RAP as a Service PLUS for Microsoft Endpoint Manager

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 Microsoft Endpoint Manager environment 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

- Gain an expert's perspective on what issues you should address first.
- Optimize your environment based on Microsoft best practices to prevent issues before they arise.
- Establish a baseline so you can track your progress throughout the year.

Methodology

Setup your assessment

Prior to working with your Microsoft engineer, you will setup your assessment and generate your first set of results. Learn how to get started with Services Hub.

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 a 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 the site servers, site database servers, and site system servers in your Configuration Manager environment. Collect and analyze client heath data that is available from Configuration Manager site servers.

Run Against a single hierarchy, either on-premises or Azure VM (IaaS) based, running supported versions of Configuration Manager and Windows Server.

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.

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RAP as a Service for Microsoft Endpoint Manager Comparison

	RAP as a Service for Microsoft Endpoint Manager	RAP as a Service PLUS for Microsoft Endpoint Manager
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:

- Configurations
- Server Assessment
- Client Assessment
- SQL Server Configurations
- Configuration Manager
- Operational Excellence
- Intune Operational Survey

Software Requirements:

- Windows Server 2012 or later.
- Supported versions of Configuration Manager.

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.

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