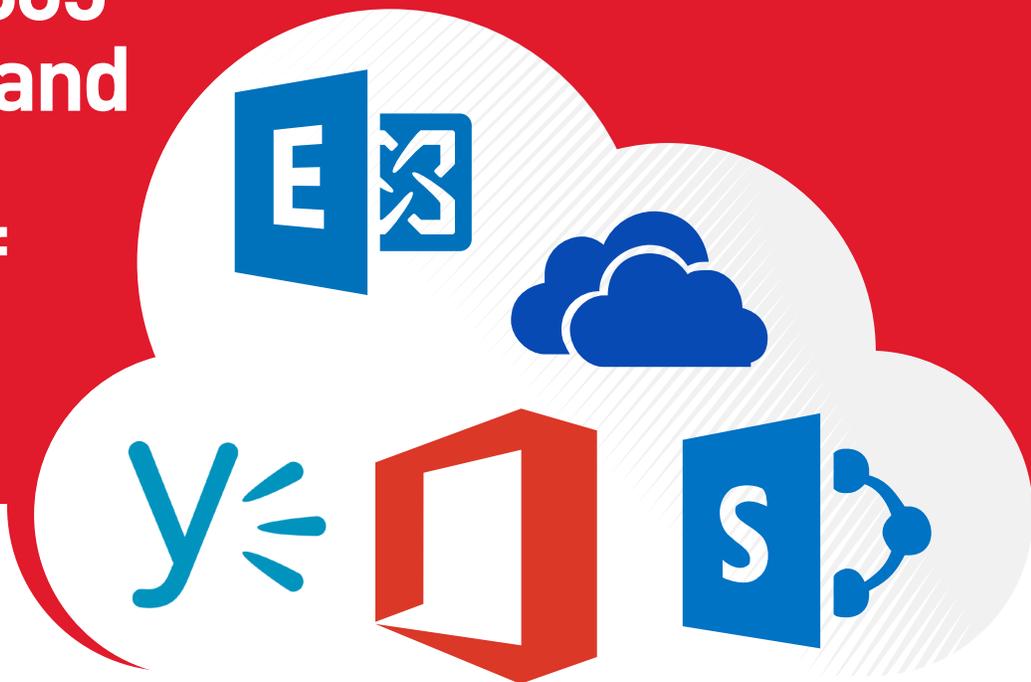


How to Maximize Your Office 365 Investment and Lower Your Total Cost of Ownership



Microsoft® Office 365 delivers powerful business productivity tools in the cloud, but managing it can be complex. How do you migrate all your email and accounts and minimize downtime? How do you manage daily support and troubleshooting? What about all the new features that are released?

In this whitepaper, you will learn how to make the most of your Office 365 investment, which includes utilizing some features you may not know you already have. Plus, we will show you how to lower your total cost of ownership (TCO) with Rackspace Fanatical Support and Managed Services for Office 365.



WHAT'S IN OFFICE 365?

Office 365 allows your users to access their email, calendar, files and Microsoft Office applications from virtually any device, on the road, at home or at the office. It also provides an easy-to-use single management platform and centralized tools that allow you to quickly add users, check settings and manage licensing to help simplify your IT. And, with simple monthly subscription pricing, you can avoid large up-front costs for new software and servers, and move the cost of IT from a capital to an operating expense.

Office 365's productivity tools include:

- **Exchange Online** for business class email and shared calendars, all in one unified inbox with spam and malware protection.
- **Microsoft Office Online** including Word, Excel, PowerPoint and OneNote. Some plans also include the full desktop version of Office adding Outlook, Publisher and Access. The desktop version can be installed on up to five devices per user. The online version can be used on virtually any device, without limits.
- **Skype for Business** (formerly Lync) for unlimited online meetings with HD video conferencing, desktop sharing and instant messaging with real-time presence.
- **OneDrive for Business** for unlimited online file storage and file sharing.
- **SharePoint Online** for team sites, easy collaboration and data management options.
- **Yammer** for a full corporate social network.

Who is Using Office 365?

Office 365 is available in more than 125 markets worldwide.

Office 365 has a high rate of adoption among Fortune 500 companies.

