

RAP as a Service PLUS for Office 365 Exchange

RAP as a Service PLUS

Subscription: 12 Months

Delivery Options: 3 days remote OR 1 day remote + 2 days onsite

Overview

Gain an insight into the health of your Exchange Online tenant by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance.

Analyze your environment against best practices developed by Microsoft technology experts, then work with a Microsoft engineer to understand your results and develop a plan that limits risk and improves your environment.

Objectives

- Implement an optimal Office 365 Tenant configuration
- Increased productivity and cost savings through recommended operational practices
- Unblock enablement of key capabilities within your Office 365 Tenant

Methodology

Setup your assessment

Prior to working with your Microsoft engineer, you will setup your assessment and generate your first set of results.

Expert analysis

Your Microsoft engineer will analyze your results, help you understand each issue identified and ensure that you have the right information to fix the issue.

Persist and improve

Re-assess your environment on a monthly basis using the latest updates to continually drive improvement throughout the year.

Key Takeaways

- Holistic recommendations that enable you to improve your people, process and technology.
- Expert analysis and prioritized remediation guidance on what to fix first.
- Regular updates to guidance and features.
- In-depth review of findings with subject matter expert.

Scope

Assess your Office 365 Exchange tenant configuration, topology, data integrity and more.

This service assesses a single Office 365 Exchange tenant.

Agenda

Welcome call

Occurs 2-4 weeks before delivery with your Microsoft Engineer and Customer Success Account Manager.

Setup and initial results

You complete the assessment setup and initial result gathering prior to your analysis.

Engineer led analysis

Your Microsoft engineer will analyze your results and lead the in-depth review of your findings in three remote meeting days, or a one-day remote meeting in addition to two onsite days.

Your engineer will work with you to develop a prioritized list of recommendations.

Close out meeting

Finalize and deliver your results.

RAP as a Service PLUS for Office 365 Exchange Comparison

	RAP as a Service for Office 365 Exchange	RAP as a Service PLUS for Office 365 Exchange
Duration	1 Day	3 Days
Delivery Options	Remote only	3 days remote OR 1 day remote + 2 days onsite
Subscription duration	12 months	12 months
Data storage	Cloud hosted	Cloud hosted
Training and planning on findings	No	Yes

Detailed Scope and Requirements

Technical Scope:

Operational Survey to collect information pertaining to operational excellence for maintaining an Office 365 tenant.

Secure Score to collect the security configuration of the overall tenant.

Exchange Online configuration data:

- Transport rules
- License consumption
- Role groups
- DirSync issues

- SPAM notifications
- Hybrid configuration
- In Place Hold
- Modern Authentication
- Quarantine policy
- DLP Policies in place
- And more.

Software Requirements:

- Office 365 tenant with Exchange deployed

Be proactive across Focus Areas

- **Availability and Business Continuity:** Maximize your service availability and plan for disaster recovery
- **Change and Configuration Management:** Manage changes to services configuration settings across your environment.
- **Operations and Monitoring:** Manage and perform day-to-day operations within your environment.
- **Performance and Scalability:** Deliver the expected user experience by managing current and future performance and capacity requirements.
- **Security and Compliance:** Protect your services from attack and ensure the integrity and privacy of your data.
- **Upgrade, Migration and Deployment:** Manage product or development lifecycles, migrations between platforms, and deployment of new services into your environment.

For more information

Contact your Microsoft Account Representative for further details.