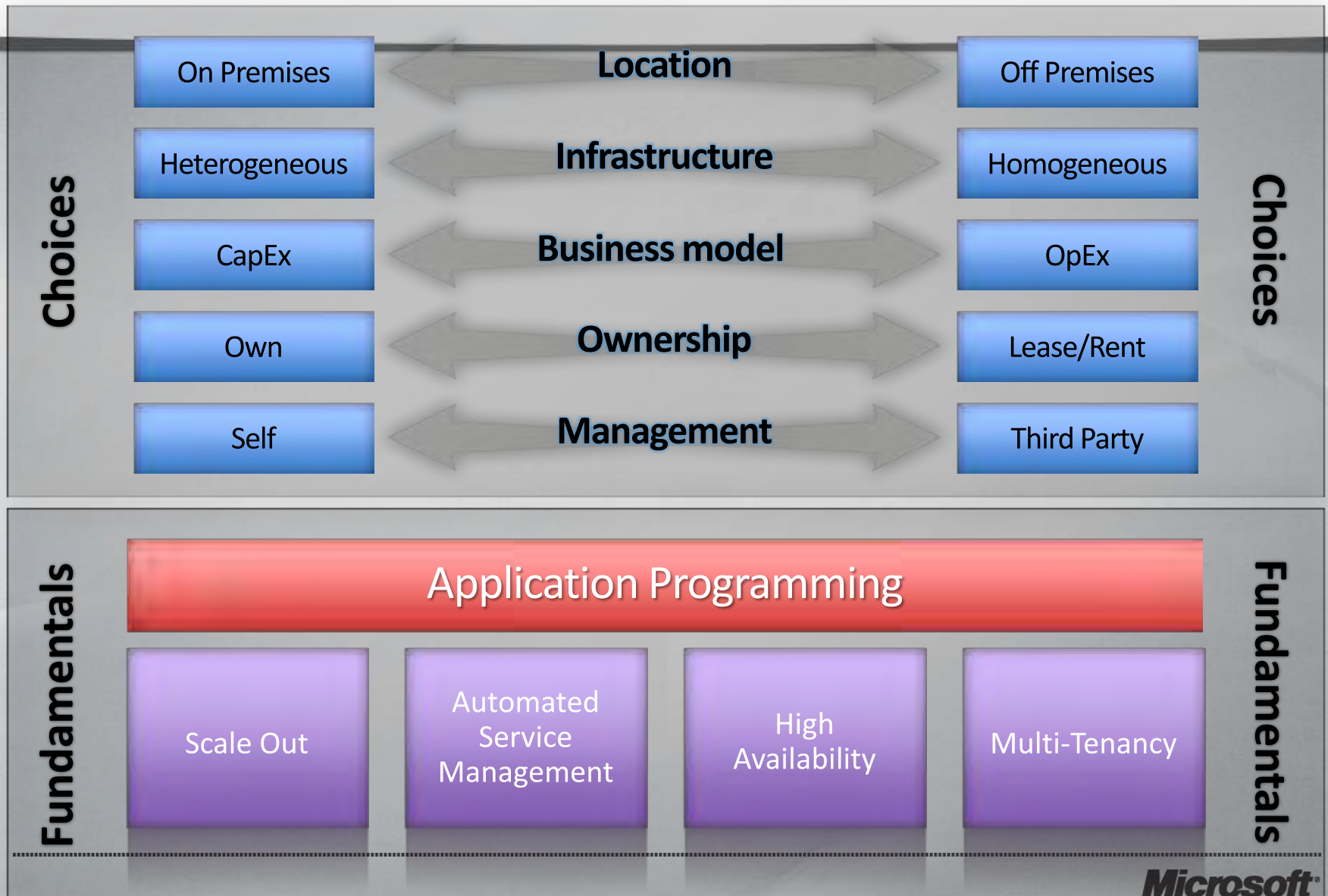
Greater business agility

- Elastic infrastructure to address needs as they arise

Availability and reliability

- High availability architecture with 99.9% SLA with 24/7 support

How Microsoft View the Cloud



What does

MICROSOFT OFFER?