In the last 12 months, 75% of Fortune 500 have purchased Office 365.²

One in four Microsoft enterprise customers has Office 365.¹

90% of the Fortune 100 use Skype for Business.²

More than one million U.S. government employees use Office 365.²

80% of the Fortune 500 are on the Microsoft Cloud.²

72% of organizations using Office 365 cited that they have increased collaboration.¹

Office 365 organizations are easing into the cloud, allowing employees to choose their preferred working style, rather than abruptly shifting to a cloud-only workplace.¹

62% of organizations using Office 365 choose a hybrid deployment strategy.¹

Why Use Office 365?

Office 365 is a powerful tool that can help your business reach your goals of improving communication and collaboration to help your employees be more productive.

- Office 365 delivered an ROI of 321% with a payback period of two months for the composite midsize organization. Office 365 improves productivity, provides IT peace of mind and reduces total cost of ownership (TCO) compared to a similar on premises implementation.³
- On average, organizations using Office 365 experience a cost savings of 27%. Large enterprises experience even better results with an average of 29% cost savings.⁴

Plus, a 2015 study³ conducted by Forrester Research uncovered the following main reasons customers decided to switch to Office 365:

- Reduced TCO for productivity and collaboration tools was the primary reason companies chose to implement Office 365.
- Office 365 provides greater assurance of continuity and security compared with a company's own in-house capabilities.
- Companies committed to the cloud as part of their future found Office 365 to be an important part of the overall solution.
- Improved operability between various Microsoft solutions as well as other systems in the cloud was also very important.
- Existing familiarity with Microsoft solutions made Office 365 a compelling choice.
- Office 365 makes it easier to serve customers and employees at remote locations.
- Office 365 strengthens businesses' operations and processes.



OFFICE 365 HAS BUILT-IN SECURITY

Office 365 offers built-in security and compliance capabilities, which means you don't have to spend extra time and money finding trustworthy third-party apps to ensure you have an enterprise-grade solution that is secure and compliant. In a recent study by Forrester Consulting², Office 365 users saw the following savings, on average, after moving to the cloud and adopting Office 365:

- 6.8% reduction in compliance costs
- 10.7% reduction in time spent on eDiscovery
- 73% decrease in the number of data breaches
- 32% reduction in the cost of those breaches



OFFICE 365 PROTECTS YOUR PRIVACY

Office 365 uses your data for only one purpose: to provide the services you need. That's a commitment Microsoft makes right in their contract.

Microsoft recognizes that you need control over who accesses your organization's data in the cloud. Therefore, they offer controls to help restrict the accidental leakage of sensitive information, such as credit card numbers, by providing real-time alerts to users attempting to share such content. In addition, they enable the admins in your organization to set policies to automatically encrypt such content.

Further, Office 365 was the first cloud-based business productivity service to help customers meet the Health Insurance Portability and Accountability Act (HIPAA) requirements, by convening academic, public and private sector experts to help craft a Business Associate Agreement (BAA) that would meet the needs of universities, health systems and many other regulated organizations. Microsoft was also the first to receive written confirmation from the European Union's data protection authorities that Microsoft's enterprise cloud contracts meet the high standards of EU privacy law.

What is TCO and Why is it Important?

Total Cost of Ownership (TCO) is the overall cost of your Office 365 investment. To effectively manage your businesses finances, it is important to know how much you are truly spending and how well it's paying off. The major costs associated with Office 365 are:

- Software Licenses
- Hardware
- Services
- IT Salaries
- Deployment and Migration

These costs do not include the economic and opportunity costs associated with finding and training Office 365 experts.

The comparison chart below illustrates the TCO of an on premises Office 365 solution, a solution from Microsoft, and the solution options available from Rackspace.

