HAVING PROBLEMS WITH YOUR EMAIL?

Email is the most important communication tool your business has. It's also the most likely to slow your employees' productivity when problems arise or you have to perform necessary upgrades. Here is a pair of studies that shows how Rackspace's Fanatical Support®, included with all Office 365® subscriptions, can remove the burden of managing email so you can keep your business humming along.

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Healthcare company migrates email successfully

THE CLIENT

A 200-employee healthcare company that provides services for Medicare and Medicaid patients, as well as those with complex medical needs.

THE ISSUE

The client was migrating from Hosted Exchange with another provider to Microsoft Office 365. They had also been using several third-party apps in conjunction with the service. The biggest obstacle was that they were changing domains. Rackspace had to replicate their highly customized environment to Office 365 with the new domain while making sure there were no conflicts with the original Hosted Exchange environment.

THE SOLUTION

The client's admin hadn't performed this type of email migration before, and she had many questions about the process, particularly about customizing their deployment to meet security and compliance requirements. The Rackspace support team set up a conference call with her and together they walked through the process via a LogMeIn® viewing session to complete the custom install.

The working relationship between the client and Rackspace allowed both parties time to research issues, find solutions and test certain steps before deploying on a wide scale. It also put the client's mind at ease to know someone from her Rackspace support team was always available if she encountered an issue or had a question.

MAIN TAKEAWAY

Migrating and deploying productivity software to Microsoft Office 365 often is more complex than expected.

▶ **RACKSPACE HAS MULTIPLE OFFICE 365 PLANS FOR ALL NEEDS. SELECT YOUR PLAN NOW.**

Publisher recovers from phishing scam

THE CLIENT

A publisher of popular children's books and magazines.

THE ISSUE

The client contacted Rackspace suspecting they'd been victim of a phishing scam. Many employees had received a message regarding shipping information and requested the user's Microsoft credentials to view. The client didn't know how many users had received the suspicious email, or how many had clicked through the link. They needed Rackspace to determine the extent of the damage, if any, and to remove all of the malicious mail remotely to avoid any mistakes.

THE SOLUTION

The Rackspace support team worked mainly through PowerShell™ to ensure it could provide a transcript of every action taken. A Rackspace tech produced a message trace of all mail that had been received from the malicious address. It revealed that numerous mailboxes had been attacked. The team then worked with the client directly to purge all of the malicious mail from the users' mailboxes.

Rackspace was able to prevent the compromise of the company's computer systems and the damage it could have inflicted. More importantly, it empowered the client to do what was in their control, and gave them the tools that they needed to protect their company's employees and data.

MAIN TAKEAWAY

In today's hyper-connected world, small businesses need all the help they can get when it comes to email security.

▶ **READ RACKSPACE'S ULTIMATE GUIDE TO PROTECTING YOUR SMALL BUSINESS.**