



# Rackspace Application Services for Office 365

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

Rackspace® is the trusted Microsoft® partner for organizations transitioning their productivity applications to the Microsoft Cloud. Specialists help organizations with large or complex Office 365 deployments to better plan, migrate, set up, administer and use Office across their enterprise. Rackspace expertise, matched by industry-leading support, helps you decrease your IT management burden, while increasing employee adoption and productivity for a better Microsoft Office 365 ROI.

## Experts Dedicated to Your Success

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

## Key Benefits

Rackspace Microsoft experts deliver the following high-performance benefits to your organization:

**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 for efficiencies by leveraging the diverse set of products in Office 365, Rackspace experts can guide you through the entire deployment process.

**Transformation:** Every company's journey to the Microsoft cloud is different, because they have different needs. Rackspace helps develop a strategy that best meets your needs and reduces your risks. With a proven track record of helping thousands of customers transition their businesses to the cloud, Rackspace will be your trusted guide on your journey.

**Expertise:** With a dedicated team of Microsoft experts delivering application management support, Rackspace acts as an extension of your team. They will identify and deploy the right solution for your organization faster and with less impact to your IT team.

**Security:** Rackspace is here to ensure your business processes are optimized, secured and compliant. On top of anti-spam and anti-malware, you can select from security and compliance service options to meet your industry's regulatory requirements.

## Application Management

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

## About Rackspace

Rackspace is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- 1,000+ Microsoft-certified professionals worldwide
- Five-time winner Microsoft Hosting Partner of the Year Award
- Microsoft Gold Partner for hosting, productivity, collaboration and content

## Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

**24x7x365 Support:** Over 100 MCSA certified techs and Office 365 experts are available around-the-clock, backed with a 15-minute response time SLA. This service 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 and business goals through a review of customer support trends, adoption achievement and roadmap realignment.

**Proactive Management of Office 365 Tenant and Services:** Additional services such as advice, guidance or technical assistance each month to help address your evolving business needs.

**Security and Compliance Support:** Ongoing support and guidance for security and compliance apps to help keep your customer data safe and secure.

**Hybrid Management:** Support for Office 365 architectures that connect to other Microsoft Application Servers via a common identity, such as Microsoft Exchange and SharePoint Server.

**Prioritized Microsoft Support Escalations (optional):** Less than 1 percent 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. Services include multiple assisted email and data migration options that can match your unique needs – from simple cutover migrations to more comprehensive migration requirements. Rackspace also offers targeted workshops that dive deep 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 when planning their future deployment and usage of Office 365.
- *Success and Adoption Workshop:* Assists customers through the successful adoption of Office 365 in their organizations and increases their ROI by using all of the features they already license.

### Migration Services

- *Rackspace Cutover Migration:* For more straightforward email scenarios, cutover migrations are a good option 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 material estimates.
- *Rackspace OneDrive and SharePoint Migration:* Rackspace has a long history of managing complex dedicated SharePoint Server workloads. Experienced engineers can provide custom migrations from SharePoint Server to SharePoint Online in Office 365, or from various file storage options to OneDrive, all based on an hourly estimate.

### Take the Next Step

Let's talk about how Rackspace Microsoft Office 365 expertise helps you achieve your goals.

Learn more: [www.rackspace.com/office-365](http://www.rackspace.com/office-365)  
Call: **1-800-961-2888**