Office 365 Three Year Comparison TCO (based on 300 users)				
	On Premises	Office 365 from Microsoft	Office 365 w/Rackspace Fanatical Support	Office 365 w/Rackspace Managed Services
Hardware	\$202,000	\$4,760	\$4,760	\$4,760
Operations (Admin, Support, Data Center, Backups, Consulting)	\$1,447,371	\$1,047,000	\$658,000	\$330,000
Licensing + Software Assurance	\$169,728	\$288,000	\$218,700	\$360,000
Deployment and Migration	\$130,000	\$60,000	\$15,000	\$15,000
Security and Compliance	\$150,000	included	included	included
Total Three Year Cost	\$2,099,099	\$1,399,760	\$896,460	\$709,760
Average Monthly Cost Per User	\$194.36	\$129.61	\$83.01	\$65.72

Average IT Costs to Maintain On Premises Services for Office 365 Components (based on 300 users)			
	Exchange/Office	Skype for Business	SharePoint
# of Admins	0.68	1	1.84
Admin Costs*	\$74,598	\$109,704	\$201,855
Helpdesk	\$53,000	\$10,000	\$15,000
Data Center Costs**	\$11,300	\$4,000	\$3,000

Comparing IT Staff Requirements for Office 365		
On Premises	4 admins	\$439,000
Office 365 from Microsoft	3 admins	\$329,000
Office 365 with Rackspace Fanatical Support	2 admins	\$219,000
Office 365 with Rackspace Managed Services and Fanatical Support	1 admin	\$110,000
	Managed Services	\$48,000
	Total	\$158,000

*Based on average fully burdened cost of \$109,704.

**Based on an average of \$1,000 per server data center costs.

SCENARIO: Enabling a Mobile Workforce

A major airline uses Office 365 to empower its on-the-go workforce. By using Office 365 in the cloud, employees can access information from anywhere in the world their flight plans take them. Communication and collaboration becomes easy with ad-hoc meetings over Skype for Business and networking over Yammer. With the majority of the staff being cabin crew and other front-line staff, making information gathering and collaboration possible from everywhere is an important tool for answering customer questions easily and quickly.



How Do You Maximize Your Office 365 Investment?

Many times IT leaders are pressured to move to and take advantage of the newest technology and software available, regardless of the limitation of their own staff or capability to effectively leverage all the features a new service can provide. If you're thinking about investing in Office 365, make sure you have a plan to maximize your investment.

Free yourself from IT governance and oversight and spend your time on revenue-generating activities

Company IT staff often get caught up governing and overseeing critical email environments and making sure the business is using the most recent version of collaboration and productivity software. Microsoft Office 365 from Rackspace solves this by providing premiere level administrative support and troubleshooting, day-to-day management of the entire suite and managing automatic updates with the addition of new features. Your technical talent is freed up from the traditional heavy burden of mundane tasks, so they can focus on more strategic, revenue-generating activities.

Future proof your IT so you don't have to constantly upgrade new hardware and purchase new versions of Microsoft software

By investing in an on premises network, companies make a huge financial commitment to implement an environment that can quickly become obsolete. It also requires a substantial ongoing investment in resources and infrastructure to ensure the system is resilient and available when the company needs it most. Office 365 from Rackspace includes ongoing software updates providing for more features and better service, so you don't have to purchase new software for every new release. Plus, the components are run and managed in Microsoft data centers, reducing the need to purchase and deploy new infrastructure.

Allow for hyper-growth even when you can't scale fast enough

One limitation of investing in your own on premises environment is that it has a fixed capacity, making it difficult to expand with your growing needs. Office 365 from Rackspace has the power to scale with a growing business, offering the extra infrastructure to deal with rapidly growing email demands, increasing storage needs, larger file and attachment sizes and changes to user counts because of new hires. This allows you to focus on what matters without worrying about technological limitations.

Remove inconsistent user experience with disparate systems and versions of software

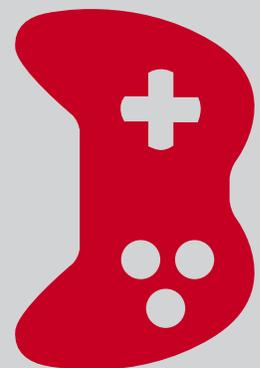
With Office 365, every employee can enjoy the same user experience, making it easier to support internally and easier to collaborate and share files. This also means higher adoption rates, improved productivity and full compatibility between users.

