

## SOLUTION OVERVIEW

# RACKSPACE CLOUD OFFICE

*Specialized hosting and Fanatical Support for email, productivity and collaboration.*

Email and productivity tools are vital to every business, but managing them can present serious challenges. Faced with limited IT resources, mobility requirements and an increasing number of apps, businesses struggle to maintain, manage and secure these critical applications.

The consequences of poor application management can include costly outages, crippling security breaches and reduced competitiveness. Meanwhile, the resources required to run these vital business tools aren't available for more strategic IT projects that move the needle.

Rackspace Cloud Office delivers managed support for business-critical email and productivity applications delivered by a team of Rackspace productivity specialists. Each Cloud Office solution is delivered with our award-winning **Fanatical Support®** and backed by industry-leading service level guarantees.

## RACKSPACE CLOUD OFFICE

Rackspace delivers **world class** expertise and service for the world's leading clouds and technologies. We provide flexibility and choice through a broad portfolio of solutions and platform options that allows you to access leading productivity suites like Microsoft® Office 365™ and Google® Apps for Work. We also offer business-grade email options, including Rackspace Email and Microsoft Exchange, and collaboration tools like SharePoint®. Our solutions include aggressive uptime service level guarantees, data protection including triple-layer premium spam and virus protection for email, SSL-encrypted messaging and a comprehensive email archiving solution.

## EXPERTISE

- **Deep expertise:** Each solution is managed by a team of application specialists who help you choose, deploy and fully manage the right solution for your business needs. Our team consists of Microsoft and Google-certified professionals along with hundreds of application and hardware specialists to help you prepare, migrate, manage and optimize your applications.
- **An extension of your team:** We reduce the burden on your IT team by managing business-critical applications for you, so that you can stay focused on your core business and allocate finite resources more strategically.
- **Decreased complexity:** Our Cloud Office specialists have knowledge across numerous productivity tools, including email (POP/IMAP, Exchange), SharePoint, Office 365 and Google Apps for Work. We'll help you choose the solutions that meet your unique needs.

## SERVICE

- **We save you time and money:** We provide support for migration, deployment, management and daily troubleshooting for email, productivity and collaboration applications. We can help you reduce the amount of time and money spent managing these tools.
- **We help you get the most out of your investment:** Rackspace Cloud Office will help you to get the most out of your investment and increase adoption of other tools and features available to you. If you're already paying for on-premises or individual online tools, we help you standardize your tools to save money and control expenses, so that more of your budget can go toward your bottom line.
- **We deliver Fanatical Support:** It's the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of our DNA since 1999.

## TRUST RACKSPACE

- 4.5 million+ global email end users
- A leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, North America and Europe
- Five-time Microsoft Hosting Partner of the Year.
- Named 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
- Rackspace Email Archiving solution named Specialist in the 2015 Radicati Cloud Information Archiving Market Quadrant.
- Five Microsoft MVPs on staff
- 200+ Microsoft Certifications
- Certified Google Apps for Work partner

**"FROM A SERVICE STANDPOINT, BEING ABLE TO GET THE HELP INTEGRATED IN REAL TIME QUICKLY, WITH KNOWLEGABLE TECHNICIANS - THAT SEPARATES RACKSPACE FROM THE COMPETITION."**

**IKRAM MASSABINI** :: MVP Network Consulting

## CONTACT US

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



## WHY CLOUD OFFICE?

### EXPERIENCE FANATICAL SUPPORT

We know how important fast, reliable support is when you have a question or issue. With Rackspace as your service provider, you're always just seconds away from helpful, experienced resources via phone, chat or ticket, plus our comprehensive library of support documentation.

- **We're always here:** Direct access to our live award-winning support team 24 hours a day, 7 days a week, and 365 days a year. No automated menus when you call. Live chat and ticketing available in custom control panels. No extra support charges, and no monthly support ticket limits.
- **We're ready to help:** From help choosing the right solutions for your unique business, to deep strategic planning, to reacting to an emergency at 3am, Rackspace specialists are ready to help.
- **We're empowered:** When you call support for Office 365, Google Apps for Work, Email or SharePoint, you don't have to fight to speak with someone who can solve your problem.

### SECURITY AND RELIABILITY IS MORE IMPORTANT THAN EVER BEFORE

Cloud Office customers don't need to worry about patching, installing and maintaining security software. We take care of that, while providing:

- Triple layer SPAM and anti-virus protection for Rackspace Email and Hosted Exchange
- Secure Identity and Encryption guidance for Microsoft Office 365
- Secure enterprise class file sharing options and collaboration tools including One Drive from Office 365, Drive from Google Apps for Work and Microsoft SharePoint.

The range of options and pricing is a fit for any size organization and solutions are backed by aggressive, industry-leading uptime guarantees:

- Hosted Exchange: 100%
- Rackspace Email: 100%
- Hybrid Exchange: 100%
- Exchange and SharePoint Server: 100% Network Uptime Guarantee
- Google Apps: 99.9% Uptime
- Office 365: 99.99% Uptime

### LET US MAKE YOUR LIFE EASIER

Reliable email and collaboration tools 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.

Partner with the Cloud Office team at Rackspace 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.



**Microsoft Partner**  
 Gold Hosting  
 Gold Collaboration and Content  
 Gold Cloud Productivity  
 Gold Small and Midmarket Cloud Solutions



## KEY PRODUCTS

### EMAIL AND PRODUCTIVITY

Industry-leading productivity suites, managed by Rackspace:

- **Fanatical Support for Office 365:** Email migration, full feature set-up, deployment and daily management of Office 365 Business and Enterprise plans, including Office 2016, delivered by Office 365 specialists.
- **Managed Services for Office 365:** Premium support and advisory services for large and complex Office 365 environments. Includes a dedicated account manager, proactive support, coaching and assistance with almost every aspect of Office 365 administration, in addition to new feature training and upgrade preparation.
- **Fanatical Support for Google Apps for Work:** includes email migration, set-up and deployment and assistance delivered by Google Apps for Work specialists.

Connect and communicate with reliable, industry-leading email solutions:

- **Rackspace Email:** Powerful, affordable, professional hosted email @ your domain. Access email from Outlook, your mobile device or webmail.
- **Microsoft Exchange:** Get the most out of Outlook and mobile, with Hosted Exchange or single-tenant Microsoft Exchange Server, the gold standard in business email.
- **Hybrid Exchange:** Save money by combining Rackspace Email and Hosted Microsoft Exchange on a single domain to serve users with different email needs.
- **Rackspace Email Archiving:** Available add on to Office 365, Exchange and Rackspace Email allows you to easily preserve and present crucial email data, instant messages and attachments, via a searchable, scalable, cloud-based archiving service.

### COLLABORATION

Share work, organize projects and teams, and communicate and collaborate from anywhere:

- **Microsoft SharePoint:** SharePoint Server running on hardware custom configured hardware and dedicated to you. Our team of SharePoint Specialists will help manage it for you, plus provide the guidance you need – from planning to implementation and beyond – so you can get back to business.