



Oliver Wight

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Oliver Wight Optimizes Daily Management with Office 365™ and Rackspace

With Rackspace expertise and support, management consultant gets the most out of Office 365

New Hampshire-based Oliver Wight helps organizations work smarter, faster, and better, providing training and education to help organizations achieve a competitive advantage in the marketplace.

A global business management consulting and education leader since its inception in 1969, Oliver Wight has offices throughout Europe, North and South America, and the Asia/Pacific Region. The firm pioneered manufacturing resource planning (MRP), a method for the effective planning of all resources of a manufacturing company.

"We are a consulting firm that assists organizations in identifying and implementing process improvements to help meeting the needs of their customers and the marketplace they serve," said Jim Giordano, IT Manager, Oliver Wight, which clients includes multi-billion dollar companies in the consumer package goods (CPG) and pharmaceutical industries.

Along with one outside contractor, Giordano oversees a global IT function mostly on his own. When he came onboard, Rackspace was hosting an older Exchange Server for Oliver Wight.

"Mailbox size was a constant limitation," he said. "I'd done my research and started looking at Office 365 with all the benefits that were associated with that, and proceeded to start a pilot program for Oliver Wight."

"We have a very good business relationship with Rackspace. I had many questions prior to the migration, and everything was answered."

Jim Giordano
IT manager, Oliver Wight

AT-A-GLANCE

CUSTOMER'S BUSINESS:

Management consulting, sales and operations planning, and business improvement.

CHALLENGES:

Complete problem-free migration into the Office 365™ environment in an international setting.

RACKSPACE® SOLUTION:

Fanatical Support For Office 365™

BUSINESS OUTCOME:

Reduced Office 365 ramp-up, custom configuration and support to increase efficiency, collaboration and communication.

UNLOCKING THE POWER OF MICROSOFT OFFICE 365

Available from anywhere on any platform, Office 365 gives businesses powerful tools including Exchange, SharePoint®, Skype for Business and Office applications in the cloud. Since managing Office 365 can be complex (and is being updated daily to meet evolving processes), maintaining expertise of Office 365 often requires dedicated IT resources. Rackspace Fanatical Support for Office 365 gives customers ongoing, on-demand access to daily support and onboarding services for Office 365.

By providing managed services and support, Rackspace has helped Oliver Wight remove complexities surrounding migration to and adoption of Office 365.

Giordano said that after he went initially through traditional support channels with the product and "encountered red flags,"

"For the product offerings and most of all for the support, the Rackspace team are professional, top notch, knowledgeable, and extremely helpful."

Jim Giordano

IT manager, Oliver Wight

he then discovered Rackspace® Fanatical Support For Office 365™. "I had started a pilot program with Microsoft and abandoned it pretty quickly, but decided to stay with the Office 365 option when I learned that Rackspace offered it."

The collaboration has gone smoothly for the Oliver Wight team.

Assisted migration and adoption led by an experienced team Today Rackspace Office 365 specialists work closely with Giordano's team to understand the company's unique needs, assisting with not only the migration, but also deployment and training.

"I've been in the support service industry all my career and I based a lot of purchasing and product decisions on service and support," he said. "These guys know me on a first-name basis now. We know what's going on. We work through the situation. I'm very grateful for the Rackspace team."

Measurable results of the relationship have come in the form of time and cost efficiencies. "To learn all the things that I would have had to learn would have meant taking an Exchange admin course, which is about a 9-hour process and probably \$3,000. I said to myself, 'I'll just call Rackspace and we'll learn it together.' Rackspace has exceeded my expectations for a provider, and I recommend the company all the time."

ALL BACKED BY
FANATICAL SUPPORT.

Toll Free: 1.800.961.2888 | International: 1.210.312.4700 | www.rackspace.com

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RACKSPACE® | 1 FANATICAL PLACE | CITY OF WINDCREST, SAN ANTONIO, TEXAS 78218 U.S.A. | DATE MODIFIED: 09182015

