

# 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 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.



### Backup and Training

This is the only Office 365 offering that provides email backup and end-user digital enablement, including adoption training, as part of the core service.



### RapidResponse Support

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



### Management

Our white-glove Office 365 management is flexible, consistent and cost effective, with reliable engineers available 24x7x365 to support you.



### Migration

We provide customers with choices around their migration, ensuring a smooth and seamless transition. Free migration is available with a 36-month term.

## 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 2019	✓		✓	✓	✓
Desktop Version of Office 2019		✓		✓	✓
1TB OneDrive File Storage	✓	✓	✓	✓	✓
eDiscovery Search			✓		✓
Active Directory Integration	✓	✓	✓		✓
Skype for Business	✓	✓	✓		✓
Skype Broadcast Meetings			✓	✓	✓
Microsoft Teams	✓	✓	✓		✓
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	✓	✓	✓		✓

RapidScale  
 Sales: (866) 371-1355  
 Support: (866) 686-0328  
[rapidscale.net](http://rapidscale.net)

