

IBM Technology Services for Microsoft

Proactively diagnose and address issues and risks
in your Microsoft environment



Highlights

Identify risks and issues
to resolve

Receive guidance on
prioritization and resolution
best practices

Establish a baseline for
the health of your products
and reassess monthly

Leverage our expertise
to strengthen the skills
of your IT team

IT environments are becoming more complex and your Microsoft applications and servers need to integrate with your environment for seamless performance. Organizations would prefer not to wait until something breaks to fix it. But they lack the monitoring capabilities to use a more proactive approach. When Microsoft applications are working with mission critical applications, you want to ensure that you have an optimal security configuration. IT teams spend a lot of time trying to find the information to fix what's broken which slows them down on more strategic projects.

IBM Technology Services for Microsoft enable organizations to gain expert insights into the health of the following Microsoft products: Active Directory, SQL Server, SharePoint Server, Office 365 Exchange, Azure Active Directory and Exchange Server. Our Microsoft technology experts will help you to proactively diagnose issues and risks, review results online and receive continuous best practice guidance updates.



Identify risks and issues to resolve

Prior to working with your engineer, you will setup your assessment and generate your first set of results analyzing your Microsoft product against best practices developed by Microsoft technology experts. An expert on Microsoft products from IBM will then help you understand your results and develop a plan that prioritizes for and limits risk while improving your environment. These results will be analyzed by your engineer who will help you understand any issues identified and ensure that you have the right information to fix the issue.

Receive guidance on prioritization and resolution best practices

Your expert will share their perspective on what issues you should address first, enabling you to prioritize work based on risk levels. They will also share the best practices and steps to take to optimize your environment. Not only will you have the expert advice you need to prioritize your work effort, but you'll have the recommendations to optimize your environment to prevent issues before they arise.

Establish a baseline and reassess monthly

Once you have run the process to analyze your system, you'll have a baseline picture of the health of your Microsoft products. This allows you to reassess your environment on a monthly basis. Leveraging the results will provide ongoing insight into the continued health of your Microsoft applications, ensuring that you are applying the latest best practices and optimizing performance within your overall environment.

Leverage our expertise to strengthen the skills of your IT team

If your team needs help getting up to speed on configuring and tuning critical Microsoft products, we can help. Our generic workshop is designed to provide customized training based on your team's skills gaps and needs. We'll work with you to craft an agenda and environment that facilitates group discussions, presentations, demonstrations and hands-on experience. Resources and labs are available online for up to six months after the workshop.

Microsoft Products and Services scope

Product name	Scope	Technical scope	Software requirements
Active Directory	<ul style="list-style-type: none"> – Assess your environment across topology, replication, DNS and more – Runs on a single Active Directory Domain Services (ADDS) forest that is hosted on physical hardware or virtual machines 	<ul style="list-style-type: none"> – Forest and domain trusts – Operating system configuration, security patch and update levels – Domain and domain controller configuration compared to recommended guidance 	<ul style="list-style-type: none"> – Windows Server 2012 R2 – Windows Server 2016 – Windows Server 2019 – Windows Server 2022 – Domain controllers running on on-premises physical or virtual machines, Microsoft Azure virtual machines, or Amazon Web Services virtual machines.
Active Directory Security	<ul style="list-style-type: none"> – Assess your environment across topology, replication, DNS and more – Runs on a single Active Directory Domain Services (ADDS) forest that is hosted on physical hardware or virtual machines 	<ul style="list-style-type: none"> – Operational processes – Privileged accounts and groups membership as well as regular account hygiene – Forest and domain trusts – Operating system configuration, security patch and update levels – Domain and domain controller configuration compared to recommended guidance – Key Active Directory object permission – Delegation 	<ul style="list-style-type: none"> – Windows Server 2012/R2 – Windows Server 2016 – Windows Server 2019
Azure Active Directory	<ul style="list-style-type: none"> – Assess a single tenant through both operational interviews and automated data collection – Assess risk across a broad range of Azure AD topic areas including identity and access management, governance, security and operations 	<ul style="list-style-type: none"> – Operational processes – Privileged roles and identity management – Applications – Conditional access – Authentication – Users and groups – Component versioning – Security configuration – Availability – Maintenance 	<ul style="list-style-type: none"> – Windows Server 2016 or Windows Server 2019 – Microsoft .NET Framework 4.6.2+ – Azure AD Preview 2.0.2.27 module – MSONline PowerShell module – Azure Resource Manager PowerShell module
Exchange Server	<ul style="list-style-type: none"> – Assess your Exchange configuration, topology, data integrity and more – Assesses a single Exchange organization with up to 100 servers running a supported version 	<ul style="list-style-type: none"> – Server configuration – High availability – Performance – Databases – Transport configuration – Client access configuration – Directory service access – Operational excellence 	<ul style="list-style-type: none"> – Exchange Server 2013 – Exchange Server 2016 – Exchange Server 2019

