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Email Hosting Service Planning Guide
Use this worksheet to plan your switch from in-house to the convenience of a hosted email service.

1.   Stakeholder Buy-in
Consider key users of email, as well as the representatives of functions and systems that rely on email. List them here and interview them about what features they'd like to see in a new email system, what features in the current system are frustrating, and any other ideas they have on requirements for a new email system.

Stakeholder	Current System Frustrations/New System Needs

2.   Business Needs
In addition to your stakeholder interviews, use data from your systems and business operations to list pain points and what features a new system MUST have to alleviate or lessen the pain points.

Pain Points	New System Requirement

3.   Systems Integration
What systems or processes are impacted? Do you have system notifications or CRM tie-ins that need to be addressed before moving email? Review the applications that tap email and be aware of any additional steps that may need to be taken to ensure continuous operation during and after your switch to email hosting. After this step, you should have a solid list of features, functionality, and "must-haves" you can use to evaluate and select an email provider.

System	Integration Challenge	Solution

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4. Training

Give yourself time before and after the switch to acclimate users to a new interface. Be sure to include other locations and remote workers, as there may be additional challenges included in implementation and training. Think about the training materials and resources you'll need, like handouts or the use of large meeting space that you'll have to coordinate ahead of time. Consult your email provider to see what, if any, documentation or resources they offer, like webinars or product demos.

Department/Location	Training Considerations	Training Resources/Materials Needed

5. Time Frame

With all of the information you've compiled, you're ready to layout a plan for the actual switch over. To implement your email transition, use the list you've just created to map out milestones, such as vendor selection date, system work that may need to be done beforehand, integration of email-related processes, and training needs.

Milestones	Responsible Parties	Target Date for Completion

For more information about Rackspace's email and application hosting services:
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