RAP as a Service Plus for Failover Cluster

Overview

RAP as a Service Plus for Failover Cluster is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your environment. This service includes an additional two days onsite focusing on education and remediation planning. This service is available for a single cluster with up to 64 nodes running on Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2 and Windows Server 2016.

What Is RAP as a Service Plus?

This is a delivery experience that enables you to assess your environment at your convenience. The data is collected remotely allowing you to maintain privacy and run the assessment on your own schedule. Encryption of data submitted through the cloud and encryption of the results viewed on our online portal help protect your data. This also enables you to view your results almost immediately. A Microsoft accredited engineer will review the findings, provide recommendations and plan the two-day follow up onsite visit which will focus on knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

An Online Experience

Data submission to Microsoft online servers and displaying your results on the online portal uses encryption to help protect your data. Your data is analyzed using our RAP expert system. The results remain available throughout the licensed period of your assessment. You can also reassess your environment at your convenience using the updated best practice guidance that is made available to subscribers on a regular basis. Your IT staff or other teams within your organization can be granted access to the results so that they can collaborate effectively on the outcome of the assessment.

Practical Recommendations

RAP as a Service for Failover Cluster collects information on the key technology, people, and process areas in your environment and analyzes this information against the best practices obtained from over thousands of customer assessments. Solutions for each of the issues are identified and articulated in the Technical Findings report. All critical and important issues are explained by the Microsoft accredited engineer and a remediation plan is provided as one of the key deliverables.
RAP as a Service Plus

Collect
Collecting data remotely allows you to maintain privacy and run the assessment on your schedule.

Submit
Submitting data through the cloud using encryption to help protect your data.

View
You have access to the results based on our RAP expert system-based analysis.

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

Persist
Follow-on experience – You can reassess to track progress, get updates to the Intellectual Property (IP) and platform, and interact with an exclusive community.

Two-Day Customizable Onsite
Improved ability to remediate, prioritize and plan with adapted hands-on learning and limited remediation work within the boundaries of change control.

Key Focus Areas
- Network Best Practices
- Logging and Troubleshooting
- Patch Management
- Disaster Recovery
- Operational Excellence

Follow-on Experience
Persistence is now built-in with this service, allowing you to:
- Reassess your environment multiple times to track progress.
- Get updates to newly released best practice guidance.
- Obtain new online portal features.
- Interact with an exclusive online community.

Deliverables Include:
- Assessment tooling, multiple submissions, and access to an online portal.
- Regular updates to best practice guidance and online portal features.
- The use of the online portal and tools for one year with an active Microsoft Premier Support contract.
- An optimization workshop onsite which include:
  - The knowledge transfer of the issues found—a customized experience using an adapted hands-on learning material that includes topics of your choice based on Key Focus Areas.
  - A full remediation plan.
  - Technical Findings report

For more information, visit: https://services.premier.microsoft.com

This datasheet was last updated March 16th, 2017. To ensure you have the latest version of this datasheet, click here: http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_RAPasaService_FC_Plus.pdf

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