

# Office 365 Managed Support

## Simplify Your Office 365 Journey



# Office 365

RapidScale, a Cox Business company, provides Office 365 Managed Support. Our RapidResponse Support complements your existing Office 365 service as a 24x7x365 extension to your business. Our engineers are always up to date and support your end users directly, allowing you to focus on your core business.



### Always Available

Our RapidResponse Support is available 24x7x365 to assist you with your support needs.



### Response Times

We recognize that not all issues are created equal. We offer industry-leading response times to resolve your issues quickly.



### 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.



### Always Up To Date

Our engineers are always up to date on the latest technologies they are supporting. This ensures an expedient resolution of any issues.

## Support Overview

You can contact our RapidResponse team in the following ways:

- **Email:** [support@rapidscale.net](mailto:support@rapidscale.net)
- **Portal:** <http://support.rapidscale.net>
- **Phone:** (866) 686-0328

*Note: For issues requiring immediate response, it is recommended that you call our RapidResponse team directly for a live engineer any time at the number listed above.*



## Managed Support

RapidScale has tens of thousands of Office 365 seats under management. Our experts are always up to date on the latest technology.

RapidScale's Office 365 managed RapidResponse Support includes everything from User Administration to How To Help. RapidScale shifts the burden, allowing you focus on your core business.

RapidScale's Office 365 support includes:

### What Is Included

How To Help

Issue Remediation

User Administration (based on client requirements)

Policy Setup (based on client requirements)



## Response Times

RapidResponse Support provides industry-leading response times.

Issue Priority	Response Time
Urgent	15 minutes
High	30 minutes
Medium	4 hours
Low	8 hours

RapidScale  
Sales: (866) 371-1355  
Support: (866) 686-0328  
rapidscale.net

# Packet Fusion

**Ellen Pensky**

*ellen@bumblebeemarketing.net*



Connecting the Dots to the Cloud