

RACKSPACE® MANAGED SERVICES for Office 365™

Maximize the Power of Office 365 with Management, Advisory Services and Fanatical Support®

Office 365 is a powerful **business productivity and collaboration suite** that delivers easy, anywhere access to critical tools like Exchange, SharePoint®, Skype for Business and Office applications in the cloud. However, managing Office 365 can be complex, and your systems, your processes and the skills of your people have to evolve. Implementing, customizing, deploying and troubleshooting Office 365 often requires dedicated IT resources, and keeping up with constant changes and improvements can be difficult and time consuming.

Rackspace Managed Services for Office 365 allows you to get the most out of your Office 365 investment with ongoing, on-demand access to premiere-level support and Advisory Services for Office 365. Rackspace helps take the Office 365 management burden off of central IT by providing proactive and reactive problem-resolution services to help you before, during and after your move to Office 365. We work closely with you to understand your unique business requirements for Office 365, and 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 — to accelerate user adoption and value. You can have confidence knowing that Rackspace support for Office 365 is delivered with over 16 years of hosting experience and deep Microsoft knowledge and experience.

No matter how you purchase your licensing for Office 365 — from Rackspace, or directly from Microsoft — our Managed Services for Office 365 experts can help your team meet and exceed your business goals and expectations.

Services Include:

- **Personalized Management** – A Technical Account Manager (TAM) is assigned to your account and provides a consistent, managed support experience and orchestrates planning and delivery of proactive services. With knowledge and understanding of your business or IT initiatives, your TAM helps direct you and improve overall effectiveness, performance, and availability.
- 24x7x365 Management and **Fanatical Support®** – Elevated technical support and world-class assistance for any Office 365 plan by phone, chat, and ticket for questions and troubleshooting
- **Incident Management** – Your TAM serves as your primary point of contact during outages or service incidents and provides notification, ongoing updates on resolution, and post-incident reviews. Consistent reviews of all open service cases and assistance with escalation facilitate quick, complete resolution of issues.
- Planning and execution for Exchange migrations from your Rackspace onboarding team
- Intro to Office 365 with a series of onboarding meetings for accelerated deployment
- Accelerated route for Microsoft support escalations
- Quarterly Expert Technical Reviews and training on new features, and preparatory services to help make sure you are ready for upgrades
- Proactive services to improve your environment health and provide product and support notifications and training opportunities

Why Rackspace Managed Services for Office 365?

- Reduce your Office 365 ramp up time with a team that can cut through complexity and lead you straight to a working productivity suite that fits your unique setup.
- Benefit from one-on-one discussions with a productivity specialist who can help build an Office 365 configuration to suit your business needs.
- Reduce the “surprise” factor of new features and understand new, frequent updates as they are added to your portal with easy to understand explanations from Rackspace.
- Receive industry-leading support from a Microsoft Gold Certified Partner and five-time Microsoft Hosting Partner of the Year award winner.
- Over 200 Microsoft-certified specialists including Exchange, SharePoint and Skype for Business experts to quickly diagnose and help solve issues.

Unlock the full potential of Office 365 with Rackspace. Add Managed Services for Office 365 to an existing office 365 account or to accounts licensed directly from Microsoft.

To learn more or chat with a specialist: **1-855-715-7307** or **o365.rackspace.com**



5-Time winner, Microsoft Hosting Partner of the Year

ALL BACKED BY
FANATICAL SUPPORT.

Toll Free: **1.800.961.2888** | International: **1.210.312.4700** | **www.rackspace.com**

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WHAT THEY'RE SAYING

“From a service standpoint, being able to get the help integrated in real time quickly, with knowledgeable technicians – that separates Rackspace from the competition.”

Ikram Massabini, CEO,
MVP Network Consulting

WHY RACKSPACE?

- A leader in the Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, North America and Europe 2014
- Hosting provider to 69% of the Fortune 100
- Extensive Microsoft Expertise:
 - o Five-time Microsoft Hosting Partner of the Year
 - o Microsoft Gold Certified Partner
 - o Gold Partner Microsoft Cloud OS Network
 - o 200+ Microsoft certifications, including MCITPs, MCSAs, MCSEs, and MCTSs
 - o Industry-Leading Exchange Provider
 - o #1 SharePoint Hosting Provider (Outside of Microsoft)
 - o 6 SharePoint MVPs on Staff
 - o 85% of SharePoint Hosting Licenses run on our servers
 - o Redmond Readers Choice for Best Hosted Exchange Provider

PRICING

Starts at \$4,000 account/per month