SCENARIO: Improving Customer and Employee Communications with SharePoint Online

One of the largest video game retailers in the world recently adopted Office 365. They use Office 365 to improve communication with customers and employees. The company's retail portal is built on Microsoft SharePoint Online. They plan to provide targeted views of the portal so that employees in different job roles can quickly see the information that specifically applies to them.

The company's Office 365 deployment road map includes utilizing conferencing capabilities in Microsoft Skype for Business Online; Microsoft OneDrive for Business for accessible document storage; Microsoft Exchange Online for use as a user-friendly messaging platform; and the Yammer social networking platform, which will serve as a forum for sharing best practices, employee reviews of new games, and other social sharing. They are saving \$700,000 annually and expect that the boost in knowledge will lead to more sales and loyal customers.

"We chose Microsoft Office 365 primarily because of its excellent user experience and superior level of security..." "...We wanted to ensure that the confidential reports and other proprietary data that we share with our stores were safeguarded in the cloud."



How Do You Maximize Your Office 365 Investment?

Guaranteed Response Times for Support

When you purchase Office 365 directly from Microsoft, you receive limited free support, and Microsoft advises relying on community support guides, blogs and help from peers and self-help troubleshooters. Is this sufficient for your needs?

For Office 365 Business Plan or Enterprise users, Microsoft is only able to provide commitments to critical events that prevent you from accessing your services or data, severely impact deadlines of profitability or affect multiple users or services. Even then, they may not be able to respond your needs in less than one hour, and offer no assurances that they will resolve the issue.

Microsoft offers no commitment to response times or when they will be able to address your request. Plus, support is ONLY available during regular business hours for the following types of issues:

- High concern events that affect the productivity of users, but have moderate business impact
- Events that can be dealt with during business hours
- Events that affect a single user, customer or service
- Non-critical issues, like configuration needs, administrative tasks and issues that partially affect a single user

Are you prepared to explain to an executive that you cannot get their email back up and running for hours or even days because you cannot get a response or support?

Even Microsoft recommends that you handle complex needs and problems by adding the purchase of personalized elevated support. Microsoft professional support requires a credit card before you can even speak to a support agent, and is available for \$499 per incident. You can buy a five-pack of incident support for \$1,999. Even at this premium rate, there may be an entire business day or more that passes before you hear from a support agent.

Also note, an incident is defined by Microsoft as “a single support issue and the reasonable effort(s) needed to resolve it.” A single support issue is a problem that cannot be broken down into subordinate problems. If it can be broken down into subordinate problems, each subordinate problem shall be considered a separate incident. An incident may require multiple contacts and off-line research to achieve final resolution. The time spent in delivering these solutions is independent to the amount you will be charged.

Unfortunately, Microsoft cannot guarantee to resolve all issues due to the diversity of customers’ configurations. Customers may request to close a case before it is resolved; however, the chargeability is at the discretion of Microsoft.

Microsoft support will agree upon the definition of the problem with you when you raise the support incident. The incident will be closed after the support professional has delivered one or more suggested solutions to you. If the support professional is unable to deliver a solution, you will be notified and the case will be closed as unresolved. The chargeable status of an unresolved case will be at Microsoft discretion. If additional issues still exist outside of the solution that has been reached, that constitutes a separate incident.

Enterprise customers above 300 users are encouraged to buy Microsoft Managed Services and Premier Support to address their needs at an additional cost of tens of thousands of dollars per year just to meet the level of support Rackspace Fanatical Support experts can provide. Plus, if you need a custom engagement and all the benefits of a deep support experience in addition to day to day management and support, Rackspace Managed Services for Office 365 can provide a valuable dedicated Account Manager and proactive support at a fraction of the cost from Microsoft.

SCENARIO: Reducing Capital Investments in IT

A fashion company with over 1,200 stores around the world needed a better way to improve email capabilities and collaboration without tying up their capital. After switching to Office 365, the company experienced a notable increase in productivity while reducing the burden on IT, allowing them to focus on more important business projects. Office 365 allows the company to add or delete users as needed and pay for only what is used on a monthly basis, without a large capital investment. The company won't have to support separate software for web conferencing on its almost 600 BlackBerry mobile devices, which will reduce its licensing and IT management costs. It can provide Microsoft Office to all its information employees. In choosing a cloud solution with a manageable cost structure, they were able to avoid up to \$300,000 in up-front expenses, build a more productive collaboration environment, lower its IT management burden and develop an affordable IT cost structure.



