

SERVICE OVERVIEW

MANAGED SERVICES FOR OFFICE 365

Maximize your Office 365 investment with advisory services and enterprise-class support.

Microsoft® Office 365™ is a powerful business productivity and collaboration suite that delivers secure, anywhere-access to critical tools like Microsoft® Exchange™, SharePoint®, Skype® for Business and Office® applications in the cloud. However, managing, deploying and driving adoption of Office 365 can require significant time and resources – especially for large and complex deployments.

WHY MANAGED SERVICES FOR OFFICE 365?

Rackspace Managed Services for Office 365 allows you to get the most out of your Office 365 investment with advisory services and enterprise-class support. We work closely with you to understand your unique business requirements. Our team of specialists can assist with almost every aspect of Office 365 administration – from migration and deployment to roadmap planning and training for new features and upgrades. We remove the complexity and burden of Office 365 management while helping you harness its full potential.

Managed Services for Office 365 is available whether you purchase Office 365 licensing from Rackspace, directly from Microsoft or from another third-party provider.

KEY FEATURES

Managed Services for Office 365 includes:

- **A dedicated technical account manager (TAM)** who works closely with your team to understand your business challenges. Your TAM serves as your primary support contact for migration, onboarding and setup and provides incident notification, resolution updates and post-incident reviews.
- **Proactive guidance, coaching and change management** help to assist with the frequent product changes and upgrades in Office 365 and reduce the “surprise” factor of new features and updates.
- **Strategic planning for how to best deploy, implement and drive** the adoption of new tools across your business, according to your specific needs and priorities. We conduct technology road mapping to help implement new technology solutions without service interruption.
- **24x7x365 enterprise-class support** for any Office 365 plan by phone, chat and ticket
- **Planning and execution** for Microsoft Exchange migrations
- **Accelerated routing** for Microsoft support escalations
- **Quarterly technical reviews and training** on new features
- **Proactive product and support** notifications

WHY RACKSPACE

- A leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting
- Hosting provider for over 60% of the Fortune 100
- 15+ years of hosting experience
- 300,000+ customers in 120+ 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



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