



#### AT-A-GLANCE

##### CUSTOMER'S BUSINESS:

Contingent worker staffing for clients across the country.

##### CHALLENGES:

Ease the path to the cloud by migrating users quickly and seamlessly, with reliable, on-demand support to maintain peak efficiency.

##### RACKSPACE® SOLUTION:

Fanatical Support For Office 365™

##### BUSINESS OUTCOME:

Improve the recruitment and applicant management process, gaining agility, communication and consistent uptime with proactive **Fanatical Support®**.

## Alltech Systems Inc. Ramps Up Productivity, Cuts Complexity with Office 365™ and Rackspace

### IT staffing specialists optimize Office 365™ with Rackspace management, services and Fanatical Support

Founded in 1990, AllTech Systems Inc. is an industry leader in recruitment for the technology industry, offering IT staffing assistance for clients nationwide. Based in Houston, the company works with the Oil & Gas, Utility and Medical industries in Texas, California, Alabama, Indiana, Illinois, Ohio, Pennsylvania, Maryland and Delaware.

"We rely heavily on email for everything we do, and there were some things that were keeping us from moving forward," said Lenny Burke, Account Manager, AllTech Systems Inc.

Lenny Burke recounts the situation the company found itself in prior to making the switch to Office 365: "We had pop e-mail. We wanted to implement [SaaS applicant tracking system] Bullhorn, but we couldn't because we were all siloed and couldn't get to each other's (and sometimes even our own) e-mail, contacts or calendars."

#### OPTIMIZING MICROSOFT OFFICE 365 WITH RACKSPACE EXPERTISE AND SUPPORT

Always accessible, Office 365 gives businesses powerful tools including Exchange, SharePoint®, Skype for Business and Office applications in the cloud. While the product offers reliable functionality across platforms and devices, managing Office 365 can sometimes be complex.

Maintaining the expertise of Office 365 often requires dedicated IT resources, and

the product itself is being updated and evolved daily. Rackspace Managed Services for Office 365 gives customers ongoing, on-demand access to support and Migration Services for Office 365.

"I've done software and hardware migrations of all kinds of tools before, and while the migration part can be tricky, support is perhaps even more of a challenge," said Burke.

Because support experiences associated with Office 365 can be inconsistent or can fall short of expectations, Rackspace Fanatical Support™ for Office 365 aims to simplify the user experience, reducing wait time and eliminating frustration.

Rackspace helps take the Office 365 management burden off of central IT by providing managed services and support to your IT team. The Office 365 specialists at Rackspace assist with almost every aspect

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"These tools have moved the company about two years ahead of schedule."

**Lenny Burke**

Account Manager, Alltech Systems

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"Coming from a project management background in IT, I've supervised help desk staff. I'm very impressed with Rackspace Team."

**Lenny Burke**

Account Manager, Alltech Systems

of product administration — from migration to deployment, to fast problem resolution.

"The biggest challenge: Most of the user base is not technical, so we relied on Rackspace for the technical guidance," Burke said. What does Rackspace **Fanatical Support**® mean to Alltech? "Every time I called with a question or issue, they were onboard with the answer, knew the answer, or knew how to fix whatever the problem."

## WORKING FASTER AND SMARTER

Alltech has successfully migrated to Office 365 about 20 staffers located throughout the country. The Rackspace-supported switchover to Cloud based email got us to Bullhorn, which lets users view and edit candidate records, create notes, and access placement data from anywhere. This has enabled the firm to make better decisions — improving recruiter productivity and saving time managing the workflow from client requirement to candidate selection.

"When we want to schedule a meeting, we can do it without having to call every single person to check their calendar."

"We don't have to worry about backing up email daily weekly or ever. When we travel, we don't have to copy outlook psts to thumb drives etc. Log in and your email is there, just like you left it in the office."

"It would have taken us a year or more to get an Applicant tracking system like Bullhorn, where we can track everything and reduce the paper system. Because of Rackspace and Office 365, we implemented Bullhorn to track all of our requisitions, candidates, contacts etc."

"Today I can shoot that information out to a recruiter, and they can in turn call the candidate, get the candidate's schedule, track the interviews in Bullhorn, do everything — and Bullhorn integrates seamlessly with Office 365."

"We're not technical, so we relied on Rackspace for the technical guidance. For all intents and purposes, Rackspace was our IT support team for the migration. They did everything, they were terrific, and everything went smoothly."

ALL BACKED BY  
**FANATICAL SUPPORT.**

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