“We can use Office 365 to build a roadmap to long-term cost savings instead of paying up to \$300,000 in up-front expenses.”

How Do You Maximize Your Office 365 Investment?

Rackspace Fanatical Support for Office 365 provides phone, chat and email support 24 hours a day, 7 days a week, 365 days a year. For support ticket requests we **guarantee 4 hour response times** for critical business needs and **8 hour response times** for any non-essential assistance required. Our Office 365 experts jump in, take ownership of your problem or needs and work with you to solve the issue as if we were a member of your own staff. If we need to engage Microsoft to address your problem, we escalate the issue on your behalf to an exclusive line available only to Microsoft partners.

Managed Services for Office 365 provides 24x7x365 Fanatical Support and **ADDS** migration and migration planning, customized one on one coaching, quarterly reviews, training on new features and help with deploying and encouraging adoption of every feature available to you in the Office 365 suite.

Knowledgeable Experts Every Time You Call

Every business's Office 365 configuration and specific deployment needs are unique, and sometimes a basic support solution just won't work. Every time you reach out to Microsoft support, you are working with a new team that has very limited information about your specific usage and configuration.

You need support that will solve your individual issues, which often requires more knowledge of your business and environment. Rackspace Fanatical Support for Office 365 experts get to know your set-up and provide a solution tailored to your company's situation with knowledgeable experts every time you call.

Comparison of Office 365 Support Options	Microsoft Standard Support	Microsoft Premier Support	Rackspace Fanatical Support for Office 365	Rackspace Managed Services for Office 365
Support				
Office 365 Knowledge Center	✓	✓	✓	✓
Service dashboard	✓	✓	✓	✓
Web incident submission	✓	✓	✓	✓
24x7x365 Live, US-based support team			✓	✓
Dedicated support team		✓	✓	✓
Office 365 launch assistance		Added fee (MCS)	✓	✓
Pricing terms	Annually	Annually	Monthly	Monthly
Exchange migrations to Office 365		\$ 4,000	Included	Included
SharePoint migrations to Office 365				Licensing and support
Unlimited support hours			Included	Included
Managed Services				
Customer onboarding		✓	✓	✓
Office 365 roadmap and planning		✓	✓	✓
Delegated administration for Office 365 creation/setup		Added fee (MCS)	✓	✓
Office 365 add-on setup/integration management		Added fee (MCS)	✓	✓
Dedicated Technical Account Manager (TAM)		✓		✓
Dedicated Advisory Services Manager				✓
Facilitated review of Office 365 updates				✓
Best Practice enablement of Office 365				✓
Trend analysis to identify and provide customized training				✓
Weekly status discussion with dedicated TAM				✓
Monthly account review				✓
Quarterly business review				✓
Vendor relationship management (3rd party partners)				If in Rackspace Partner Network

How Do You Maximize Your Office 365 Investment?

Ongoing Change Management Provided for You

Changes in technologies are frequent and it can be difficult for a business to keep up with new software releases. As of this date, Microsoft has released 164 changes to Office 365 and anticipates implementing another 85 in the near term. How will these changes affect your implementation and use? Who will manage and track these changes?

