

Product Bulletin



Product Bulletin: Implementation Services for Microsoft Exchange

Revision History	Summary of Changes	
February 2008	Initial Version	

This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp products or services.

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1. Summary

This product bulletin announces the availability of updated version of the implementation services for Microsoft Exchange Service. Implementation services for Microsoft Exchange are offered as both a fixed-price, fixed-scope rapid deployment service (RDS) and as a custom service (SOW). These two options address current field requirements and enable flexibility in quoting and delivering this service. Our approach guides the customer in assessing, designing, and implementing integration and implementation services around NetApp SnapManager® for Exchange solutions with Microsoft® Exchange 2003 or 2007.

NetApp implementation services for Microsoft Exchange enable customers to realize the NetApp advantage for Exchange environments. Exemplary Professional Services from NetApp help customers make a smooth transition to the optimal Exchange infrastructure on NetApp.

NetApp Professional Services leverages proven methodologies, tools, and best practices to implement the optimal Exchange solution on NetApp storage for your customer's electronic messaging solution while addressing your customer's business needs.

2. What's New

This version of implementation services for Microsoft Exchange includes necessary technical and sales collateral and tools required to deliver Microsoft Exchange 2003 and 2007 on NetApp.

New part numbers have been defined for “fixed-price and fixed-scope” RDS implementation service for Exchange.

3. Sales Tools

Presentation tools

- Sales presentation
- Service TOI

For fixed-scope and fixed-price engagements:

- RDS service brief

For custom SOW engagements:

- SOW scope definition
- Level of effort and pricing template (NetApp internal use only)

4. Customer-Ready Tools

Service data sheet

- Customer presentation
- RDS service brief

5. Product Information

The following implementation services for Exchange are available to enable customers overcome Exchange 2003 and 2007 implementation challenges to architect, implement, and manage all data management elements.

Fixed-price and fixed-scope:

- RDS implementation service for Exchange

Custom scope:

- Custom SOW service

The PS part numbers listed below are offered in zones A, B, C, and D.

Verify that customer requirements meet services parameters. If necessary, contact the local NetApp Professional Services engagement manager (EM) or a consultant to verify service applicability.

Part Number	Description
For Fixed-Price and Fixed-Scope Engagement	
PS-Z<zone>-EXCHANGE-RDS	Exchange 2003/2007 RDS (New)
For Custom Scope Engagement	
PS-Z<zone>-EXCHANGE-IMPL	Exchange 2003/2007 Implementation Service (Existing)

Quoting

To quote any of these implementation services for Exchange, go to “Add Parts” in the Quote Tool and search for the appropriate part. These

parts will be included on the Professional Service – Project Based section of the Quote Tool in the March release.

Product Availability

The RDS implementation service for Exchange part number will be available to quote in the 10 **March 2008** release of the Quote Tool.

6. Additional Information

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.

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