Choice and Flexibility: Building on the Present

Server

Cloud

Microsoft Exchange Server

Communication

Microsoft Exchange Online ← **SaaS**

Microsoft Office SharePoint Server 2007

Collaboration

SharePoint Online **SaaS**

Microsoft Dynamics CRM

Business Apps

Microsoft Dynamics CRM Online **SaaS**

Microsoft SQL Server

Storage

Microsoft SQL Azure ***PaaS**

Active Directory

Identity

AD/Live ID **PaaS**

Windows Server 2008

Platform

Windows Azure **PaaS**

Windows

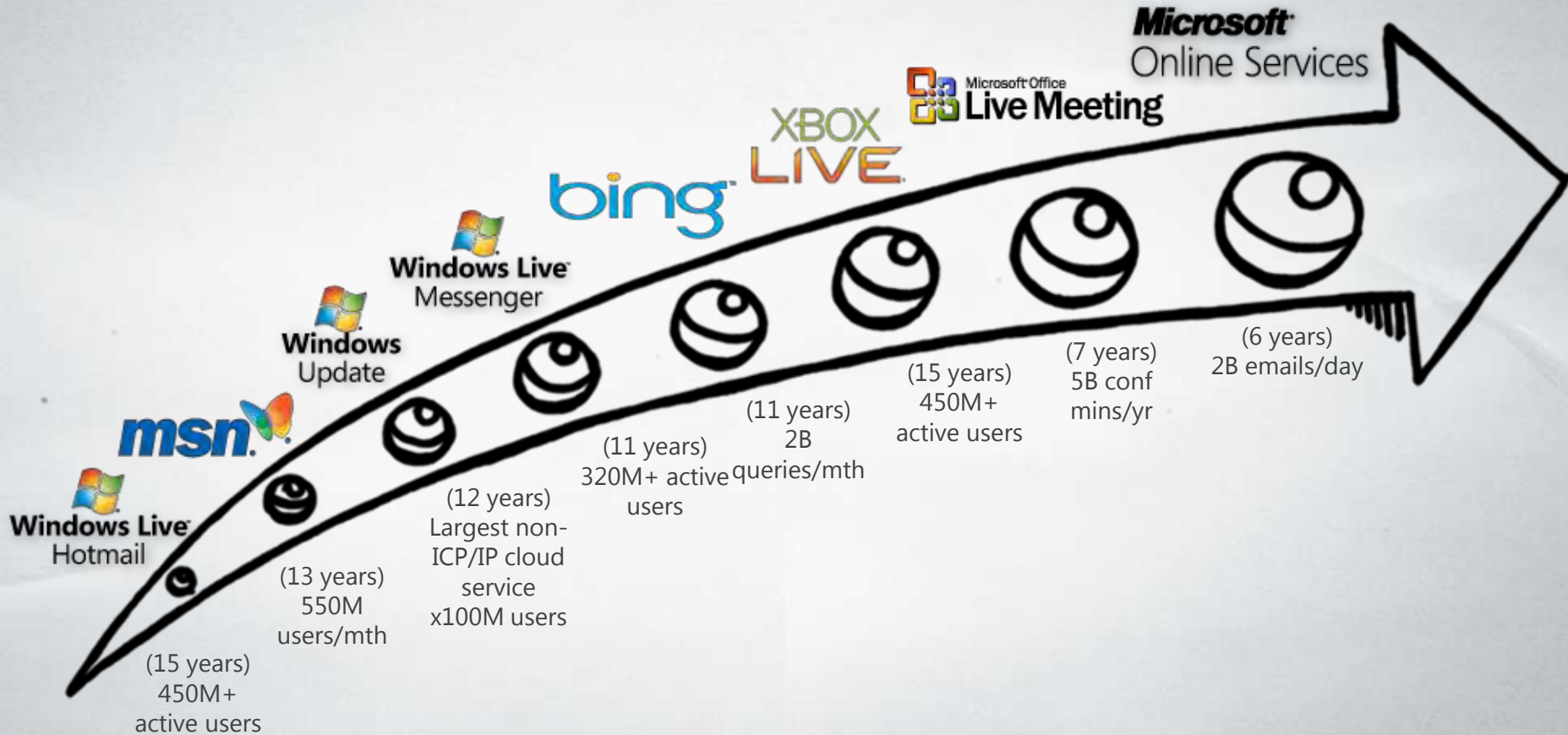
Windows Mobile

Microsoft Visual Studio

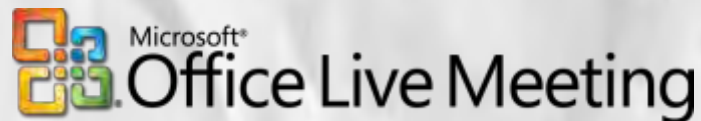
Microsoft Office

Microsoft Office Mobile

The long steady march of Microsoft cloud services

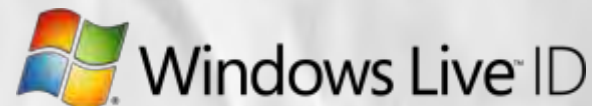


Microsoft in the cloud: The numbers.



5 billion

the number of conference minutes per year



1 billion

the number of Windows Live ID authentications each day



2 to 4 billion

the number of e-mail messages Microsoft Exchange Hosted Services processes each day



2 billion

the number of queries each month on Bing

MS Online Data Center Investment

- Current market
- Coming in April 2010



Virginia with backup in Washington+

1. United States
2. Canada
3. **Mexico**
4. **Puerto Rico**
5. **Brazil+**
6. **Chile+**
7. **Colombia**

+ In FY11 we will launch a co-lo in Brazil that will serve Brazil, Chile, and some other LATAM countries. Until then Brazil and Chile will use Virginia which has acceptable latency rates

Dublin with backup in Amsterdam

- | | |
|--------------------------|--------------------|
| 1. Austria | 13. Israel |
| 2. Belgium | 14. Netherlands |
| 3. Czech Republic | 15. Norway |
| 4. Denmark | 16. Poland |
| 5. Finland | 17. Portugal |
| 6. France | 18. Romania |
| 7. Germany | 1. Spain |
| 8. Greece | 2. Sweden |
| 9. Hungary | 3. Switzerland |
| 10. Ireland | 4. UK |
| 11. Italy | |

Singapore with backup in Hong Kong++

1. Australia
2. **Hong Kong**
3. **India (sales in Nov '09)**
4. Japan
5. **Malaysia**
6. New Zealand
7. **Singapore (sales in Nov '09)**
8. **South Korea (sales July '10)**
9. **Taiwan (sales July '10)**

++ Hong Kong will go-live in Oct 2009. APAC data will be backed up in the US until then

Business Productivity Online Suite

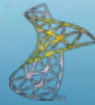
Enterprise class software delivered via subscription services hosted by Microsoft and sold with partners

Customers with 5 to 30,000 Seats

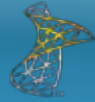
Customers with 5,000+ Seats



Standard



Microsoft®
SharePoint® Online



Microsoft®
Exchange Online



Microsoft®
Office Communications Online



Microsoft®
Office Live Meeting



Ingersoll Rand



AUTODESK



GlaxoSmithKline

Dedicated

Coca-Cola Enterprises Inc.

