

# TRANSFORMATION SERVICES FOR OFFICE 365

Specialized add-on services to help transform your business to adopt the modern communication and collaboration capabilities of Office 365.

Every company's journey to the Microsoft cloud is different. Rackspace can help you develop a strategy that best meets your business needs and reduces risk with a proven track record of helping thousands of customers transform their business in the cloud.

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

## WHY RACKSPACE FOR OFFICE 365 TRANSFORMATION SERVICES?

Many businesses deploy Office 365 on their own and expect things to go smoothly. However, implementing complex collaboration and productivity tools like Office 365 without the right planning and expertise can be risky. Office 365 migrations not only call for standard migration best practices, but they are also complicated by the mission-critical nature of the applications in the suite. Meaning, a small blip in email or collaboration availability could have a critical impact on business operations.

Rackspace knows because we have overcome these obstacles, and dozens more, as we've assisted organizations deploying and optimizing Office 365. Because of this proven experience, Rackspace is the Microsoft technology partner of choice for organizations transitioning or expanding their journey to the cloud with Office 365. We have deep expertise and years of experience designing, deploying and managing Microsoft communication and collaboration solutions across platforms. Our Microsoft specialists help your organization get more out of Office 365 every step of the way – from migration and deployment to daily administrative support, long-term strategic planning and roadmap guidance.

## MIGRATION SERVICES

Migrating your business processes is a key element of Office 365 success. Our Office 365 migration services include access to a team of migration specialists who onboard you as efficiently and painlessly as possible. With thousands of migrations under our belt, we can help you navigate the various components of the migration process. Whether your transformation needs are simple or complex, we have migration options available to help guide your move.

**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. To reduce the amount of work involved for you, we provide all of the following with our assisted migration service:

- A dedicated migration specialist
- A two-pass migration plan that migrates mail, contacts and calendar data for mailboxes under 50GB each (extra fees may apply for mailboxes over 50GB)
- DNS guidance for the go-live phase
- Email client and mobile device setup for end users via one of our unique Rackspace tools

**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. Using a staged migration gives you a smooth transition to the cloud with a period during which your source environment and Office 365 mail deployment coexist.

**Rackspace Custom Hybrid Migration:** A hybrid migration offers the best experience for complex email migrations 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 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.

## RACKSPACE CUTOVER AND CUSTOM STAGED MIGRATION SUPPORTED SOURCE ENVIRONMENTS

SOURCE	MICROSOFT OFFICE 365
EXCHANGE SERVER 2003 OR LATER	Email, Calendars, Contacts, Tasks, Journals, Notes
GOOGLE APPS/GMAIL	Email, Calendars, Contacts
IMAP	Email
POP (INBOX ONLY)	Email

## RACKSPACE CUSTOM HYBRID MIGRATION SUPPORTED SOURCE ENVIRONMENTS

SOURCE	MICROSOFT OFFICE 365
EXCHANGE SERVER 2010 OR LATER	Email, Calendars, Contacts, Tasks, Journals, Notes

## RACKSPACE CUTOVER MIGRATION PHASES:

PHASE	ACTIVITIES
Planning	<ul style="list-style-type: none"> <li>· Gather information about current environment</li> <li>· Discuss plan for migration: timeframe, scheduling, etc.</li> </ul>
Testing	<ul style="list-style-type: none"> <li>· Create migration project</li> <li>· Test connectivity to source environment</li> <li>· Prepare for data migration of all mailboxes</li> </ul>
Migrating	<ul style="list-style-type: none"> <li>· Initiate migration (first pass)</li> <li>· Receive status updates for migration</li> <li>· Verify completion of migration</li> </ul>
Go Live	<ul style="list-style-type: none"> <li>· Update MX records for domain (contact DNS provider)</li> <li>· Verify MX records have been updated</li> <li>· Configure Autodiscover</li> </ul>
Second Pass	<ul style="list-style-type: none"> <li>· Initiate a second migration to retrieve inconsistent email data after MX record change</li> <li>· Verify completion of second pass migration</li> </ul>
Post-Migration	<ul style="list-style-type: none"> <li>· Provide email client and mobile device setup instructions</li> <li>· Ensure connectivity and test mail flow</li> </ul>

Note: All phases delivered remotely

## TYPICAL RACKSPACE CUSTOM STAGED OR HYBRID MIGRATION PHASES

Actual customer migration activities may vary and will be scoped prior project start

PHASE	ACTIVITIES
Assessment	<ul style="list-style-type: none"> <li>· Gather information about current environment</li> <li>· Provide technical guidance</li> <li>· Discuss remediation &amp; migration plan</li> </ul>
Remediation	<ul style="list-style-type: none"> <li>· Assist customer with source environment &amp; identity remediation</li> <li>· Assist customer with export of user information</li> <li>· Assist customer with batch edits and provide automation scripts</li> <li>· <b>For hybrid migrations: Advise customer on long-term source Exchange server strategy</b></li> </ul>
Enablement	<ul style="list-style-type: none"> <li>· Perform 365 onboarding and configuration</li> <li>· Identity integration</li> </ul>
Migration	<ul style="list-style-type: none"> <li>· Provide email client &amp; mobile device setup instructions</li> <li>· Assist with creation of customer employee communications</li> <li>· Validate mailboxes are ready for migration</li> <li>· Define migration schedule</li> <li>· Prepare for data migration pilot and follow up batches</li> <li>· Perform data migration batches starting with pilot group</li> <li>· Manage &amp; monitor the migration of user batches</li> <li>· Provide remediation support for any encountered issues</li> </ul>
Post-Migration	<ul style="list-style-type: none"> <li>· Verify completion of migration</li> <li>· Assist with DNS redirection</li> <li>· <b>For hybrid migrations: Assist with decommission of source Exchange environment</b></li> </ul>

Note: All phases delivered remotely

## EMAIL MIGRATION TYPE RECOMMENDATION BASED ON NUMBER OF USERS:

EMAIL MIGRATION TYPE	100 - 500 USERS	500-2000 USERS	2000-5000 USERS	5000+ USERS
RACKSPACE CUTOVER	✓		✗	✗
RACKSPACE STAGED	✓	✓	✓	✓
RACKSPACE HYBRID		✓	✓	✓

## EMAIL MIGRATION TYPE RECOMMENDATION BASED ON CUSTOMER NEEDS:

EMAIL MIGRATION TYPE	COST CONSCIOUS	TIME CONSCIOUS	REQUIRES MIGRATION BATCHES	HYBRID FLEXIBILITY
RACKSPACE CUTOVER	✓	✓	✗	✗
RACKSPACE STAGED			✓	✗
RACKSPACE HYBRID			✓	✓

## TRANSFORMATION WORKSHOPS

Help ensure a successful deployment of Office 365 with the following targeted workshops:

**Office 365 Readiness Assessment Workshop:** Rackspace can help you get started on the right path by planning your future deployment and usage of Office 365. This Rackspace workshop focuses on customers who are either new to Office 365 or are embarking on new projects to utilize different aspects of the suite. In this workshop, we will discuss your company's specific vision and goals for using Office 365 and create a success plan to achieve them. If you haven't done a migration yet, this workshop will also discuss your onboarding and migration options and introduce you to the process of migration preparation.

**Office 365 Success and Adoption Workshop:** Office 365 is always adding new features. By leveraging more of Office 365, you increase your ROI for each license you own while increasing employee efficiency throughout their work communication and collaboration efforts. This workshop helps you successfully adopt Office 365 by teaching you tried and true methods we've used for countless customers.

# ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service, in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call us at **1-800-961-2888**.

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