RAP as a Service for Lync/Skype for Business Server

**Online**

**Duration:** 12-month subscription  |  1 Day engineer review

RAP as a Service for Lync/Skype for Business Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your environment. This service is available for a single Lync/Skype for Business Server environment with up to 85 servers and 150,000 users. Both 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 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.

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

2. **EXPERT RESULTS**
   - Solutions for each of the issues are identified and articulated in recommendations on the Azure Log Analytics portal.

3. **ACTION PLAN**
   - Our Microsoft accredited engineers review the RAP findings, provide knowledge transfer and recommendations 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.

- **HOLISTIC RECOMMENDATIONS**
  - Our recommendations are based on expert evaluation of people, process and technology.

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

- **ALWAYS CURRENT**
  - Thousands of Microsoft technology experts continually provide updates to our analysis and guidance.

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