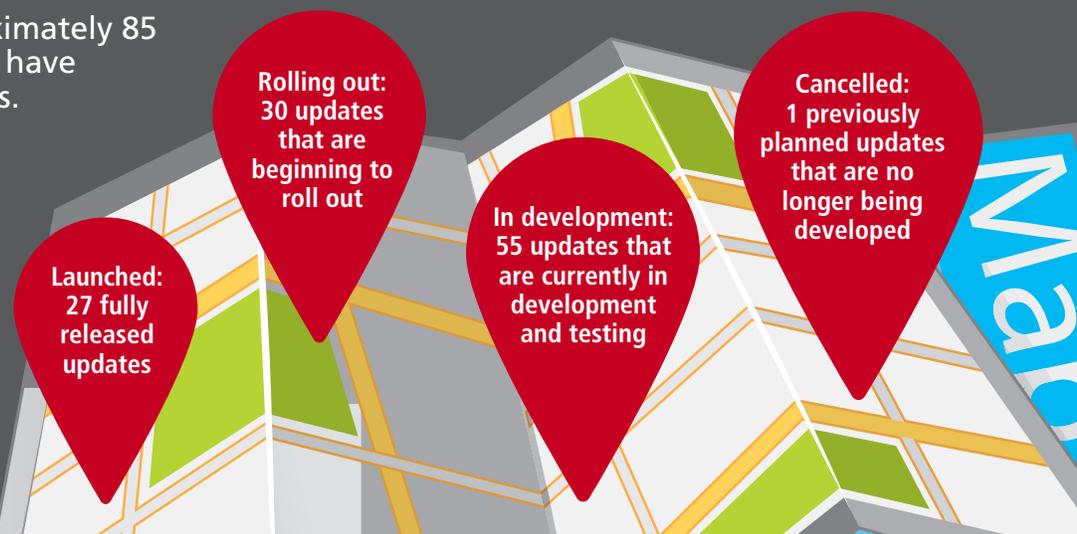
By partnering with Rackspace for Office 365 support, we'll take over the change management for you and work with you to implement these changes appropriately for your situation, so your internal IT staff can be focused on more strategic tasks. Managed Services for Office 365 also provides quarterly reviews with your Rackspace Office 365 expert. These sessions include resolved issues and open tickets, a review and presentation of new features and functionalities available in Office 365, plus help with training and configuration change planning to get the most out of the new features.

How will you manage all the Office 365 product changes?

Currently, Microsoft has approximately 85 new changes coming out. They have previously released 164 changes.

Office 365 Roadmap

The Office 365 Roadmap lists updates that are currently planned for applicable subscribers. Updates are at various stages from being in development to rolling-out to customers to being generally available for applicable customers worldwide.



Utilize Industry Best Practices for Implementation

With an on premises environment, your IT staff knows your infrastructure and likely utilizes industry best practices as needed. With the broad range of components included in Office 365, you need to attract, hire and educate new staff to handle the demands of Office 365 or you can hire one company that provides expert staff in a wide range of technologies with vast experience putting it all together.

Without wide product and feature knowledge, it is difficult or impossible for an internal IT team to leverage all of Office 365's power while focusing on day to day priorities. Rackspace uses its extensive Microsoft experience and technical expertise to customize Office 365 features and configurations and deliver the ideal productivity package to you. You can also tap into their expertise to fully explain the available features and differences between Office 365 plans.

Migrate Your Email with Minimal Downtime and Stress

Email migration can be a huge hassle that may cause downtime and stress which can be detrimental to the successful deployment of Office 365. Rackspace streamlines your email migration process through the use of our dedicated Office 365 professionals and best practices across all industries. Rackspace has the ability to leverage its experience and technical knowledge to make your company's transition quick, without causing excess stress on your normal business operations.

HAVE A PLAN FOR EMAIL MIGRATION

3rd party service providers that sell migration services can be very expensive. Building a solid plan for your migration, including determining what to migrate and how to migrate, is key. Be sure to consider:

- Migration schedule and specific mailboxes
- Client-side migration issue support
- End user communications
- Migration of client side data (.pst, local Outlook settings, local contacts)
- Active Directory resolution and password synchronization
- Post migration support

What are the New Capabilities of Office 365

When you buy a new tool, it's hard to know the best way to get the most out of it without some guidance. Rackspace can help you maximize your Office 365 investment by applying our experience and best practices. We can help you discover new features and train your IT staff on how best to use some of the lesser known Office 365 tools. Microsoft SharePoint Online, Skype for Business, OneNote and OneDrive for Business are examples of some of these tools, all of which can be used to improve productivity and efficiency.