More than 1M paid seats!

New Services



November 2009



Web Applications

H2 CY2010



System Center Online

H2 CY2010

2008

2009

2010

BPOS Dedicated

Pilot since 2005

WW Launch October 2007

6-8 Months Continuous Update

BPOS Standard

US Launch Nov 2008

WW Launch April 2009

6-8 Weeks Continuous Update

BPOS Dedicated

*Update with 2010 Servers**

Starting March CY2010

BPOS Standard

Update with 2010 Servers

Starting H2 CY2010

* OC Online Dedicated will be updated with Office Communication Server Technology in H1 CY2011 **Microsoft**

Microsoft in the cloud: The customers.



"We have chosen Microsoft Online Services because it promises to deliver a **simple intuitive Information Workplace** that should not only bring value to the company through simplification, but provide an improved user experience and ultimately **create a more productive GSK**"

"In a five month timeframe, we migrated roughly **30,000 people, without impacting their business**, without interrupting their day to day operations, to a hosted solution"

The logo for Coca-Cola Enterprises is shown on a white, crumpled paper background. It features the words "Coca-Cola Enterprises" in a red, cursive script font.



Microsoft Online effectively addressed the TCO challenge because **no infrastructure investment was required by Ingersoll Rand**. Microsoft Online enabled us to actually have a return on our investment within 18 months."

Microsoft[®]

Your potential. Our passion.[™]

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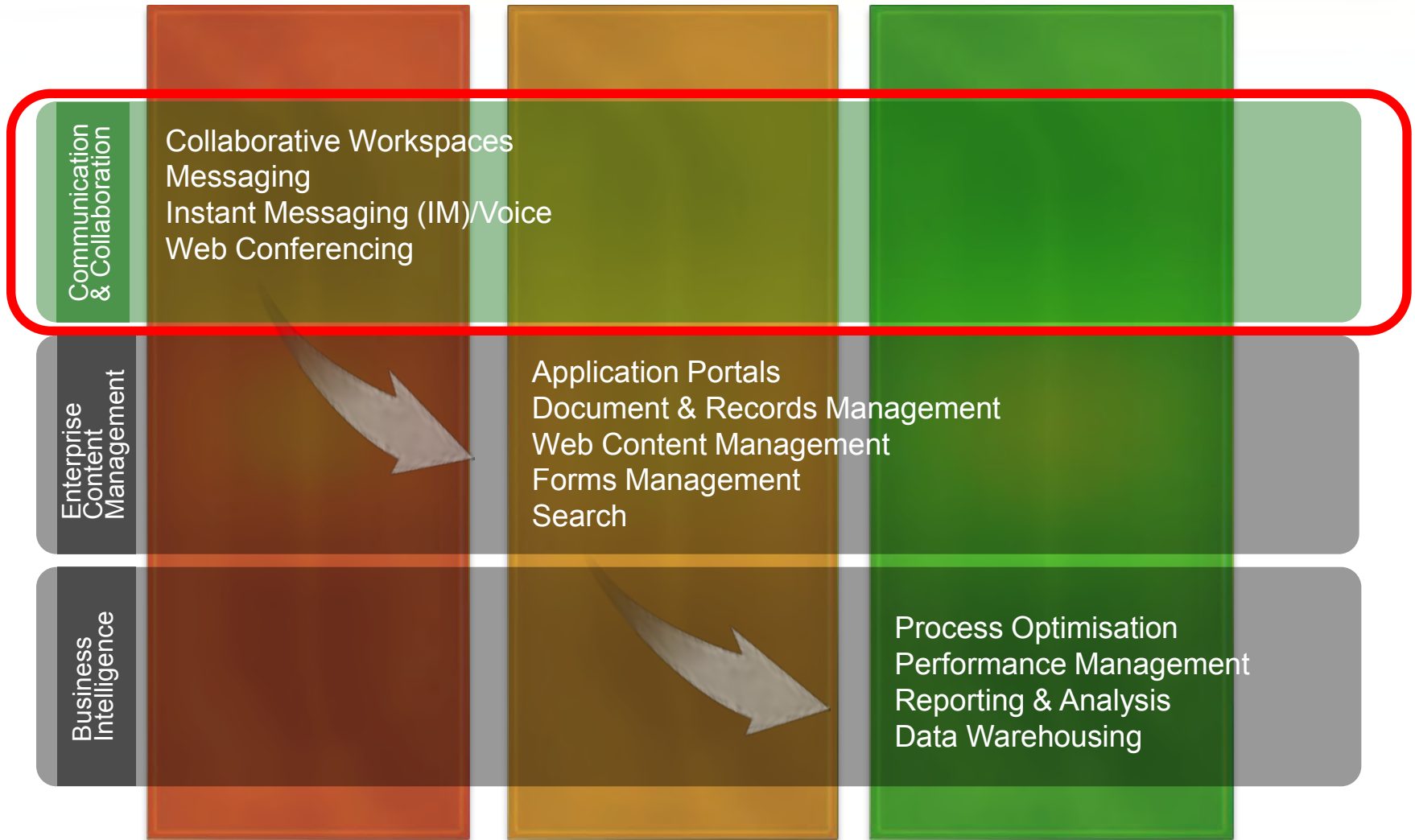
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THE FOCUS