Microsoft Products and Services scope

Product name	Scope	Technical scope	Software requirements
SQL Server	<ul style="list-style-type: none"> – Assess risk across database design, security, performance, availability and more – Available for an on-premises, Azure VM, or Amazon EC2 (AWS) SQL Server environment – Supported scenarios include: Single server, Failover Cluster, AlwaysOn Availability Groups, Domain-independent and Read; Scale availability groups are supported with some limitations 	<ul style="list-style-type: none"> – Operational processes – Privileged accounts/groups membership as well as regular account hygiene – Forest and domain trusts – Operating system configuration, security patch, and update levels – Domain and domain controller configuration compared to recommended guidance – Key Active Directory object permission 	
Office 365 Exchange	<ul style="list-style-type: none"> – Assess your Office 365 Exchange tenant configuration, topology, data integrity and more – Assesses a single Office 365 Exchange tenant 	<ul style="list-style-type: none"> – Operational survey to collect information pertaining to operational excellence for maintaining an Office 365 tenant – Secure Score to collect the security configuration of the overall tenant <p>Exchange Online configuration data:</p> <ul style="list-style-type: none"> – Transport rules – License consumption – Role groups – DirSync issues – SPAM notifications – Hybrid configuration – In-Place Hold – Modern authentication – Quarantine policy – DLP Policies in place 	<ul style="list-style-type: none"> – Office 365 tenant with Exchange deployed
SharePoint Server	<ul style="list-style-type: none"> – Assess your SharePoint configuration, topology, data integrity and more – Assesses a single SharePoint farm, hosted on-premises or on Azure Infrastructure as a Service (IaaS), with up to 30 servers and up to 50,000 webs running on supported versions of Windows Server 	<ul style="list-style-type: none"> – SharePoint configuration – SharePoint topology – SharePoint health analyzer – SharePoint data integrity – Event log analysis – Operational excellence 	<ul style="list-style-type: none"> – Windows Server 2012 R2 – Windows Server 2016 – Windows Server 2019 – SharePoint 2010 – SharePoint 2013 – SharePoint 2016 – SharePoint 2019
SharePoint Server Tenants	<ul style="list-style-type: none"> – Assess your SharePoint Online tenant configuration, topology, data integrity and more – Assesses a single SharePoint Online tenant 	<ul style="list-style-type: none"> – Baseline of operational processes – High level tenant security – SharePoint Online configuration – OneDrive for Business configuration 	<ul style="list-style-type: none"> – Office 365 tenant with the SharePoint workload

Conclusion

IBM Technology Services for Microsoft can help you analyze your Microsoft environment for potential issues, propose best practice resolutions to issues and improve your Microsoft environment. With the help of our experts, you can keep your Microsoft environment running smoothly in cooperation with the rest of your IT infrastructure.

Why IBM Technology Support Services?

IBM Technology Support Services professionals have decades of expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer, hardware and software products. IBM has been a [Microsoft Gold Premier Partner](#) for more than two decades. You can count on IBM Technology Support Services to help keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Technology Services for Microsoft, please contact your IBM representative or IBM Business Partner®, or explore the [IBM Technology Support Services website](#).

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