RAP as a Service Plus for Lync/Skype for Business Server

**Online and Onsite**

*Duration: 12 month subscription | 1 Day engineer review + 2 day Engineer onsite*

RAP as a Service Plus for Lync/Skype for Business Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your environment with an additional two days onsite, focusing on education and remediation planning. This service is available for a single Lync/Skype for Business Server environment with up to 85 servers and 150,000 users. Lync Server 2010, Lync Server 2013 and Skype for Business Server 2015 are supported in either single or mixed version environments. Edge service configuration is analyzed; however, Edge servers are not, due to the necessary deployment within the perimeter network. Office Communication Server products are not supported.

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**OUTCOMES**

The RAP as a Service Plus for Lync/Skype for Business Server provides you with a recommendation report and plan of action to improve your Lync/Skype for Business Server environment based on best practices and expert knowledge.

01 **CONTROL**

You control where your data is stored and easily share results with your IT staff and others in your organization.

02 **EXPERT RESULTS**

Solutions for each of the issues are identified and articulated in recommendations on the Azure Log Analytics portal.

03 **ACTION PLAN**

Our Microsoft accredited engineers review the RAP findings, provide knowledge transfer and recommendations onsite and build a remediation plan with you.

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**CAPABILITIES**

Gain valuable insight into the health of Lync/Skype for Business Server deployment by proactively diagnosing issues and risks, reviewing your results, and receiving guidance to improve the health, performance and stability of your Lync/Skype for Business Server deployment.

01 **HOLISTIC RECOMMENDATIONS**

Our recommendations are based on expert evaluation of people, process and technology.

02 **CONTINUOUS IMPROVEMENT**

Use your 1-year subscription to watch your results improve as you act on recommendations and fix issues in your environment.

03 **ALWAYS CURRENT**

Thousands of Microsoft technology experts continually provide updates to our analysis and guidance.

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If you are interested in RAP as a Service Plus for Lync/Skype for Business Server for your organization, contact your Microsoft Account Representative.

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Deliverables include:
- Assessment tooling, scheduled submissions, and access to the online portal and Azure Log Analytics
- Automatically receive regular updates to best practice guidance and portal features
- Use of the online portal and tools for one year with an active Microsoft Premier Support contract
- Optimization workshop onsite which includes:
  - Knowledge transfer of recommendations found with a customized experience using adapted hands-on learning material to include topics of your choice based on Key Focus Areas
  - A full remediation plan
  - All recommendations and Executive Summary report

Key Focus Areas
- Hardware Configuration and Settings
- Event Logs Information
- Lync/Skype for Business Server Information and Settings
- Server Performance Analysis
- Quality of Experience and Call Detail Data Analysis
- Operational Excellence

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**ADDITIONAL DETAILS**

**Stats**
- **10,000s ASSESSMENTS DELIVERED**
- **95% CUSTOMER SATISFACTION**
- AVAILABLE WORLDWIDE

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**Scope**

**Duration:** 1 year

**Start**
- **Collect and Analyze**
  - Collecting and analyzing data remotely allows you to run the assessment on your schedule

**Stage One**
- **Submit**
  - Submitting the results to Azure Log Analytics uses encryption to help protect your data

**Stage Two**
- **View**
  - You have access to the results based on our RAP expert system-based analysis. You control who has access to your data

**Stage Three**
- **Advise**
  - Our Microsoft accredited engineers review the RAP findings, provide recommendations, and build a remediation plan with you

**Stage Four**
- **Persist**
  - Follow-on experience – You can re-assess using a scheduled task to track progress, get automatically updates to the IP and platform.