Software *'on premise'*



- Best of both worlds
- Business is in control
- Deployment choices for IT



Services *'in cloud'*



- Commoditised functions into the cloud
 - Large Enterprise Experience for SME
 - Best-in-class SLAs & IT Governance

BPOS – THE COMPONENTS

Microsoft®
SharePoint Online

Microsoft®
Office Communications Online

Microsoft®
Office Live Meeting

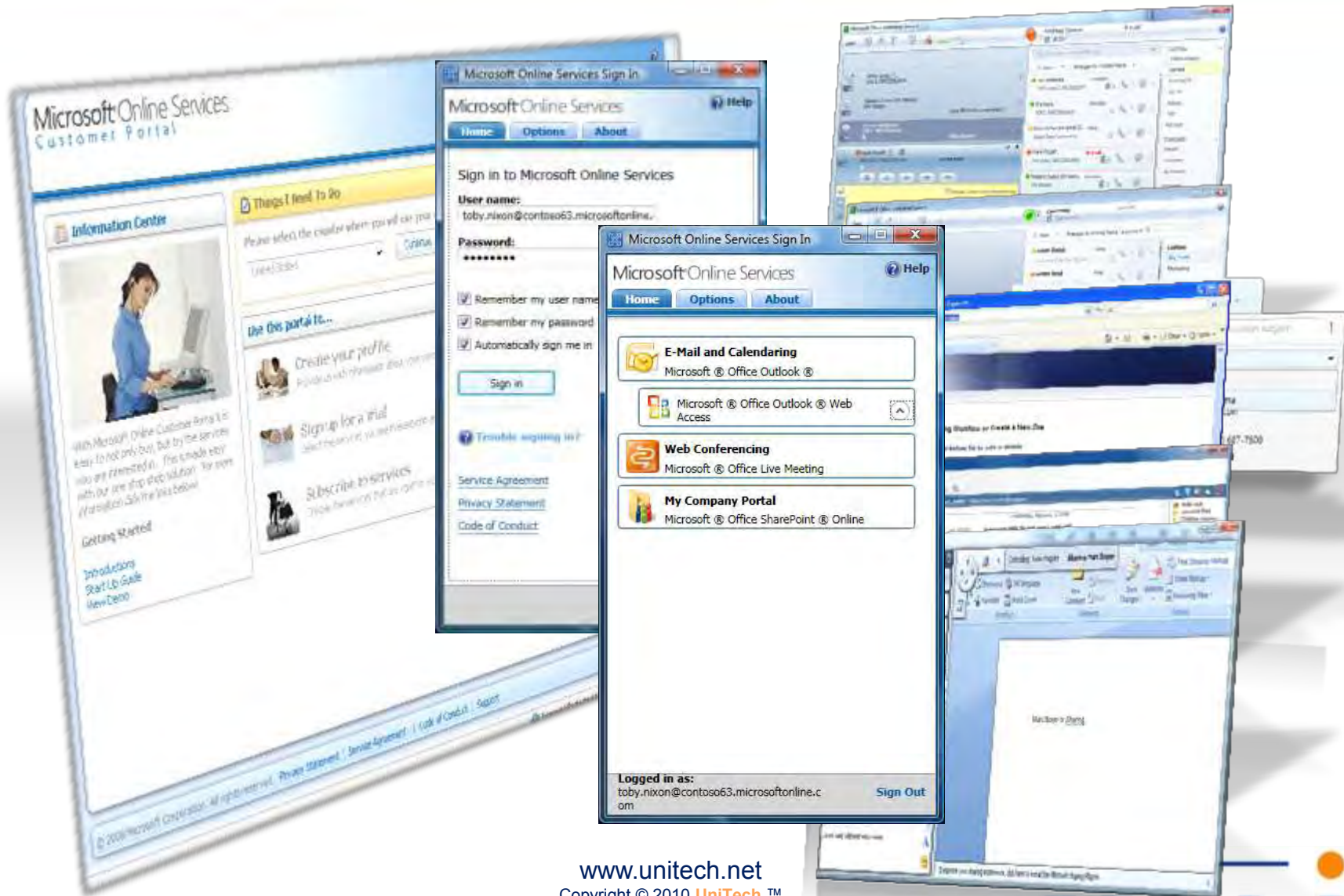
Microsoft®
Exchange Online
Microsoft Exchange Hosted Filtering

