

Managed Office 365

Supported by RapidScale's
Cloud Experts



Office 365

Whether you are in the office, sitting on a train or resting on a beach, RapidScale's Managed Office 365 solution allows you to work seamlessly from anywhere, on any device, at any time. Our reliable engineers are available 24x7x365 to support and manage your every need. In addition, we provide add-on data migration services for clients wanting to move email workloads to Office 365 from a host of other complex environments.



Collaboration

Features such as concurrent document editing, video conferencing, and file sharing are all supported.



End-User Support

RapidResponse supports your end users directly, while other help desks provide support through clients' internal help desks, adding costs, time and frustration.



Management

RapidScale's white-glove Office 365 management is flexible, consistent and cost effective.



Migration

We'll migrate your legacy email data with ease. We ensure a seamless migration of your mail, contacts and calendars for each user.

RapidResponse Support Promise

RapidScale matches Microsoft's 99.5% SLA while also meeting the mean response times listed below for all Office 365 plans.

Severity	RapidScale Reponse Time	Microsoft Response Time	
	All 365 Plans	Business Plans	Enterprise Plans
Urgent	15 Minutes	Premier Support (Additional Fee)	
High	30 Minutes	1 Hour	
Medium	4 Hours	No Commitment	Next Day
Low	8 Hours	No Commitment	No Commitment



Plan Features

Features	Business Essentials	Business Premium	E1	Pro Plus	E3
Exchange Online	✓	✓	✓		✓
50GB Mailbox Storage	✓	✓	✓		
Unlimited Mailbox Storage					✓
Web Version of Office 2016	✓		✓	✓	✓
Desktop Version of Office 2016		✓		✓	✓
1TB OneDrive File Storage	✓	✓	✓	✓	✓
eDiscovery Search			✓		✓
Active Directory Integration	✓	✓	✓		✓
Skype for Business	✓	✓	✓		✓
Skype Broadcast Meetings			✓	✓	✓
Azure Rights Management					✓

RapidScale Features

Features	Business Essentials	Business Premium	E1	Pro Plus	E3
SLA	99.5%	99.5%	99.5%		99.5%
Data Migration	Optional	Optional	Optional		Optional
Support	✓	✓	✓	✓	✓
Management	✓	✓	✓		✓