

FANATICAL SUPPORT[®] FOR OFFICE 365

THE POWER OF MICROSOFT OFFICE 365 BACKED BY AWARD-WINNING
FANATICAL SUPPORT

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CONTACT US

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www.rackspace.com/office-365

OVERVIEW

Fanatical Support for Office 365 brings together the industry leading Microsoft Office 365 suite of technologies with Rackspace Managed Cloud and Microsoft expertise and award-winning Fanatical Support to address some of the common set-up and management frustrations of Office 365. This includes free migration, configuration and setup, and advanced troubleshooting, daily management, and technical support.

Upgrade your out-of-date Office applications and current email platform to reduce downtime and IT demands, and get access to the modern features and benefits of cloud-based email and tools you can access from anywhere, on any devices. When you make the move to Office 365, don't go it alone. Rackspace has a plan that will work for you and our team will help you every step of the way.

HERE IS WHAT YOU CAN EXPECT FROM OUR TEAM

- We actively listen and provide you with direct and individualized communications
- Our communications and conversations are not scripted, but are personal responses addressing your specific needs
- Our answers to your questions will be straight forward and honest and we will not avoid tough questions
- We will take personal responsibility for your Office 365 service and support needs
- We empower our employees to make decisions and take actions
- We will follow through on our commitments to you
- Services will be provided by a support team that will be available to you
- We will be accessible to you by phone or ticket at all times
- We will take special care to assist with your urgent requests
- We will have subject matter experts available that know how to identify problems and offer solutions
- Our support teams will provide advice to you about your Rackspace environment or Office 365 services based on industry best practices and technology expertise
- We employ creative and practical solutions for your hosting services
- We will take special care to assist with your urgent requests
- We will have subject matter experts available that know how to identify problems and offer solutions
- Our support teams will provide advice to you about your Rackspace environment or Office 365 services based on industry best practices and technology expertise
- An escalation contact will be readily available to you at all times

WE DELIVER FANATICAL SUPPORT®

Fanatical Support is the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of our DNA since 1999.

- Your complete satisfaction is our sole ambition
- Working hard 24x7x365 to support you is more than our job – it's who we are
- Our driving purpose is to take care of your business; to make sure things go as smoothly as possible
- If something goes wrong, we will rise to the occasion, take action, and resolve the issue

TRUST RACKSPACE

- A leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting
- Hosting provider for over 60% of the Fortune 100
- 3,000+ cloud engineers
- 15+ years of hosting experience
- 300,000+ customers in 120+ countries
- Five-time Microsoft Hosting Partner of the Year
- Microsoft Gold Certified Partner in Hosting, Collaboration and Content, Cloud Productivity and Small and Midmarket Cloud Solutions.
- We support 4.5 million+ global email end users
- Named Top Player in the 2015 Radicati Cloud Business Email Market Quadrant
- Redmond Reader's Choice Winner: Best Exchange Provider
- Gold Stevie Award Winner for sales and customer service
- Four Microsoft MVPs on staff
- 200+ Microsoft Certified Specialists

SUPPORT AND SERVICE RESPONSIBILITY CHART

This chart outlines the full scope of roles and responsibilities between the customer and Rackspace. It identifies specific functions and how we work to ensure the customer's Office 365 solution is supported.

CARE & SERVICES	RESPONSIBLE PARTY
24x7x365 access to a team of Rackspace support specialists for Microsoft Office 365 via phone, ticket and/or chat	Customer Initiated Rackspace Executed
Implementation of third-party applications with Office 365	Customer
LICENSING & SERVICES	
Adding, subtracting or changing user licenses purchased through Rackspace	Customer Initiated Rackspace Executed
Responsible for any and all licenses on the account, whether these licenses have been assigned to a user or not	Customer
Adjustment of Microsoft direct or other partner licenses	Customer
MIGRATION	
Assisted Migration initiation request	Customer
Planning	Rackspace & Customer Collaboration
Verification of all domains and accepted domain	Customer
Creation of users, lists, groups, contacts, etc., either through Active Directory or the Office 365 portal	Customer
Migration of data from originating mailboxes to destination mailboxes	Rackspace
DNS record changes	Customer
Guidance and assistance with the entire migration process including troubleshooting	Rackspace
SHAREPOINT ONLINE	
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
SharePoint Site customization	Customer
Migration of all SharePoint content	Customer
ONEDRIVE FOR BUSINESS (OD4B)	
Provide instructions and steps in order to sync OneDrive	Rackspace
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Migration of content from storage source to OneDrive for Business utilizing a third-party application	Customer
EXCHANGE	
Setting up user's Outlook & local environments	Customer
Implementing of Data Loss Prevention policies, third-party applications, public folders, spam filters settings, shared mailboxes and resources.	Customer
Guidance in setting and creating Data Loss Prevention policies, public folders, spam filters settings, shared mailboxes, and resources	Rackspace
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Implementing & Management of MDM software or applications	Customer
OFFICE 2016	RESPONSIBLE PARTY
Downloads of Office applications	Customer
End-user education & training related to the Office suite	Customer
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace

SKYPE FOR BUSINESS*	
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Guidance in Federation of Skype for Business for outside sources	Rackspace
Federation of Skype for Business for outside sources	Customer
Deployment of Skype for Business	Customer
Integration of VoIP system	Customer
IDENTITY	
Active Directory syncing & changes	Customer
Manage Active Directory users and groups	Customer
Configure Active Directory with Office 365 environment	Customer
Implementation of Single or Same sign-on	Customer
AZURE RIGHTS MANAGEMENT SERVICES	
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Guidance in utilizing RMS	Rackspace
Management and configuration of RMS	Customer
Guidance in implementing REM extension & document protection	Rackspace
POWERSHELL	
Management of Office 365 environment via powershell	Customer
High Level suggestions and guidance**	Rackspace
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace

*Rackspace currently does not support Microsoft's PSTN preview for Skype for Business or E5 plans.

**Suggestions offered on a base effort basis. Support technicians are not trained nor are they responsible for this level of knowledge.

SUMMARY

The reliable email and collaboration tools in Office 365 are essential for productivity and success. When you assume responsibility for updates, upgrades, troubleshooting, security and administration, you risk straining your IT resources, draining revenue and losing your competitive edge.

Work with Rackspace to support your Office 365 suite of services to eliminate headaches, upgrade your technology smoothly, and implement industry leading best practices, while relying on the expert knowledge and support you need to be successful.

ABOUT RACKSPACE

Rackspace (NYSE: RAX), **the #1 managed cloud company**, helps businesses tap the power of cloud computing without the challenge and expense of managing complex IT infrastructure and application platforms on their own. Rackspace engineers deliver specialized expertise on top of leading technologies developed by AWS, Microsoft, OpenStack, VMware and others, through a results-obsessed service known as **Fanatical Support**[®]. The company has more than 300,000 customers worldwide, including two-thirds of the FORTUNE 100. Rackspace was named a leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, and has been honored as one of Fortune's Best Companies to Work For in six of the past eight years.

The information contained in this document is a general introduction to the Rackspace Services and does not include any legal commitment on the part of Rackspace.

You should not rely solely on this document to decide whether to purchase the service. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services' features and benefits depend on system configuration and may require enabled hardware, software or additional services activation.

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Although part of the document explains how Rackspace services may work with third party products, the information contained in the document is not designed to work with all scenarios. Any use or changes to third party product and/or configurations should be made at the discretion of your administrators and subject to the applicable terms and conditions of such third party. Rackspace does not provide technical support for third party products, other than specified in your hosting services or other agreement you have with Rackspace and Rackspace accepts no responsibility for third-party products.

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