



Be Ready...Microsoft 2007 is Coming! — and EMC is a Microsoft Partner of Surprising Depth

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Management Summary

Winter, to spring, to summer, to fall. Some people relish the changing of the seasons. It shakes up the mundane and brings a dose of excitement to daily life. Other people wish the seasons would linger, especially their favorite ones. They don't want to see a good thing pass. It takes getting used-to, and the seasons never stop *changing*. **In any case and whichever your perspective, it is best to be ready. Because the next season is just around the corner.**

If computer software were a season, one might say that big changes are in the air. Microsoft, the world's largest software vendor, will release several important software updates in late 2006 or early 2007:

- *Exchange 2007* – The enterprise messaging and collaboration platform will have new features around security, accessibility, and manageability
- *Office 2007* – The ubiquitous office productivity suite will be more capable and easier to use, especially in terms of the user interface and collaboration with others
- *Windows Vista* – The long-awaited client operating system will have numerous new features around security, organizing information, and ease of use

The impact of these “Microsoft 2007” upgrades will be broad, since many enterprises employ one or more of these products. If you have not already, it would be wise to start evaluating them and perhaps drawing up migration plans. Like the changing seasons, software upgrades require preparation and some getting used-to!

Your enterprise may also need supporting computer equipment or third-party expertise to facilitate the upgrades. Among service and solution providers for Microsoft environments, one that may be overlooked is EMC. It has a related offering that spans three areas:

- Storage, server, and network-related products that integrate with Microsoft applications, including deeper functional and management integration
- Joint engineering and solution development
- Professional services for Microsoft environments, ranging from support and installation to optimized infrastructure and application development

Read on for details.

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Microsoft 2007 Presents Opportunity and Challenge

Change is coming, and not only because fall is in the air. Microsoft is on the verge of releasing several notable software updates:

- *Exchange 2007* – a significantly enhanced enterprise messaging platform
- *Office 2007* – the latest and greatest version of its ubiquitous office productivity suite
- *Windows Vista* – the long-awaited client operating system

All of these are scheduled for release in late 2006 or early 2007, and these dates are reasonably firm at this point. The impact of these software upgrades will be felt far and wide, because many businesses, governments, and institutions around the globe use Windows, Exchange, and Office. Microsoft is the world's largest software company, and these are its three cornerstone products.

To users of Microsoft products, these updates present both an opportunity and a challenge. The opportunity is to leverage numerous new features for security, performance, efficiency, availability, access, aesthetics, ease of use, organization of information, and manageability. They are like a tool chest of new ways for an enterprise to run more productively and efficiently. This is the incentive to upgrade.

At the same time, there is a challenge in managing the work, costs, and risks to make the switch. There is a process of due diligence in a software migration. An enterprise must:

- **Understand and evaluate** the new software capabilities;
- **Assess** the business benefits, such as TCO savings, improved productivity, resilience, and business continuity;
- **Weigh** the costs and risks;
- **Decide** when and if to perform the upgrade;

Exchange 2007

Microsoft Exchange 2007 is the latest version of Microsoft's market leading messaging and collaboration software application. It provides a centralized service for e-mail, calendaring, and contact and task management. Since e-mail has become such an essential communication tool, business truly needs it to be as robust and secure as a telephone connection.

Exchange 2007 features a cornucopia of spam and virus countermeasures to reduce unwanted messages and threats entering via e-mail. It can encrypt messages for confidentiality and screen message routing based on content and rules, in order to enforce business policies and keep proprietary information from falling into the wrong hands. It has full-content search, which is useful for litigation discovery and compliance. In the spirit of "anywhere access", users can access Exchange 2007 from the Outlook client as well as through a Web browser or Windows mobile device. It also translates text to speech, so users may check e-mail and calendars by phone as well as listen to voice mail from their inbox. The software deploys in a modular way with five different server roles, allowing for a more scalable and secure deployment. An evaluation will allow you to assess these and many other new features of Exchange 2007.

Migrating to Exchange 2007 may necessitate new or improved infrastructure. For performance and scalability reasons, only 64-bit server platforms are supported. The role-based server architecture will require some additional thought and planning. Consider archiving as a way to reduce Exchange Server database sizes to smooth and speed migrations. Furthermore, a migration is in general a good time to consider server and storage consolidation, since your enterprise could perform both in one fell swoop. A consolidated infrastructure is more cost-effective, robust, and easier to manage.

Source: Microsoft

- **Design** a migration plan that includes changes to IT infrastructure (i.e., computer, storage, network), processes, and data;
- **Perform** the migration in a minimally disruptive manner; and
- **Train** administrators and users on the new software

The aim is to maximize the benefit and minimize risks to your business. After an evaluation and assessment, you may decide to upgrade immediately or defer for a period. You may make changes to the infrastructure to support or leverage new capabilities, such as enhanced server roles in Exchange 2007 or PC upgrades for Vista. You may decide to extend information management processes, such as archiving e-mail for Exchange. In other words, implicit in this wave of software enhancements is an opportunity to benefit from overarching infrastructure and process changes.