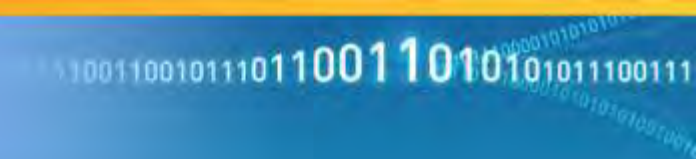
Service Portal

- Support
- Administration
- Reporting
- Account Management
- Add-on Services



BPOS - DEMONSTRATION





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MARKET RESEARCH - KEY CHALLENGES

Better Cost Control

Reduced IT Management Burden

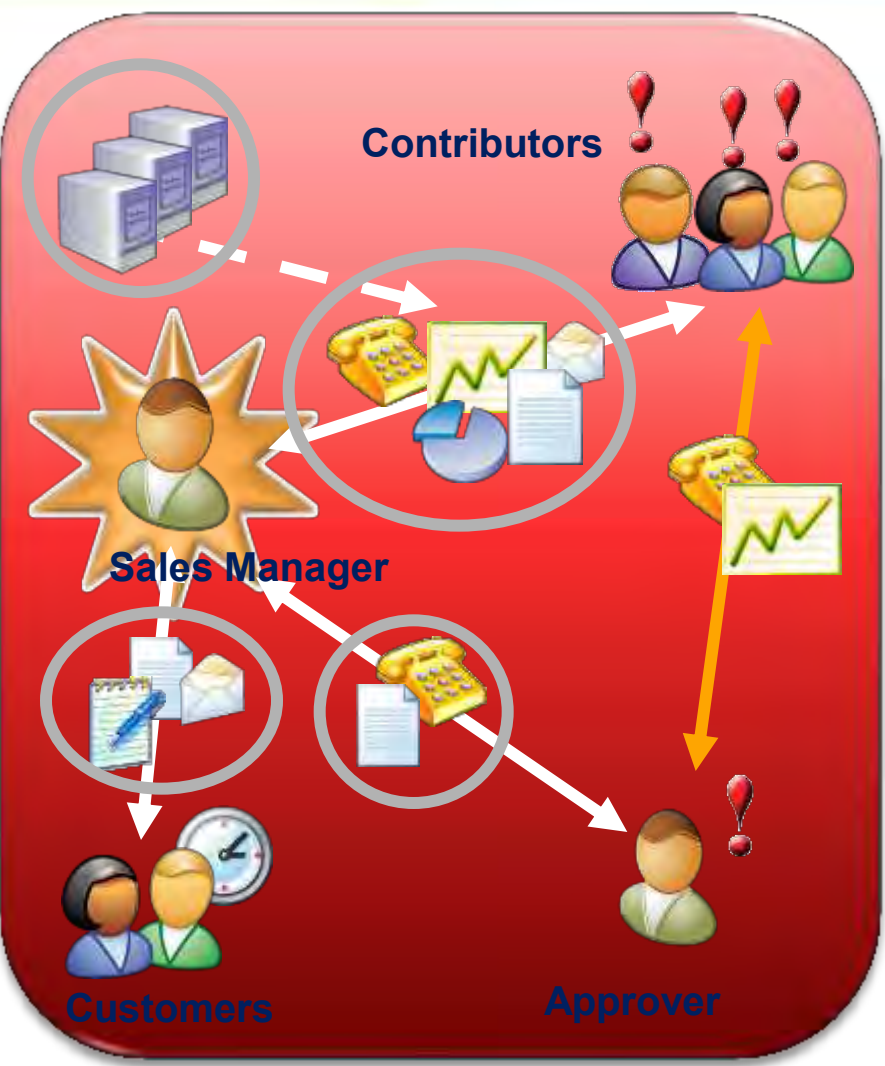
Business-Class Service Levels

Faster Return of Business Value

“I want to focus on my Core Business, not my IT”



