

# Rackspace Application Services for Microsoft 365

Application management and optimization of the world's leading digital workplace platform.

Rackspace Technology is the trusted Microsoft® partner for organizations transitioning their productivity applications to the Microsoft Cloud. Specialists help organizations with large or complex Microsoft Modern Workplace deployments to better plan, migrate, set up, administer and use Microsoft 365 across their enterprise. Rackspace Technology expertise, matched by industry-leading support, helps you decrease your IT management burden, while increasing employee adoption and productivity for a better Microsoft 365 ROI.

## Experts Dedicated to Your Success

Rackspace Technology has deep expertise and years of experience designing, deploying and managing Microsoft productivity, identity and security solutions across platforms. Microsoft specialists can help your organization get more out of Microsoft 365 with assistance every step of the way — including migration, deployment, daily administrative support, long-term strategic planning and roadmap guidance.

## Key Benefits

**High ROI:** Minimize the costs associated with finding, hiring, training and retaining your own team of application experts. Microsoft 365 has evolved into a complete, comprehensive platform spanning collaboration, communication, identity, security and more. The breadth of Microsoft 365 necessitates a team of specialists to maximize its value, and by leveraging Rackspace Technology, you immediately have access to the skilled resources your business needs.

**Get started quickly:** Whether you're transforming existing processes or looking for efficiencies by leveraging the diverse set of products in Microsoft 365, the experts at Rackspace Technology can guide you through the entire deployment process.

**Agility:** Your Rackspace Technical Account Manager and engineering team will work closely with you each month to identify and focus on the highest priority concerns. Rackspace Technology knows that the business and technology landscape can shift dramatically overnight and offers solutions that enable you to quickly pivot and respond to the latest opportunity.

**Transformation:** Rackspace Technology helps develop a strategy that best meets your needs and reduces your risks. With a proven track record of helping thousands of customers transition their businesses to the cloud, Rackspace Technology will be your trusted guide on your journey.

**Expertise:** With a dedicated team of Microsoft experts delivering application management support, Rackspace Technology acts as an extension of your team to identify and deploy the right solution for your organization faster and with less impact to your IT team.

**Security:** Rackspace Technology is here to ensure your business processes are optimized, secured and compliant. On top of anti-spam and anti-malware, you can select from security and compliance service options to meet your industry's regulatory requirements.

## The Rackspace Technology™ Edge

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud professionals
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries

## Take the Next Step

Let's talk about how Rackspace Technology expertise helps you achieve your goals.

Learn more: [www.rackspace.com](http://www.rackspace.com)  
Call: 1-800-961-2888

## Key Features

### Application Management and Optimization

For a monthly fee, and based on the level you purchase, you will receive a team of experienced Rackspace Technology engineers and architects dedicated to helping you get the most out of your Microsoft 365 investment. With application management, Rackspace Technology provides expertise, best practices, usage insights and optimization for large or complex Microsoft 365 deployments.

- **Dedicated Technical Account Manager (TAM):** Facilitates ongoing delivery of advisory services activities and manages your roadmap.
- **Monthly Account Reviews (MAR):** Customized checkpoints designed to achieve ROI and business goals through a review of customer support trends, adoption achievement and roadmap realignment.
- **Technical Guidance:** Additional services such as advice, guidance or technical assistance each month to help address your evolving business needs.
- **Security and Compliance Support:** Ongoing support and guidance for security and compliance apps to help keep your customer data safe and secure.
- **Hybrid Management:** Support for Microsoft 365 architectures that connect to other Microsoft Application Servers via a common identity, such as Microsoft Exchange and SharePoint® Server.
- **Prioritized Microsoft Support Escalations (optional):** Less than 1% of calls get escalated because almost all issues can be resolved by Rackspace Technology support.
- Microsoft 365 licenses can be purchased through Rackspace Technology or you can bring your own.

### Application Services Design Solution Process

Rackspace Technology partners with you every step of the way in your journey to the Microsoft 365 cloud, from assessment through implementation to ongoing management and optimization.



- **Advise:** Rackspace Technology will assess your current business goals, discuss your current and future requirements and provide an optional readiness assessment to establish environment and application compatibility with Microsoft 365 applications.
- **Design:** Architects help determine the best Microsoft solution aligned to your business goals and develop a migration and implementation plan to meet your desired outcomes.
- **Build:** Our engineers will work side-by-side with your team to help you implement the solutions we design. Alternatively, you can purchase a turn-key, custom migration experience.
- **Manage & Optimize:** Rackspace Technology will provide ongoing expertise, best practices, usage insights and optimization of your Microsoft 365 solution to help you get the most from your applications.

## Catalog of Services

Through extensive experience, Rackspace Technology has developed a catalog of services that tackle the most common challenges. This list is just a starting point. Every customer is unique, and your TAM will work closely with you to tailor your roadmap with custom solutions to meet your needs.

### Exchange Online

Rackspace Technology has over 12 years of experience managing large multi-tenant Exchange systems, including Exchange Online. Engineers and technicians will help your organization with email configuration, security concerns, advice and roadmap planning with Exchange Online best practices in mind.

### Email Configuration

- Tailored Mail Flow design, including organization-level enablement of features
- Hybrid Exchange Online configuration and troubleshooting
- Address book policies configuration and troubleshooting
- Ethical walls and intra-organizational security
- Client configuration and troubleshooting including desktop clients and ActiveSync
- Archiving and mailbox restoration

## **Email Hygiene and Security Support**

- DKIM/DMARC configuration and troubleshooting
- Office 365 Advanced Threat Protection policies design and testing
- Data Loss Prevention policies design and testing
- Messaging Encryption configuration
- In-place hold, litigation hold and eDiscovery configuration and troubleshooting

## **Collaboration and Teamwork**

Collaboration is a key component of a Microsoft 365 deployment. Rackspace Technology will help you establish a new SharePoint environment or bring an existing environment up to best practices and recommended configuration and security settings. Rackspace Technology can also help enable and configure Microsoft Teams to complete your end-to-end collaboration platform while integrating other cross-cutting Microsoft 365 features such as Data Loss Prevention and Rights Management for full protection of your data.

## **SharePoint Online**

- Setup, advice and best practices for SharePoint document libraries and general configuration
- Guidance and advice on site customization and enablement
- Data loss prevention and internal/external sharing setup and best practice advice
- Rights management for SharePoint content

## **Microsoft Teams**

- Enablement through admin and end-user workshops and training
- Instant messaging, audio/video conferencing, and desktop sharing configuration
- Security and governance planning

## **Office and Automation**

Increasing security and productivity for your workforce does not stop at proper configuration of the services. Rackspace Technology can advise on proper configuration and enablement efforts for desktop Office software as well as best practices for the citizen developer platforms available in Microsoft 365.

## **Microsoft Office**

- Out-of-the-box setup guidance, configuration and troubleshooting
- Guidance, enablement and troubleshooting for Word, Excel, PowerPoint, OneNote, Outlook, Teams and InfoPath
- Guidance, enablement and troubleshooting for Mobile Office clients

## **Power Platform**

- Guidance and training on best practices for PowerApps
- Guidance and training on best practices for Power Automate flows

## **Secure Remote Work**

Windows Virtual Desktop can address your immediate and long-term needs for secure remote work to enable optimal efficiency of your teams. Your workforce will get secure access to the Windows 10 desktop experience with which they are already comfortable along with expert advice on proper configuration of the remote work scenario.

## **Windows Virtual Desktop**

- Golden Image creation and troubleshooting
- Host Pool configuration and management advice, configuration, optimization and troubleshooting
- FSLogix configuration, optimization and troubleshooting