

**Spheres of Support**

# Rackspace Application Services Spheres of Support for Microsoft Office 365

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

The information contained in this document is a general introduction to Rackspace services and does not include any legal commitment on the part of Rackspace.

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Although part of the document explains how Rackspace services may work with third-party products, the information contained in the document is not designed to work with all scenarios. Any use or changes to third-party products and/or configurations should be made at the discretion of your administrators and subject to the applicable terms and conditions of such third party. Rackspace does not provide technical support for third-party products, other than specified in your hosting services or other agreement you have with Rackspace and Rackspace accepts no responsibility for third-party products.

Rackspace cannot guarantee the accuracy of any information presented after the date of publication.

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RACKSPACE APPLICATION SERVICES (RAS) SPHERES OF SUPPORT FOR MICROSOFT OFFICE 365		RAS TEAM	CUSTOMER/SI
Advisory and consulting services from Microsoft Office 365 (O365) team		✓	
24x7x365 access to a team of Application Support Engineers: · Highly technical Microsoft-certified experts · Dedicated Technical Account Manager (TAM) · Managed escalations to Microsoft as needed		✓	
Advanced SLA – 15-minute response time for calls and chat		✓	
Consult on O365 architecture best practices		✓	
Monthly account reviews to provide insights into support and usage metrics to optimize O365 environment		✓	P
Hybrid architecture planning – transformation services		✓	P
Implementation of third-party applications with O365		P	✓
Adding, subtracting or changing user licenses purchased through Rackspace		✓	P
Adding, subtracting or changing user licenses purchased through Microsoft or other provider			✓
Consult and advise on O365 best practices and standards		✓	P
<b>Transformation Services</b>			
Planning & design onboarding workshop		P	
Success & adoption workshop		O	P
Rackspace cutover migration		O	P
Rackspace staged migration		O	P
· Source environment/AD remediation		O	P
· Export mailbox and user information		O	P
· Schedule and run migration batches		O	P
Rackspace-assisted FastTrack data migration		O	P
OneDrive/SharePoint migration		O	P
DNS record changes for migrations		P	✓
<b>Exchange Online</b>			
Configure and set up end-user Outlook and local environments		✓	
Guidance for data loss prevention (DLP) policies, third-party applications, public folders, spam filter settings, shared mailboxes and resources		✓	
Troubleshooting Exchange to include direct paths to Microsoft if needed		✓	
Implementation and management of Mobile Device Management (MDM) for Office 365		✓	
Deleted mailbox or item recovery from Exchange		✓	
Information Rights Management (IRM) using Azure Information Protection		✓	
Office 365 message encryption		✓	
In-place and litigation hold		✓	

✓	Responsible for activity subject to # of hours	O	Optional Rackspace service (for an additional fee)	P	Active participant/collaboration in activity/event	F	Facilitate subscriptions
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RACKSPACE APPLICATION SERVICES (RAS) SPHERES OF SUPPORT FOR MICROSOFT OFFICE 365		RAS TEAM	CUSTOMER/SI
<b>Exchange Online Continued</b>			
In-place ediscovery		✓	
Anti-spam and anti-malware protection		✓	
Customized end-user inbox mail flow solutions, including bulk deployment of rules required by the organization		✓	
Deployment, configuration and detailed use of address lists and global address book policy management for meeting business-critical day-to-day needs		✓	
Tailored Office 365 groups solutions, deployment and ease of business adoption to leverage all features included in Office 365 Groups such as dynamic group membership, group naming policy and granular self-service group creation controls		✓	
Customized solutions tailored to business-specific requirements for in-depth deployment, including consultation and guidance on day-to-day configuration use		✓	
Tailored solutions for Office 365 public folders, including legacy migrations, deployment and ongoing access/management of PF hierarchies		✓	
<b>SharePoint Online</b>			
SharePoint site customization		P	✓
Site deployment		P	✓
Data loss prevention (DLP)		✓	
IRM using Azure Information Protection		✓	
Management of SharePoint permissions			✓
<b>Identity</b>			
Active Directory syncing & changes			✓
Manage Active Directory users and groups			✓
Implementation of single or same sign-on		✓	
Active Directory remediation		O	✓
Azure Rights Management		✓	
<b>OneDrive</b>			
Sync with OneDrive		✓	
Enterprise Mobility Suite (EMS) · Azure AD Premium · Multifactor authentication (cloud and on-premises) · Azure AD Connect Health · Privileged identity management · Advanced threat analytics · Microsoft Intune · System Center Configuration Manager		✓	
Advanced threat protection (ATP)		✓	
Microsoft Teams/Skype for Business		✓	
Federation of Skype for Business for outside sources		F	✓

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RACKSPACE APPLICATION SERVICES (RAS) SPHERES OF SUPPORT FOR MICROSOFT OFFICE 365	RAS TEAM	CUSTOMER/SI
<b>OneDrive Continued</b>		
Integration of VoIP system	F	✓
Office applications	F	✓
Power BI	F	✓
Project Online	F	✓
Visio Online	F	✓
Power Apps	F	✓
Stream	F	✓
Flow	F	✓
Yammer	F	✓
Dynamics	F	✓
StaffHub	F	✓

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## RACKSPACE APPLICATION SERVICES

The Rackspace Application Services portfolio offers a special level of support. We will help provide our 24x7x365 always-on support and expertise as well as support for your O365 application. Rackspace Application Services for O365 means we will be researching errors and helping to determine a root cause. Application-level support also includes research into solutions for performance issues. We will help determine whether you have the correct caching enabled and whether it is being used properly. Our Application Support Engineers are your advocates and partners, with a unique ability to offer support through the server and into your O365 application.

# 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™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

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

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