

Service Overview

Transformation Services for Office 365

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

Every company's journey to the Microsoft® cloud is different. That's why Rackspace is committed to meeting you where you are, and helping you develop a strategy that best meets your business needs and reduces risk. Rackspace has 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. We also offer targeted workshops designed to help you dive deep into planning and designing the successful adoption of Office 365 across 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.

We know this 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 through 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. Before we begin the move, we can even assist you with the remediation of any source environment, including identity issues. 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 and 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"> • Gather information about the current environment • Discuss plan for migration: timeframe, scheduling, etc.
Testing	<ul style="list-style-type: none"> • Create migration project • Test connectivity to source environment • Prepare for data migration of all mailboxes
Migrating	<ul style="list-style-type: none"> • Initiate migration (first pass) • Receive status updates for migration • Verify completion of migration
Go Live	<ul style="list-style-type: none"> • Update MX records for domain (contact DNS provider) • Verify that MX records have been updated • Configure Autodiscover
Second Pass	<ul style="list-style-type: none"> • Initiate a second migration to retrieve inconsistent email data after MX record change • Verify completion of second pass migration
Post-Migration	<ul style="list-style-type: none"> • Provide email client and mobile device setup instructions • Ensure connectivity and test mail flow

Note: All phases delivered remotely

Typical Rackspace custom staged or hybrid migration phases

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

Note: All phases delivered remotely

Email migration type recommendation based on number of users

EMAIL MIGRATION TYPE	100 - 500 Users	500-2,000 Users	2,000-5,000 Users	5,000+ User
Rackspace cutover	✓		X	X
Rackspace staged	✓	✓	✓	✓
Rackspace hybrid		✓	✓	✓

Email migration type recommendation based on customer needs

EMAIL MIGRATION TYPE	100 - 500 Users	500-2,000 Users	2,000-5,000 Users	5,000+ User
Rackspace cutover	✓	✓	X	X
Rackspace staged			✓	X
Rackspace hybrid			✓	✓

Transformation workshops

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

Office 365 Readiness Assessment Workshop: We 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 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

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™ — the best customer service experience in the industry. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at www.rackspace.com or call at 1-800-961-2888.

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