

RACKSPACE SERVICE OVERVIEW

THE RACKSPACE DIFFERENCE

Your Clouds. Our Expertise.

The cloud was supposed to make our lives easier. But it turns out that the cloud is complicated to build, run, maintain and manage – especially across multiple platforms and locations, with technology that's always changing.

If it feels like the cloud has been managing you, it's time to turn the tables.

With Rackspace by your side, you can thrive in today's multi-cloud world. Rackspace will help you tap the power of cloud computing – across OpenStack®, AWS, Microsoft® and VMware® technologies – without the pain, complexity and cost of doing it all yourself.

EXPERTISE

Rackspace has the expertise to support your workloads at scale across all the leading public and private clouds, whether they're powered by AWS, Microsoft, OpenStack or VMware.

- **Rackspace is a leader in managed hosting on dedicated servers**, and is driving rapid innovation in the area of containers and API-accessible, instantly deployable bare-metal servers.
- **Rackspace serves customers in more than 150 countries** – from startups to more than half of the global enterprises in the FORTUNE 100.
- **Rackspace hosts more of the world's top 1,000 ecommerce sites** than any other cloud provider.
- **Rackspace employs teams of experts** who specialize in managing cloud infrastructure, security, web content platforms, databases, containers, email and collaboration apps, disaster recovery, and IT transformation.
- **Rackspace rapidly creates technical expertise at scale.** In Q4 2015 alone, Rackspace AWS engineers earned over 200 technical certifications and more than 1,000 technical and business accreditations.
- **Rackspace adheres to a broad range of information and security certifications** and standards, including ISO 27001, ISO 27002, PCI-DSS and SSAE16 – SOC 1, SOC 2 and SOC 3.
- **Rackspace co-founded OpenStack** and is the leading operator of OpenStack public and private clouds. Rackspace recently surpassed the milestone of 1 billion managed server hours on OpenStack.

TRUST RACKSPACE

- A leader in the Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, North America & Europe
- Provider for more than half of the FORTUNE 100
- 3,000+ cloud engineers
- 15+ years of hosting experience
- Customers in 150+ countries
- #1 managed cloud company
- #1 hosting provider for the Internet Retailer Top 1,000 ecommerce websites
- #1 in hosting Magento® Enterprise Edition
- #1 in hosted Microsoft SharePoint® deployments
- #1 in hosting OpenStack private clouds, with 350+ deployments in production and over 1 billion managed server hours
- The leader in hybrid cloud solutions, creating best-fit, specialized solutions
- Founder, alongside NASA, of OpenStack and operator of the largest OpenStack public cloud

CHOICE

Rackspace offers a choice across the world's leading technologies and cloud platforms.

- **Private Cloud:** OpenStack, Microsoft, VMware
- **Public Cloud:** OpenStack, Microsoft Azure, AWS
- **Dedicated Hosting:** Rapid Deployment Servers, Customizable Servers, API-Accessible OnMetal Servers
- **Ecommerce:** Magento, Oracle, Hybris
- **Web Content Management:** Adobe Experience Manager, Sitecore, WordPress, Drupal
- **Email Hosting:** Office 365, Microsoft Exchange, Rackspace Email
- **Collaboration and Productivity:** Office 365, Microsoft SharePoint, Skype for Business
- **Website Hosting:** WordPress, Cloud Sites, Cloud Servers
- **Web and Mobile Apps:** SaaS & Mobile App Hosting, Hybrid Cloud, DevOps
- **Database Services**
 - **Managed Relational:** Microsoft SQL Server, MySQL, Oracle, PostgreSQL
 - **Managed NoSQL:** MongoDB, Redis, Cassandra
 - **Managed Big Data:** Hadoop, Elasticsearch
- **Managed Security & Compliance Assistance:** Incapsula, Sophos, Alert Logic, Imperva, Vormetric, Duo
- **Technology Stacks:** OpenStack, AWS, Microsoft, VMware, Red Hat
- **Platforms:** Public Cloud, Private Cloud, Hybrid Cloud, Dedicated Servers

SERVICE

Rackspace delivers **Fanatical Support**[®] for the world's leading clouds – it's the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of their DNA since 1999.

- **Industry-leading SLAs:** Rest easy with a 100% Network Uptime Guarantee and additional 100% Production Platform Uptime Guarantee (when you purchase Critical Application Services advanced service level).
- **Architecture advisors:** Rackspace helps plan, design and architect your cloud for your workload.
- **Launch assistance:** Rackspace gets your environment up and running smoothly and quickly.
- **Security guidance:** Rackspace helps identify vulnerabilities and enable more secure deployments.
- **Code development assist:** Rackspace helps ensure your code is leveraging their interfaces to the fullest.

EMPLOYEE CERTIFICATIONS

- 165+ Cisco certifications, including 122 CCNAs and 44 CCNPs
- 200+ Microsoft certifications, including MCITPs, MCSAs, MCSEs and MCTSs
- 160+ RedHat certifications, including RHCEs, RHCSAs and RHCAs
- 145+ VMware certifications, including 83+ VCPs, VCAPs and vExperts
- 500+ AWS Solutions Architect, SysOps Administrator and Developer Associate Certifications
- 40+ AWS Solution Architect and DevOps Professional Certifications

RELATIONSHIPS

- Five-time Microsoft Hosting Partner of the Year
- Premier Tier Partner in the VMware vCloud[®] Air[™] Network
- VMware[®] Hybrid Cloud Powered
- Red Hat[®] Premier Hosting Partner
- MySQL Certified Hosting Partner
- Microsoft Gold Certified
- Magento Platinum Hosting Partner
- Advanced Consulting Partner Status in the AWS Partner Network (APN)
- AWS Audited Managed Service Partner Designation
- AWS DevOps Competency Partner
- AWS Marketing & Commerce Competency Partner
- Authorized AWS Reseller
- AWS Public Sector Partner