BUSINESS EVOLUTION NOT REVOLUTION



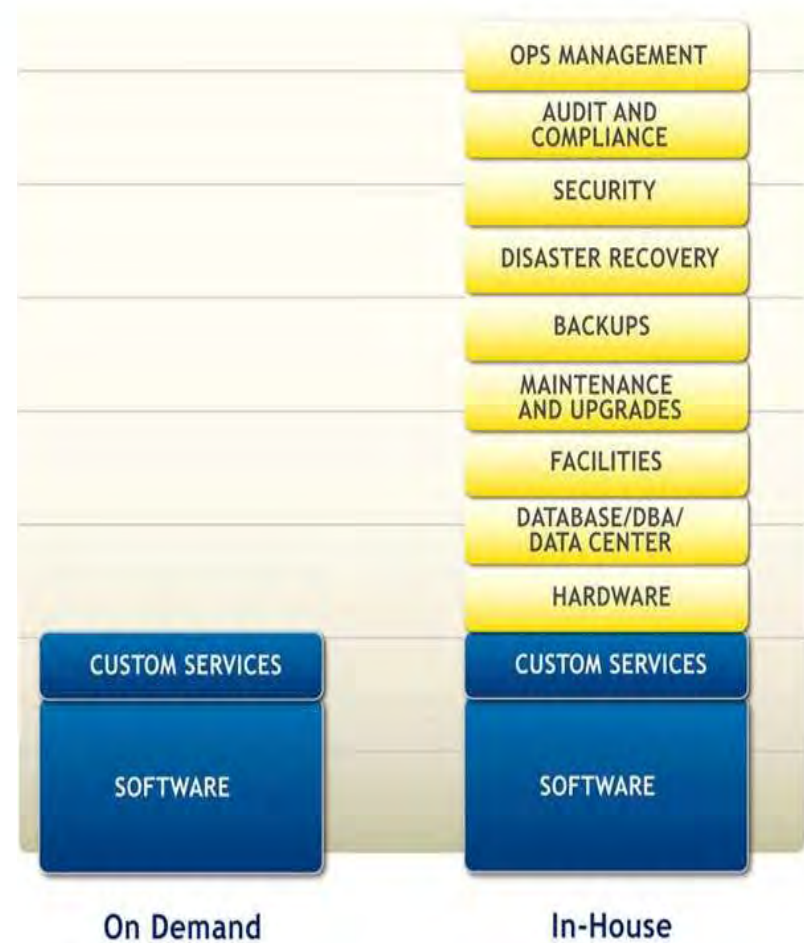


■ Direct costs

- £60 > £80 / user per month
 - Licenses
 - Systems(eMail, Web, File Servers)
 - Services (Support, maintenance)
- Capital intensive

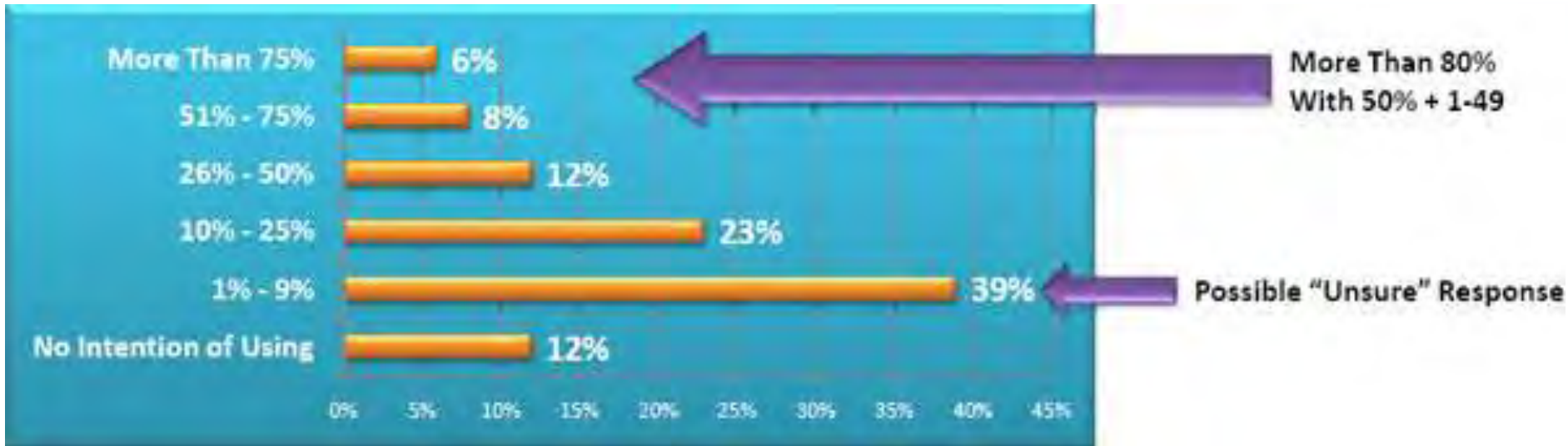
■ Indirect costs

- 70% of SME's lost £ due to Malware
- Evolution!
- User disillusionment
- Resource deflection
- Business Friction

