

RAP as a Service for Office 365 Skype and Teams

Online

Duration: 12 month subscription | 1 Day Engineer review

The Rap as a Service for Office 365 Skype and Teams is a proactive service delivered by a Microsoft engineer to analyze and provide guidance on operations, configuration and usage within an Office 365 subscription. This service is recommended to help get

the most out of your Office 365 investment. This service provides specific focus on the intelligent communications stack which includes Skype for Business Online and Teams..

01 COMPREHENSIVE

Collect Data from Office 365 pertaining to Configuration of the Intelligent Communications stack.

02 EXPERT RESULTS

Analyze customer configuration against Microsoft recommended practice.

03 ACTION PLAN

Produce a plan that will help you remediate issues identified with Office 365 Configuration.

◆ CAPABILITIES ◆

This delivery brings the deep product knowledge of a Microsoft engineer with the proven automated data collection and analysis technology. These outcome of the assessment are driven through the collaborative support capabilities that are built into the Microsoft Services Hub. This fusion of skills and technology creates a highly efficient method for you to get the most out of your investment in Office 365.

◆ Assessment Overview ◆

Collect	Analyze	Report	Plan	Track
<ul style="list-style-type: none">•Collect configuration information from the Office 365 tenant relating to Skype and Teams.•Work with you to review your operational practices	<ul style="list-style-type: none">•The data collected is analyzed and potential issues are identified	<ul style="list-style-type: none">•All of the issues are prioritized and the results are presented you our customer.	<ul style="list-style-type: none">•The engineer works with the you to review the issues, provide additional guidance and assign owners and timescales for remediation	<ul style="list-style-type: none">•The plan is shared between you and Microsoft to ensure that the actions identified can be tracked through to remediation

◆ Benefits ◆

Validate and update to optimal Office 365 Tenant configuration
Increased productivity and cost savings through
Recommended operational practices
Enablement of key capabilities within your Office 365 Tenant

◆ Project
Deliverables ◆



◆ Data Collected ◆

- Operational Survey to establish baseline of operational excellence towards Office 365 tenant
- Collect high level security across the tenant
- Skype and Teams Online configuration against Microsoft recommended practices
- OneDrive for Business configuration against Microsoft recommended practices

◆ Persistent Data
Collection ◆



NEXT STEPS: For more information, visit: <https://services.premier.microsoft.com>