Now is a good time to put together a strategy for getting the most out of the imminent Microsoft updates. If you have not already, begin to evaluate the upcoming releases of Exchange 2007, Office 2007, and Windows Vista.¹ *See the sidebars for brief descriptions of the features, benefits, and requirements of Exchange 2007, Office 2007, and Windows Vista.*

You might also choose to engage third-party expertise in developing and executing your upgrade plans. Professional services can speed up, optimize, and lessen the risk in the upgrade process – not to mention relieving your already-burdened IT staff.

EMC's Microsoft Expertise

One third-party resource for Microsoft environments that may be overlooked is EMC. While normally thought of as an information management and storage vendor (and it is), EMC has accumulated several Microsoft partner accolades that are indicative of its emergence as a Microsoft service and solution provider of surprising

¹ Beta versions are available.

Office 2007

Microsoft Office 2007 is a suite of software productivity tools that includes *Word, Excel, PowerPoint, Outlook, Access, Publisher, Project, Groove, OneNote, InfoPath, SharePoint, Visio*, and more. This broad product list encompasses everything from word processing and spreadsheets to collaboration and project planning.

Salient new or improved features of Office 2007 include a user interface called the “ribbon”, which replaces menus and toolbars. It adapts to the context of a user’s activity, making it easier to access relevant commands. Collaboration and workflow capabilities, especially around the SharePoint product, let users efficiently work together and share information. Office 2007 uses an XML-based file format (XPS), which is open and more robust, concise, and interoperable. It can also save as a PDF, as well as previous document formats. There are many, many other changes to Office 2007, so be sure to evaluate it.

Users will need training for the new interface and capabilities. You may need to upgrade PCs to support Office 2007. According to Microsoft, it requires at least a PC with Microsoft Windows XP Service Pack 2 or Windows Vista, a 500MHz processor, and 256MB of RAM. To run Microsoft Outlook 2007 with Business Contact Manager, the minimum is a 1GHz processor and 512MB of RAM.

Source: Microsoft

depth. They include Gold Certified Partner, Global Systems Integrator Partner (GSI) and Global ISV Partner. More formally, EMC and Microsoft announced in March 2006 an expansion of their alliance for delivering integrated information management solutions in Microsoft Exchange Server and SQL Server environments. They also announced recently that they would work together to integrate EMC Documentum and Microsoft SharePoint for enterprise content management.

To take a step back, EMC rose to prominence in the enterprise storage market in the 90s with the success of its Symmetrix storage arrays in data centers. Since that time, it has extended its storage family to the entry level and added numerous software products for protecting, managing and sharing information over its lifecycle. EMC has also built a global services organization of 9,000 people.

Enterprises everywhere use Microsoft applications, so it was natural that a storage market leader would integrate with Microsoft for customers who wanted reliable interoperability. This much was expected. However, EMC has gone beyond standard integration to take a broad and active approach to support and optimize Microsoft technologies. This can be seen in three areas:

- **Storage, server, and network-related products** that integrate with Microsoft applications, including deeper functional and management integration
- **Joint solution development**, in the context of the EMC-Microsoft alliance
- **Professional services for Microsoft environments** that range from support and installation to managed services, application development, and optimized IT infrastructure

EMC Product Integration with Microsoft Technologies

EMC is fundamentally a technology company, and nearly all EMC products intersect with Microsoft technologies in one way or another. Highlights include:

- **EMC Storage Systems** - *Symmetrix DMX high-end and CLARiiON UltraScale CX3 and AX mid-tier networked storage systems* – These established brands provide robust storage for Windows servers and applications. They support storage area network (SAN) configurations over Fibre Channel (for performance) and iSCSI (for lower cost) connections. Both Symmetrix and CLARiiON have numerous software capabilities for data protection, recovery, and management in Micro-

Windows Vista

Windows Vista is the newest version of Microsoft's client operating system. Previous versions in the Windows pantheon include Windows XP, Windows Me, Windows 98, and Windows 95.

Vista features a graphical user interface that is more intuitive to use and aesthetically pleasing. For instance, it is easier to access commands and work with multiple windows simultaneously. Vista has many built-in security features that guard against malware, such as viruses, spyware, and worms. Its integrated search indexes more than filenames, but also file content and metadata. This means you can quickly find *anything* on your PC quickly as well as organize information logically by content. To assist with digital media, Vista has numerous enhancements including an all-in-one tool for importing, organizing, and editing photos and video. Vista has many other features, and an evaluation will give you a fuller sense of what it offers.