SharePoint Online

Have a project with many moving players? SharePoint Online gives you the ability to bring everyone together and keep everyone on the same page. With easy to access resources and collaborative tools, sharing ideas and information with colleagues, partners and customers is simple. SharePoint Online delivers the powerful features of SharePoint without the associated overhead of managing the infrastructure on your own. Flexible management options ensure that you still retain the control you need to meet compliance requirements for your organization.



Skype for Business (formerly Lync)

Microsoft Skype for Business connects employees, partners and customers wherever they are, helping to reduce costs while increasing productivity and responsiveness. Making a personal connection is important in business, but it can be expensive to travel to see all your clients. Skype for Business allows you to create ad-hoc or scheduled online meetings with a single click from Outlook, and can instantly turn a meeting into an HD video conference. Skype for Business is a single, unified communications platform that interoperates seamlessly with Microsoft Office and other existing tools and systems, and can enhance or replace your existing IP PBX system. Skype for Business Voice gives users a consistent experience for presence, instant messaging, voice, and video across PCs, Macs, tablets, phones and browsers.



OneNote

Many of us carry a notebook or notepad around to take notes for business, school, or personal projects. But can you easily find — and decipher — the info you need? Is it convenient to share your notes with others? Take control with Microsoft Office OneNote, the easy-to-use note-taking and information-management program where you can capture ideas and information in digital form, making it simpler to gather, organize and share information. Insert files or Web content in a full-color, searchable format or as icons that you can click to access.



OneDrive for Business

With Office 365, each user gets 1 TB of space in the cloud that allows the user to store, sync and share work files. You can update and share files from anywhere and work on Office documents with others at the same time, so all the stored files are private unless you decide to share them. You can easily share a file with everyone in your organization or just with specified co-workers so you can collaborate on projects. You can also sync your files to your network or desktop so you always have up to data files.

Let Rackspace Help You Access ALL the Power of Office 365

Rackspace makes it easy to tap into the benefits of Office 365, from completing the initial set up, migrating your email environment, streamlining adoption, managing all security patches and fixes, implementing new features and providing the most knowledgeable on-going support for your IT team. Whether you purchase your licenses directly from Microsoft, or you prefer to purchase your licenses from Rackspace, we can provide a support package that will cover your needs.

There are two ways to tap into the Rackspace expertise and knowledge bank:

1. **Fanatical Support for Office 365** – Purchase your Office 365 licenses from Rackspace and get our Fanatical Support team 24x7x365. We act as an extension of your team to help address issues and make sure migration, set up and configuration is done smoothly and according to best practices.
2. **Managed Services for Office 365** – Purchase your Office 365 licenses from EITHER Microsoft or Rackspace, and then partner with Rackspace to get Fanatical Support for Office 365, proactive issue resolution, insightful planning and coaching and regular reviews and training opportunities with an Office 365 expert assigned to you. Managed Services helps you maximize your Office 365 investment with minimal IT needs on your part.

Rackspace Fanatical Support for Office 365

Get the industry-leading Microsoft Office 365 suite of technologies and Rackspace award-winning support to address some of the more common pain points of running Office 365, including email migration, configuration and strategic roll outs with change management. Rackspace Fanatical Support makes using Office 365 easier and more efficient.

With Fanatical Support for Office 365, companies get many different forms of proactive technical support including:

- Office 365 Knowledge Center
- Service Dashboard
- Web Incident Submission
- 24x7x365 Live, US-based Support Team
- Office 365 Launch Assistance
- Exchange Migrations to Office 365
- Unlimited Support Hours
- Office 365 Roadmap and Planning
- Customer Onboarding
- Delegated Administration for Office 365 Creation/Setup
- Office 365 Add-On Setup/Integration Management
- Monthly Pricing Terms

Rackspace Managed Services for Office 365

Get the most out of your Office 365 investment with ongoing, on-demand access to daily support and Advisory Services for Office 365. Rackspace helps take the Office 365 management burden off of central IT by providing managed services and support.

We work closely with you to understand your business requirements for Office 365. Then our team of Office 365 specialists assists with almost every aspect of Office 365 administration — from migration, to deployment, to training for new features and upgrades. The cost of hiring and training an in-house Office 365 expert and the cost of hiring an external team to handle migration can reach around \$150,000 on average, while Managed Services for Office 365 from Rackspace can cut those costs in half.

