

# RACKSPACE® MANAGED SERVICES FOR OFFICE 365

WE CAN HELP YOU MAXIMIZE THE POWER OF OFFICE 365.

## CONTENTS

Overview.....	2
Key Features.....	3
Support and Service Responsibility Chart.....	4
Summary.....	5
About Rackspace.....	6

## CONTACT US

(855) 715-7307

[www.rackspace.com/office-365](http://www.rackspace.com/office-365)

## OVERVIEW

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 2016 applications in the cloud. However, managing Office 365 can be complex. Implementing, customizing, deploying and troubleshooting Office 365 often requires dedicated IT resources with advanced knowledge and experience. Office 365 is constantly changing and keeping up with the changes alone can be a drain on IT.

Rackspace Managed Services for Office 365 allows you to get the most out of your Office 365 investment with ongoing, on-demand access to daily support and proactive Advisory Services for the entire Office 365 suite. Rackspace helps take the Office 365 management burden off central IT by providing advice and technical support to your IT team. We work closely with you to understand your 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, from training for new features to upgrades. You can have confidence knowing that Rackspace support for Office 365 is delivered with over 16 years of hosting experience and deep Microsoft hosting expertise.

Of course, you can combine Managed Services for Office 365 with your Fanatical Support for Office 365 licensing. But Managed Services for Office 365 is available no matter where you purchase Office 365, even if you have a current Software Agreement with Microsoft or didn't buy Office 365 from Rackspace.

## 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

## KEY FEATURES

### PERSONALIZED ADVISORY SERVICES

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 guide you and improve overall effectiveness, performance and availability.

- 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 straightforward 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

### 24x7x365 MANAGEMENT

Elevated technical support and world-class assistance for any Office 365 plan by phone, chat and ticket for questions and troubleshooting are available around-the-clock.

- 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 who 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

### SUPPORT PROCESS MANAGEMENT

Your TAM serves as your primary point of contact for support service 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.

- 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

### FANATICAL SUPPORT®

We provide 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.

- 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 help resolve the issue

## 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
Advisory services from Rackspace Managed services team specific to Office 365	Rackspace
24x7x365 access to a team of Rackspace support specialists for Microsoft Office 365 via phone, ticket and/or chat	Customer Initiated Rackspace Executed
24x7x365 access to dedicated Office 365 Technical Account Manager	Customer Initiated Rackspace Executed
Intro to Office 365 with a series of onboarding meetings for accelerated deployment	Rackspace
Quarterly expert technical reviews and training on new features	Rackspace
Proactive product and support notifications and training opportunities	Rackspace
Admin center guidance & training for IT staff	Rackspace
Training & information on new features and changes	Rackspace
LICENSING & SERVICES	
Adding, subtracting or changing user licenses purchased through Rackspace	Customer Initiated Rackspace Executed
Adjustment of licenses purchased through Microsoft or another partner	Customer
MIGRATION	
Planning & execution guidance	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	Rackspace & Customer Collaboration
Guidance & direction on creation of users, lists, groups, contacts, etc., either through Active Directory or within the Office 365 portal	Rackspace
DNS record changes	Customer
Guidance and assistance with the entire migration process including troubleshooting	Rackspace
SHAREPOINT ONLINE	
Define overall scope	Rackspace & Customer Collaboration
Execution of SharePoint site build-out	Customer*
Provide training for IT staff & end-users in order to navigate and perform general activities in SharePoint	Rackspace
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Existing SharePoint Migration through the Sharegate drag and drop Interface	Customer**
ONEDRIVE FOR BUSINESS	
Provide training for IT staff & end-users in order to navigate and perform general activities in order to best utilize OneDrive for Business	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
Migration of content from a storage source such as Box to OneDrive for Business utilizing Sharegate. Starting May 2016	Customer**

\*Additional Optional Rackspace Services at an additional cost

\*\* Sharegate Licensing provided by Rackspace

EXCHANGE ONLINE	
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.	Rackspace & Customer Collaboration
Guidance in setting and creating Data Loss Prevention policies, third-party applications, 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
Guidance in management of MDM software	Rackspace
OFFICE 2016	
RESPONSIBLE PARTY	
Downloads of Office applications	Customer
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Guidance in implementing download across company	Rackspace
SKYPE FOR BUSINESS	
Guidance to increase adoption rates	Rackspace
Customizable training for IT staff and end-users	Rackspace
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
Guidance in integration of VoIP System	Rackspace
IDENTITY	
Active Directory syncing & changes	Customer
Manage Active Directory users and groups	Customer
Configure Active Directory with Office 365 environment	Customer
Guidance in syncing Active Directory to the Office 365 environment	Rackspace
Troubleshooting, to include direct paths to Microsoft if needed	Rackspace
Implementation of Single or Same sign-on	Rackspace & Customer Collaboration
Guidance in Federating Active Directory with Azure	Rackspace
Guidance in developing a single Active Directory for your organization	Rackspace
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

\*Additional Optional Rackspace Services at an additional cost  
 \*\* Sharegate Licensing provided by Rackspace

## 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**<sup>®</sup>. 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.

Except as set forth in Rackspace general terms and conditions, cloud terms of services and/or other agreements you sign with Rackspace, Rackspace assumes no liability whatsoever, and disclaims any express or implied warranty, relating to its services including, but not limited to, the implied warranty of merchantability, fitness for a particular purpose, and no infringement.

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.

Rackspace cannot guarantee the accuracy of any information presented after the date of publication.

Copyright © 2016 Rackspace | Rackspace<sup>®</sup>, Fanatical Support<sup>®</sup> and other Rackspace marks are either registered service marks or service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

DATE MODIFIED: 2016-04-01