

# Rackspace Fanatical Support™

**Fanatical Support** isn't a clever slogan. It's our philosophy, our mantra, our call to action. Going beyond what is acceptable customer service to what is exceptional. And at times, even pushing beyond the exceptional to the inspired.

Fanatical Support isn't simply SLAs and contracts. It's the lengths we go to as individuals and as a company to make those signed pieces of paper mean something to our customers.

Navigating your bike headlong into a hurricane to see with your own eyes that a Data Center is operational. Migrating a customer's entire company to your headquarters in the face of a catastrophic event, and then housing the company as it recovered from the aftermath. Or saying, "I'll make it happen," and not sleeping until you make it happen.

**Actions, not words, define Fanatical Support.**



## Our Expertise

Being an expert one day doesn't translate into being an expert the next. It's an undeniable truth in hosting, where technologies and customers' needs evolve at an accelerated rate. Even with years of experience, Rackspace still takes the initiative in training, retraining and reevaluating our knowledge and skills. Internal and third party certifications are highly prized as accomplishments. This engrained need to continually improve and excel drives Fanatical Support. It builds the momentum we have as a company. And it solidifies our reputation as experts in hosting.

## Our Certifications

### Red Hat

With more than 80 Red Hat Certified Engineers (RHCEs), Rackspace officially employs more RHCEs than any other hosting company in the world.



### Microsoft

More than 60 Rackspace employees have earned the title of Microsoft Certified Professional (MCP). And of those 60, several have earned additional Microsoft certifications including MCSA, MCSE, MCDBA, MCT, MCDST.



### Network

A multitude of Cisco Certifications, as well as other third party certifications, attests to the expertise of our network professionals. Their certifications include: CCNA, CCNP, CCIE, CCDA, CCDP, CCIP, CCSP, RHCE, LP11, LP12, A+, Server+, RHTC, MCSE, MCSA, MCP, Network+ and Linux+.



## Service Expertise

### American Business Awards – Best Customer Service Organization 2007

Rackspace Managed Hosting won its second Stevie® Award for "Best Customer Service Organization" by The American Business Awards for the company's continued commitment to becoming one of the world's greatest service companies. Rackspace was previously named Best Customer Service Organization by The American Business Awards in 2005.



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Managed Hosting Backed by **FANATICAL SUPPORT™**

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# Awards & Recognition

## Linux Expertise

### Red Hat Advanced Hosting Partner

Rackspace has been a staunch supporter of open source and the open source community since our founding. We've extended this support to a partnership with Red Hat. We're the only hosting provider that Red Hat certifies as an Advanced Hosting Partner. The Advanced Hosting Partner designation means that Rackspace possesses the industry's highest levels of support and knowledge of the Red Hat Linux platform. This depth of knowledge is essential to our ability to deploy, scale and manage mission-critical Linux hosting environments. More than 3,000 businesses running Linux trust Rackspace to deliver 24x7 Fanatical Support™ powered by more than 30 Red Hat Certified Engineers.



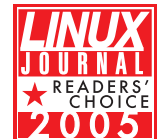
### MySQL –Certified Hosting Partner and MySQL Partner of the Year 2004 Runner-Up

Rackspace was the first MySQL Certified Hosting Partner and the Runner-Up in the 2004 MySQL Partner of the Year awards. These awards recognize select MySQL users and partners whose applications, products or services are models for how MySQL can be used in major computing systems to bring dramatic cost savings, performance and reliability benefits to organizations and end-users. Rackspace hosts thousands of customers that run the Linux, Apache, MySQL, PHP (LAMP) architecture for the development and deployment of high-performance Web applications. Rackspace and MySQL have worked together over the last several years to build a world-class hosting solution for the MySQL database, allowing both companies to fulfill the growing need for robust and reliable MySQL hosting.



### Linux Journal Readers' Choice – Best Hosting Provider

Readers of Linux Journal voted Rackspace their "Favorite Web Hosting Service" in Linux Journal's 2005 Readers' Choice Awards. Readers visited the Linux Journal web site and voted on their top choices in 26 categories. This is the third consecutive year Rackspace has received the Linux Journal Readers' Choice honor.



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# Awards & Recognition

## Windows Expertise

### Microsoft Gold Certification

Rackspace received the Microsoft Gold Certified Partner accreditation for its expertise in Microsoft hosting, making it one of only six Application Infrastructure Providers (AIPs) in the world with this top-tier designation. To achieve Microsoft Gold Certified Partner status, Rackspace passed rigorous evaluations by certified, independent auditors who determined that we deliver the highest level of fully managed services available on the Microsoft platform.



The Microsoft Gold Certified Partner Program provides recognition to companies providing Hosting & Application Services that have demonstrated a consistent, high quality delivery of solutions built on Microsoft technology and framework. The program only awards certification status for those specific hosted or application services that meet eligibility qualifications, proven service quality and operational readiness benchmarks.

Our close partnership with Microsoft allows us to collaborate on the best solutions, tools and procedures needed to deliver the hosting environment that our enterprise customers demand. In addition, this certification gives decision-makers Microsoft's assurance that Intensive provides the industry's highest levels of customer service and satisfaction with top-of-the-line operations, technologies, services and solutions.

Most importantly, our distinction as a Microsoft Gold Certified Partner means we receive emerging products and technologies while they're still in the development cycle. From product betas to trial software and security fixes, our early access allows us to work with our customers on platform upgrades and technology testing months before public release.

### Microsoft Hosting Provider of the Year 2007, 2005, 2003

On the heels of launching our on-demand, highly available Managed Exchange by Rackspace, we have once again been named the Microsoft Provider of the Year. That now makes the third time we've been awarded the distinction for our Microsoft expertise. More than 300 judges considered well over 1,800 service provider entries from all over the world to determine the winner. As Microsoft's Director of Worldwide Hosting notes, "Rackspace . . . has demonstrated its talent and expertise year after year, raising the bar in the design and deployment of customer solutions built on Microsoft technologies."



### SQL Server Magazine Readers' Choice - Best Database Hosting Service

After selecting Rackspace as Best Hosting Service Provider in the 2004 SQL Server Magazine Readers Choice Awards, voters recognized Rackspace for its variety of customizable database-hosting configurations and its excellence in the SQL Server market by declaring Rackspace the 2005 Best Database Hosting Service. The SQL Server Magazine Readers' Choice Awards are a way for readers to choose and recommend the best technology products in the industry. The awards program gives readers the opportunity to voice their opinions.



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