Managed Services for Office 365 is available no matter where you purchase or run Office 365, even if you didn't buy it from Rackspace. Managed Services for Office 365 provides a refined view of the Office 365 suite, leveraging our insights to help you implement the features that are best suited for your specific business needs, and supercharging your experience from inception to adoption.

Managed Services for Office 365 provides **everything listed** in the Fanatical Support for Office 365, plus:

- Dedicated Technical Account Manager (TAM)
- Dedicated Advisory Services Manager
- Facilitated Review of Office 365 Updates
- Best-Practice Enablement of Office 365
- Trend Analysis to Identify and Provide Customized Training
- Weekly Status Discussion with Dedicated TAM
- Monthly Account Review
- Quarterly Business Review
- Vendor Relationship Management (3rd party partners)

Rackspace Brings It All Together

Concerned about the complexity of Office 365? Your team just got bigger.

3000+

Cloud Engineers

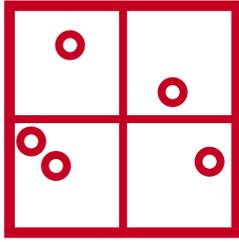
300,000+

Customers

120+

Countries

Why Rackspace?



A leader in the Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, North America and Europe 2014 and 2015



Hosting provider to 69% of the Fortune 100



Extensive Microsoft Expertise:

5 time Microsoft Hosting Partner of the Year – more than any other partner
Microsoft Gold Certified Partner
Gold Partner Microsoft Cloud OS Network
200+ Microsoft certifications, including MCITPs, MCSAs, MCSEs and MCTSs

Industry-Leading Exchange Provider
#1 SharePoint Hosting Provider (outside of Microsoft)
6 SharePoint MVPs on Staff
85% of SharePoint Hosting Licenses run on our servers
Redmond Reader's Choice for Best Hosted Exchange Provider

Now, the Choice is Yours

How you will move to Microsoft Office 365 and what partner to work with is not a decision to be taken lightly. Microsoft Office 365 delivers powerful business productivity tools in the cloud, but managing it can be complex. Rackspace not only has the expertise and knowledge to make sure your migration is smooth and seamless, but also has the ongoing support options you'll need and want to lower your cost of ownership:

Migrating your email: A successful implementation of Office 365 will start with email migration that minimizes down-time and stress for your company. Rackspace streamlines your migration process through the use of our dedicated Office 365 professionals, along with best practices across all industries.

Knowledgeable experts: Rackspace will partner with you and really get to know your business so we can solve your unique configuration and specific deployment needs that sometimes won't work with just a basic support solution.

Change Management: Rackspace will handle the literally hundreds of changes, updates and patches from Microsoft. Rackspace Managed Services for Office 365 provides quarterly reviews where we present new features and functionalities available, plus help with training and configuration change planning to get the most out of the new features.

Response time for support: Rackspace Fanatical Support for Office 365 and Managed Services for Office 365 guarantee four hour response times for critical business needs and eight hour response times for non-essential incidents.

Focus on your business: Rackspace uses its extensive Microsoft experience and technical expertise to help you leverage all of Office 365's power, while your IT staff focuses on all of the day to day priorities they face running your environment.

Office 365 provides a way to change how you run your business and to increase productivity if you do it right. Choose Rackspace Fanatical Support for Office 365 or Rackspace Managed Services for Office 365 to make sure you maximize your Office 365 investment and lower your total cost of ownership.

FOR PLANS AND PRICING, FOLLOW THE LINK TO RACKSPACE.COM.

Whitepaper Footnotes

¹ Trends in Cloud IT: Dissecting Adoption Across Thousands of Organizations, BetterCloudBlog June 2015

² Microsoft

³ The Total Economic Impact of Microsoft Office 365, Forrester Research June 2011

⁴ BetterCloud.com

This whitepaper is for informational purposes only and is provided "AS IS." The information set is intended as a guide and not as a step-by-step process, and does not represent an assessment of any specific compliance with laws or regulations or constitute advice. We strongly recommend that you engage additional expertise in order to further evaluate applicable requirements for your specific environment.

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