



Implementation Services

Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased. Our specialist teams are here to provide the right level of services, regardless of your size.

If your organization has complex infrastructure or policy requirements, our connection services provide specialized experts and engineers to streamline your implementation and roll-out. Connection services work across policy mapping, policy configuration, best practices and administrator training.

IDEAL FOR OFFICE365 MIGRATION PROJECTS

If you are migrating from on-premises infrastructure to either a Microsoft Office365 or hybrid solution, Mimecast cloud services provide the perfect layer between your legacy email server and Microsoft Exchange Online. Our team is highly experienced in guiding you on this journey and will allow you to migrate email servers with little or no disruption thanks to our Continuity and Smart Routing capabilities. Once fully migrated, we support your decommission of legacy servers without gating or impacting other operations.

SUPPORT FOR CHANGING BUSINESS AND REGULATORY FRAMEWORKS

Shifts in business strategies and evolving regulatory frameworks (e.g., GDPR) can force organizations to drastically redefine their archiving and security policies. Implementing Mimecast offers an ideal opportunity to revisit your security and archiving plans. Our team are experts in this journey, regularly supporting both simple and complex scenarios, for large and small organizations. Not only can you respond to changing frameworks, you can also optimize your current solution.

KEY BENEFITS:

- Faster time to deployment
- Optimized implementation
- Tailored integration with complex infrastructures
- Dedicated Mimecast product specialists
- Mitigate risk and implement best practices

KEY FEATURES:

- Managed migration of policies and standards, if required
- Dedicated Mimecast project manager, if required
- Scoping session to understand your environment and policies prior to implementation
- Expert guidance on platform best practices

EXPERIENCE AND EXPERTISE

Mimecast works across your project lifecycle to ensure that you have product-specific expertise at whichever stage you need. Additionally, it allows you to build your in-house knowledge and understanding through a close collaboration model. Our team has a proven track record; let us pave your path to success.

PACKAGES

CORE CONNECT

This contains everything you need to get you up and running with your Mimecast solution. If you have a strong and experienced team that is ready to get going with our great documentation, guides and apps then this is the package for you. Don't worry though, if your team does need to speak to someone during the Implementation they can pick up the phone.

MANAGED IMPLEMENTATION

Is your IT already at full capacity or not familiar with email solutions? Don't worry, you can choose a Managed Implementation so that all the set-up and configuration is handled by a Mimecast professional services consultant. We will create and share a project plan so that you have full visibility of all the steps being taken and ensuring knowledge transfer at all key milestones. This package will also cater for all of those complex legacy policies and environments so that you will ensure that everything is up and running as it should be, giving you complete peace of mind.

GUIDED IMPLEMENTATION

Is your IT team strong and experienced but you need that extra level of engagement? Then this is the package for you. You will get a dedicated Implementation Engineer throughout and clear and defined milestones based on our experience and best-practices.

ADVANCED IMPLEMENTATION

This is Mimecast's highest level of support and management, which will see a highly experienced and multi-disciplinary team gathered. A dedicated Implementation Engineer, Professional Services Consultant and Project Manager will work without throughout the duration of the project. This package includes the maximum number of touchpoints (both physical and digital) and increased documentation. Support for eDiscovery, end-user apps, distributed admin and much more are included in this package, so that no matter how complex your requirements we will be able to get you up and running within the shortest amount of time possible.

REDUCING THE RISKS IN YOUR IMPLEMENTATION

Our team has built up a wide range of skills and expertise over thousands and thousands of successful implementations. The team are aware of all the best practices for organizations, of all sizes, and will be an invaluable asset throughout your implementation. All of this means that the common risks and pitfalls are well understood and can be avoided, leading to a faster and more successful implementation for you.



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