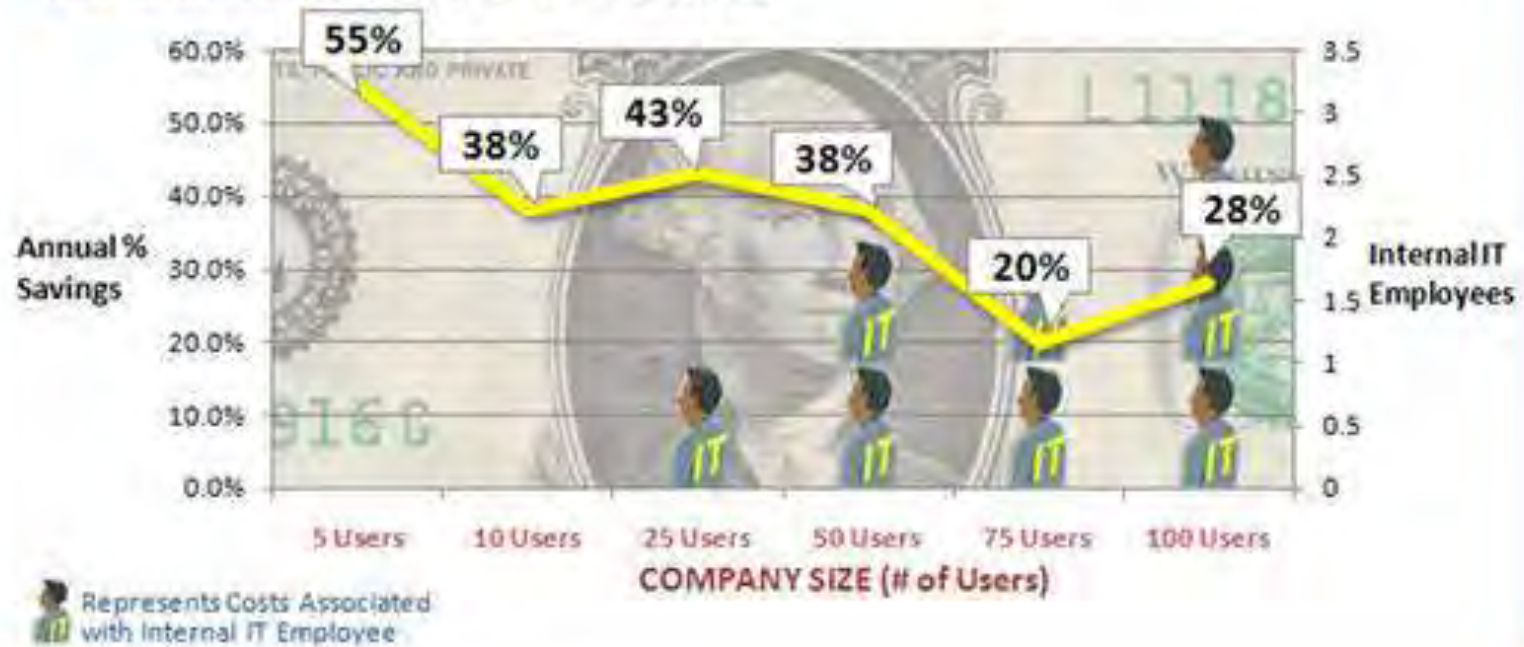


	Ranked Number 1	Ranked in Top 3
Cost Savings	34%	65%
Uptime/High Availability	17%	46%
Performance	12%	43%
Consumption-based Pricing	12%	33%
Scalability	7%	40%
Flexibility	6%	41%
Rapid Deployment	5%	24%

MARKET RESEARCH – UNITECH + HOSTING.COM



Annual % IT Cost Savings using On-Demand vs. On-Premises



CUTTING TO THE CHASE



	Exchange Online Deskless Worker	SharePoint Online Deskless Worker	Deskless Worker Online	Exchange Online Standard	Office SharePoint Online Standard	Office Communication Online	Office Live Meeting Standard	Business Productivity Online Suite (Exchange + SharePoint + OC + LM)	
User Subscription License List Price									
0-249	1.34	1.34	2.01	3.35	3.51	1.34	3.01	6.69	
250-2399	1.29	1.29	1.93	3.22	3.38	1.29	2.90	6.44	
2400-5999	1.20	1.20	1.80	3.00	3.15	1.20	2.70	6.00	
6000-14999	1.10	1.10	1.65	2.75	2.89	1.10	2.47	5.50	
15000+	1.02	1.02	1.53	2.54	2.67	1.02	2.29	5.09	
Step-Up User Subscription License List Price									
								From Core CAL	From ECAL
0-249	N/A	N/A	N/A	2.41	2.22	0.91	1.98	4.79	3.30
250-2399				2.29	2.09	0.86	1.87	4.54	3.07
2400-5999				2.14	1.95	0.81	1.74	4.23	2.85
6000-14999				1.96	1.79	0.74	1.59	3.88	2.61
15000+				1.81	1.65	0.68	1.48	3.59	2.47

- Price based on number of user accounts on the service
- 5Gb email storage per user
- 5 seat purchase min for new customers
- Additional storage is in 1GB units @ £1.67/GB
- BES Minimum of £1k setup fee



CASE STUDY ~ LAWERS ESTATE COMPANY LTD



CASE STUDY ~ LAWERS ESTATE COMPANY LTD

■ Yesterday

- Fragmented unreliable services
- Incoherent IT strategy – must do / make do
- Unstructured administration & support
- User apathy, no accountability
- Financially unaccountable & unpredictable

■ Today

- Service Level Guarantees & support
- Backed up & Resilient email and data
- Self service user empowerment
- Administrative optimisation
- IT integrated into strategic business plan
- Cost Saving & Budgetary certainty = £26.75pa/per user





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- Business Centric

- Business Process + Technology = Business Objectives

V.

- Implementation of IT Product(s) centric

- IT Initiative = Technology Features Shopping!

TECHNOLOGY ROADMAP

- We recognise the strategic nature of Technology in business and the transformation this can deliver
- We propose a Technology Roadmap approach that supports the strategic vision that the business has



