Microsoft

RAP as a Service for Failover Cluster

A New Online Experience

Gain valuable insight into the health of your Failover Cluster environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to the best practice guidance

Key Benefits

- *Online delivery with a Microsoft accredited engineer*
- *Convenience of remote delivery, which means minimal impact on your environment and IT staff*
- *Assessment results available online*
- *Convenient sharing of results with IT staff and others in your organization*
- *Reassessment of your environment to track progress*
- *Reduced support costs by exposing configuration and operational issues before they affect your business*
- *Flexible scheduling options*
- *Access to best practice updates for one year with an active Premier Support contract*

Overview

RAP as a Service (RaaS) for Failover Cluster is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your cluster environment. This service is available for a single cluster with up to 12 nodes running on Windows Server 2008, Windows Server 2008 R2, and Windows Server 2012. Windows Server 2003 clusters are not supported.

What Is RAP as a Service (RaaS)?

RaaS is a new delivery experience that enables you to assess your cluster environment at your convenience. The data is collected remotely, allowing you to maintain privacy and run the assessment on your own schedule. Submission of data through the cloud enables an almost secure transmission of data and allows you to view your results immediately on our online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and Technical Account Manager (TAM).

A New Online Experience

The data submitted via the almost secure transmission to Microsoft online servers are analyzed using our RAP expert system. Results are displayed on the online portal that remains available throughout the licensed period of your assessment. You can also reassess your environment at any time 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 for collaborating effectively on the outcome of the assessment.

Practical Recommendations

RaaS for Failover Cluster collects information on the key technology, people, and process areas in your server environment and analyzes this information against the best practices obtained from thousands of customer assessments. Solutions for each of the issues are identified and articulated in the Technical Findings report. Microsoft accredited engineers explain all critical and important issues and for each issue, provide a remediation plan as one of the key deliverables.

RAP as a Service

Collect	Submit	View	Advise	Persist
Collecting data remotely helps you maintain privacy and run the assessment on your schedule	Submitting data through the cloud enables an almost secure submission	You have access to the results based on our RAP expert system based analysis	Our Microsoft accredited engineers review the RAP findings, provide recommendations and build a remediation plan with you	Breakthrough follow on experience – You can re-assess to track progress, get updates to the IP and platform, and interact with an exclusive community

Key Focus Areas

- *Hardware configuration and settings*
- *Event logs information*
- *Operating system information and settings*
- *Cluster Services and Resources*
- *Network settings*
- *Virtualization configuration*
- *Operational excellence*

Breakthrough Follow-on Experience

Now, persistence is built-in with this service, which allows you to do the following:
- Reassess your client environment multiple times to track progress
- Get updates to the 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 almost secure online portal
- Regular updates to the best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for one year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

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

This datasheet was last updated November 26th,, 2013. To ensure you have the latest version of this datasheet , check here:
http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_RaaS_FC.pdf

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