

RACKSPACE APPLICATION SERVICES FOR OFFICE 365

Delivering an unmatched experience on the world's leading digital workplace platform.

Rackspace® is the trusted Microsoft® technology partner of choice for organizations transitioning their productivity applications to the Microsoft Cloud. Our team of specialists helps organizations that require large or complex Office deployments to better plan, migrate, set up, administer and consume Office 365 across their enterprise.

Rackspace expertise in Microsoft technologies, matched by our industry-leading support, helps customers decrease their IT management burden, while increasing employee adoption and productivity for a better return on their Office 365 and Microsoft investment.

WHY RACKSPACE APPLICATION SERVICES FOR OFFICE 365?

Rackspace has deep expertise and years of experience designing, deploying and managing Microsoft productivity solutions across platforms. Our Microsoft specialists can help your organization get more out of Office 365 with assistance every step of the way – from migration and deployment to daily administrative support, long-term strategic planning and roadmap guidance.

KEY BENEFITS

High ROI: Minimize the costs associated with finding, hiring, training, and retaining your own team of application experts

Get started faster: Whether you're transforming existing processes or looking to gain efficiencies by leveraging the diverse set of products in O365, we're there to guide you through this process to help you get started.

Transformation: Every company's journey to the Microsoft cloud is different, with different needs. Rackspace helps develop a strategy that'll best meet those needs and reduce risk. With a proven track record of helping thousands of customers transform their business to the cloud, Rackspace can be your trusted guide on this journey.

Expertise: Consisting of dedicated Microsoft Experts delivering application management support 24x7x365, we act as an extension of your team. Our specialists identify and deploy the right solution for your org faster and with less impact to central IT.

Security: Rackspace is here to ensure your business processes are optimized, secured & compliant. On top of anti-spam/anti-malware, we have options for you to help meet any strict regulatory requirements any business might need to meet.

APPLICATION MANAGEMENT

For a flat fee, regardless of number of licenses, your organization will receive application management with your purchase of Rackspace Application Services for Office 365. With application management, Rackspace provides application expertise, best practices, usage insights and optimization with proactive operational support for large or complex Office 365 deployments.

- 24x7x365 Support: Over 100 MCSA certified techs and Office 365 experts are available around the clock, backed with a 15-minute response time SLA. Also includes unlimited support tickets and no per-incident charges.
- Dedicated Technical Account Manager (TAM): Facilitates ongoing delivery of Advisory Services activities
- Monthly Account Reviews (MAR): Customized checkpoints designed to achieve ROI & business goals through a review of customer support trends, adoption achievement and roadmap realignment.

TRUST RACKSPACE

- Microsoft Gold Partner – Hosting, Productivity, Collaboration & Content
- Established cloud hosting provider
- 16+ years of MSFT hosting experience
- 1000+ Microsoft-certified professionals worldwide
- Five-time winner, Microsoft Hosting Partner of the Year Award
- Microsoft Gold Partner – Hosting, Productivity, Collaboration & Content
- Leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers
- Hosting provider for more than half of the Fortune 100

CONTACT US

1-844-568-0152

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- Ongoing proactive management of Office 365 tenant & services: Additional services such as advice, guidance, or technical assistance each month to help address a customer's evolving business needs
- Security & Compliance Support: Ongoing support and guidance for security and compliance apps within Office 365 to help keep customer data safe and secure
- Hybrid management: Support for O365 architectures that connect to other Microsoft Application Servers via a common identity such as Microsoft Exchange and SharePoint Server.
- Prioritized Microsoft Support escalations, if needed: <1% of calls get escalated because almost all issues can be resolved by Rackspace support
- Flexible licensing options: Purchase Office 365 licenses from Rackspace or bring your own from your existing Microsoft Enterprise Agreement or other source.

OPTIONAL ADD-ON TRANSFORMATION SERVICES

Rackspace Transformation Services for Office 365 provides a suite of add-on hourly project-based solutions to common challenges that businesses face when moving to the cloud. Our services include multiple assisted email and data migration options that can match your unique needs from simple cutover migrations to more comprehensive migration needs. Rackspace also offers targeted workshops that deep dive into planning and design or successfully adopting Office 365 in your organization.

TRANSFORMATION WORKSHOPS

- Office 365 Readiness Assessment Workshop - Helps customers start on the right path with planning their future deployment and usage of 365.
- Success / Adoption Workshop - Assists customers through successfully adopt 365 in their organization and increase their ROI in Office 365 by using all the features they already license.

MIGRATION SERVICES

- Rackspace Cutover Migration - For more straightforward email scenarios, cutover migrations are a good choice for rapid migration. Cutover migrations are best when you want to move your entire email system over to Office 365 at once and start managing users from there.
- Rackspace Custom Staged Migration - For a more controlled email migration experience, Rackspace can quote a custom staged migration, where mailboxes move to Office 365 in scheduled batches of users. Rackspace can even assist you with the remediation of any source environment including identity issues before we begin the move.
- Rackspace Custom Hybrid Migration - Hybrid is the most complex email migration option, but it offers the best experience by providing the power of Office 365 mail with the administrative control you are used to having in your on-premises Exchange Server. In a hybrid migration some of your users can be moved to Office 365 while others remain on-premises until you are ready to move them completely to the cloud. Hybrid Migrations will require Exchange 2010 or above and you must have full control of your source environment.
- Partner Led Custom Migration - For very large or highly complex migration scenarios Rackspace works with a set of strategic partners that can provide a deeper level of remediation and migration based on time and materials estimates.
- Rackspace OneDrive / SharePoint Migration - Rackspace has a long history of managing complex dedicated SharePoint Server workloads. Our engineers can provide custom migrations from SharePoint Server to SharePoint Online in 365 or from various file storage options to OneDrive, all based on an hourly estimate.

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