Source Basis : Kaplan / Norton 1997

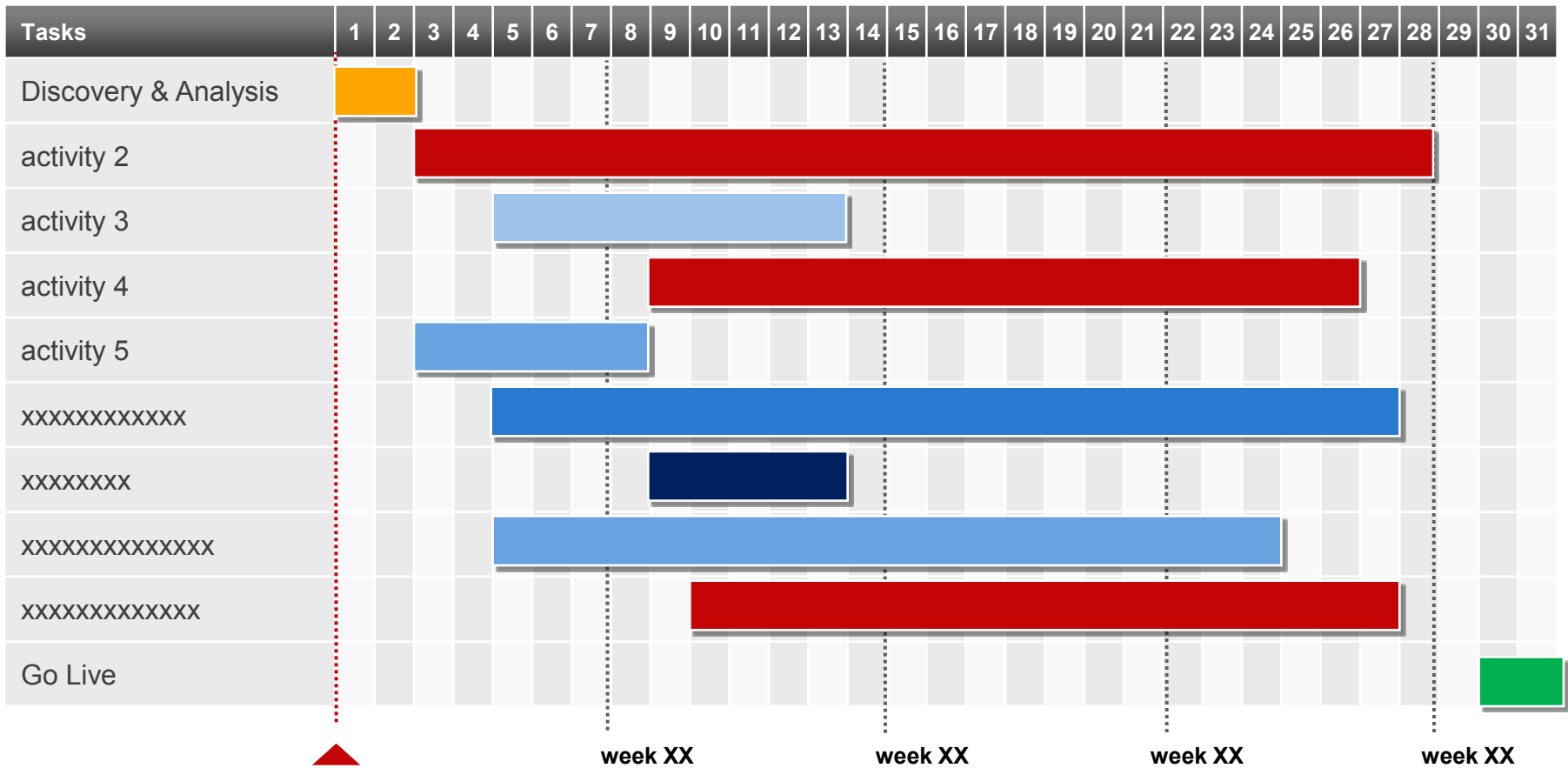


CLIENT SERVICE PORTAL + DEMO



You own the process ~ IT your way NO compromise

- xxxxxxxxxxxx
- xxxxxxxxxxxx
- xxxxxxxxxxxx
- xxxxxxxxxxxx
- xxxxxxxxxxxx
- xxxxxxxxxxxx



START



STEPPING UP TO A CHANGING WORLD

	Agricultural Era	Industrial Era	Information Era	Knowledge Era
Key Asset / Wealth Creator	Land	Factories	Information	Knowledge
Asset Management / Organization	Farm owners	Hierarchy of Managers	Matrix of empowered people	Collaborative communities & teams
Key Technology	Agricultural tools & technologies	Plant & Machinery	Information & Communication Technology	Collaborative technologies
Key Products	Food	Manufactured goods	Information products & services	Intellectual products & services
Key energy resource	Agricultural workers	Raw natural energies & factory workers	Information & information worker	Ideas, creativity, innovation & knowledge workers



THE AGE OF INTENTIONALITY



Making a difference

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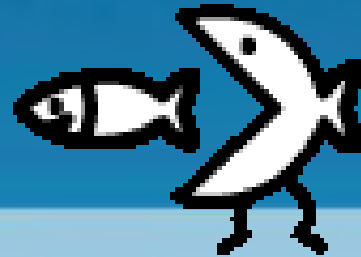


BOTH WORKSPACE AND WORKPLACES





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ITS NOT THE BIG THAT EAT THE SMALL BUT
THE FAST THAT EAT THE SLOW

Jason Jennings:

WORKING WITH UNITECH FOR THE BEST RESULTS

■ Option 1

- Sign-up for a FREE half-day 'Business Value Review'

■ Option2

- Register with UniTech for a free 30-day trial of BPOS

■ Option 3

- Contact a UniTech BPOS specialist or drop into our office for a chat



A PARTNERSHIP FOR GROWTH

- Driving the change is a critical part of the role that UniTech would play
- Ensuring that business & IT are unified in the right way
- The correct balance and timing are maintained
- An open dialogue and effective partnership is established



DO YOU HAVE ANY QUESTIONS?

WE WOULD BE HAPPY TO HELP



**TRANSFORMING
YOUR BUSINESS**

Thank you for your Time Today

**We would welcome your support by completing
your Feedback Forms**

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