Your enterprise may need to upgrade PCs to support Vista. According to Microsoft, a minimally capable machine would have an 800 MHz processor, 500 MB of system memory, and a graphics processor that supports *DirectX 9*. However, for the full Vista experience including the graphical interface, a PC should have at least a 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB of system memory, support for DirectX 9 graphics with a WDDM driver, 128 MBs of graphics memory, Pixel Shader 2.0 and 32 bits per pixel, a 40 GB of hard drive with 15 GBs of free space, a DVD-ROM drive, audio output, and Internet access.

Source: Microsoft

soft environments. In fact, CLARiiON earned the *2006 Reader's Choice Award* for Best SAN Array in *Windows IT Pro Magazine*.

- **EMC's replication and management tools** – *EMC TimeFinder, SnapView, SnapSure,*

SAN Copy, SRDF/S, RepliStor, Replication Manager, and Replication Manager/SE support VSS to enable consistent, hot backups of Windows applications and faster restores.

- **EMC IP Storage Systems** – These systems offer file and block storage for Microsoft environments via *CIFS* and *iSCSI*, respectively. The IP solutions support Microsoft *Volume ShadowCopy Service (VSS)* to enable user-driven file restores on Windows XP and Vista clients. They also integrate with *Microsoft Management Console* to give a Windows look and feel for administrators.
- **EMC EmailXtender** – One of the industry's better-known e-mail archiving solutions is tightly integrated with Microsoft Exchange.
- **EMC Insignia Solutions** – Provides a packaged and easy-to-deploy implementation of a CLARiiON AX150 RAID disk array with *Retrospect 7.5 for Windows* backup and recovery.
- **EMC NetWorker** – This enterprise backup and recovery solution has integration modules for Exchange and SQL Server.
- **EMC SMARTS Family** – Integrates with *Microsoft Operations Manager* for easier event correlation and management of complex environments.
- **EMC Documentum** – EMC and Microsoft are integrating the Documentum enterprise content management platform with SharePoint Server 2007 and Office 2007, to create a unified user experience and enterprise-wide content infrastructure.
- **EMC Centera** content addressed storage (CAS) platform – Supports Windows environments for online archiving of fixed content. In this capacity, *Windows IT Pro Magazine* gave EMC Centera the *2006 Reader's Choice Award* for enterprise backup/ recovery/archive hardware.

This abridged list demonstrates the kinds of integration points between the EMC and Microsoft. Both are providers of enterprise IT infrastructure. However, their product

lines are largely complementary, as opposed to competitive, and we expect these two large vendors to continue to work together on the support, interoperability and integration opportunities between them. In this regard, EMC participates in programs at Microsoft, such as the *Exchange Solutions Reviewed Program (ESRP)*, *SQL Server Always On Technologies*, and the *Technology Adoption Program (TAP) for Exchange*.

Joint EMC-Microsoft Solutions

EMC staffs an engineering team at the Microsoft campus to build and test “solution suites” that combine hardware, software, and services to solve customer challenges for the infrastructure supporting Microsoft technologies. Today, and in alignment with the EMC/Microsoft alliance that was publicly announced in March 2006, these solutions focus on Exchange and SQL Server environments. The areas addressed include:

- Upgrades/migration
- Consolidation/management
- Backup/rapid restore
- Disaster recovery and data replication for operational productivity
- Archiving for legal discovery, compliance, and operational efficiency

The EMC Microsoft Practice

EMC has a specific Microsoft Practice within its global services organization. To jump-start its capabilities around Microsoft technologies, EMC acquired Interlink and Internosis in the last year, both professional services firms that specialize in Microsoft environments. Internosis, based in Greenbelt, Maryland, and Interlink, based in Englewood, Colorado, offer a set of Microsoft-related services that address IT strategy, infrastructure, and business application development. Prior to their acquisition, both firms were Microsoft Gold Certified Partners and 2005 Regional Partners of the Year.

The EMC Microsoft Practice operates on project activity and/or as an ongoing strategic advisor to its customers. Its consultants use a proprietary methodology called *Assured Performance*. The practice also earned several Microsoft Partner Program Awards in 2006.

Conclusion

Be prepared and seize the moment! Microsoft Windows Vista, Exchange 2007, and Office 2007 are just around the corner. **We recommend taking the time to create an enterprise strategy for these software upgrades, when and if your enterprise decides to deploy them.** In this way, you can maximize the benefit to the business and minimize the risks.

In addition, be aware of what leading Microsoft partners can bring to the upgrade and infrastructure optimization processes around these new technologies. Case in point: EMC has become a Microsoft service and solution provider of surprising depth. It offers a combination of information infrastructure and lifecycle management solutions, broad integration with Microsoft technologies springing from their alliance, solutions development, and joint engineering, and advanced professional services that even cover Microsoft application deployments. In short, EMC has gone well beyond storage. For consumers of enterprise IT, the EMC/Microsoft alliance is bearing fruit.



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