

SERVICE OVERVIEW

FANATICAL SUPPORT
FOR OFFICE 365

The power of Office 365, backed by award-winning Fanatical Support.

Microsoft® Office 365™ helps businesses power productivity and collaboration with a powerful suite of integrated business applications accessible from anywhere, on any device.

- **Work better together** with easy access to email, calendar, files and Office applications from any device – on the road, at home or at the office.
- **Automatic updates** provide access to the latest versions, newest features and security enhancements of Office 2016, Exchange™, SharePoint® and more.
- **Work more securely** and share files confidently with built-in, customizable security and privacy controls that help keep your critical data safe.

WHY RACKSPACE FOR OFFICE 365?

Migration, deployment and management of Office 365 can be extremely complex. These tasks require technical skills, knowledge and a time investment that is too great for many organizations to handle internally.

Fanatical Support® for Office 365 helps alleviate the common setup and ongoing management challenges. We can help you with email migration, deployment guidance and day-to-day technical troubleshooting.

Even if you're already using Office 365, you can migrate your existing licenses to our service and take advantage of:

- **Fanatical Support:** You get 24x7x365 access to U.S.-based support via phone, chat or ticket. No per-incident charges.
- **Free email migration:** Our migration experts move more than 50,000 mailboxes every month from hundreds of email platforms.
- **Easy access to Microsoft Office 365 experts:** We've been managing Microsoft email, SharePoint and online file storage for over a decade and support over four million users worldwide. We'll help you successfully use the features you pay for and get the most out of your investment.

KEY FEATURES

Fanatical Support for Office 365 brings together an integrated suite of email and productivity tools in the cloud to drive employee productivity and team collaboration.

EMAIL AND VIDEO CONFERENCING:

- Exchange Online
- Contacts and calendar
- ActiveSync (Mobile) Premium anti-malware
- Protection and anti-spam filtering

FILE AND STORAGE SHARING:

- 1TB of storage per user
- Secure file sharing capabilities
- Automatic versioning and history
- Real time co-authoring integrated with Office
- Desktop synching and mobile access

2016 OFFICE APPLICATIONS

- The last version of Office you will ever have to buy – upgrades are automatic
- Office Online and Mobile Apps for tablets and phones

TRUST RACKSPACE

- A leader in the 2017 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
- 16+ years of hosting experience
- Customers in 150+ countries
- Four million+ global email end users
- Five-time Microsoft Hosting Partner of the Year.
- Top Player in the 2015 Radicati Cloud Business Email Market Quadrant
- Microsoft Certified Gold Partner in Hosting, Collaboration and Content, Cloud Productivity and Small and Midmarket Cloud Solutions
- Redmond Reader's Choice Winner; Best Exchange Provider
- Gold Stevie Award Winner for sales and customer service
- Four Microsoft MVPs on staff
- 200+ Microsoft Certifications



Microsoft Partner
Gold Hosting
Gold Collaboration and Content
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions



CONTACT US

1-866-201-7852

www.rackspace.com/office-365



SERVICE

We deliver Fanatical Support for the world’s leading clouds – it’s the specialized expertise and 24x7x365, results-obsessed customer service that’s been a part of our DNA since 1999. Here are a few other ways we provide service for Office 365:

- 24x7x365 help with no limit on the number of tickets or per incident charges
- Free assisted email migration
- Deployment and setup
- Easy access to specialists in Microsoft Exchange, SharePoint and Skype for Business for help with day-to-day management, troubleshooting and technical assistance
- No long-term contracts
- Simple billing
- Prioritized route to advanced-tier Microsoft support, when necessary

“WE’RE NOT IT PEOPLE, SO WE KNEW WE NEEDED TECHNICAL GUIDANCE IN ORDER TO SUCESSFULLY MOVE OUR BUSINESS TO OFFICE 365. RACKSPACE HELPED MAKE THE MIGRATION PROCESS SEAMLESS AND PAINLESS”

LENNY BURKE :: ACCOUNT MANAGER, ALLTECH

OFFICE 365 PLANS & PRICING

OFFICE 365 BUSINESS ESSENTIALS	OFFICE 365 BUSINESS	OFFICE 365 BUSINESS PREMIUM	OFFICE 365 ENTERPRISE E1	OFFICE 365 PROPLUS	OFFICE 365 ENTERPRISE E3
300 USERS MAX			UNLIMITED USERS/ADVANCED FEATURES		
\$8 user/month	\$8 user/month	\$15 user/month	\$11 user/month	\$11.50 user/month	\$23 user/month
Exchange email, instant messaging, SharePoint and online versions of Microsoft Office Exchange SharePoint Skype OneDrive Office Online	Full Desktop and Mobile versions of Microsoft Office Word Excel PowerPoint Outlook OneNote OneDrive	All features from Business Essentials and Business Plans Exchange SharePoint Skype OneDrive Office Online + Full Desktop and Mobile office Clients	Exchange email, instant messaging, SharePoint and online versions of Microsoft Office Exchange SharePoint Skype OneDrive Office Online	Full Desktop and Mobile Office clients Word Excel PowerPoint Outlook OneNote OneDrive	All features from E1 and ProPlus, plus Advanced Enterprise tools Exchange Sharepoint Skype OneDrive Office Online + Full Desktop and Mobile Office clients + Mail encryption, compliance
ADD-ON SERVICES					
Unlimited Email Storage and Retention · Add Rackspace Email Archiving for Office 365 to any plan to help meet regulatory requirements · \$3 per user per month		Keep your Data Safe · Add Microsoft Azure Rights Management to any plan to get advanced message encryption and content filtering · \$3 per user per month		Meet Basic Email Needs · Office 365 Exchange Online Kiosk provides online-only access to Exchange email, mobile access and 2GB of storage · \$3 per user per month	

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