

Rackspace Service Assurance

How it Makes a Difference to Our Customers

Before Rackspace implements any non-standard configuration, it is reviewed by our Service Assurance Committee. Comprised of representatives from Rackspace Sales, Support and Engineering departments, the committee approves and plans the implementation. They approach each configuration from a holistic perspective to ensure that, at all points, the customer receives the level of support Rackspace prides itself for.

The committee convenes weekly to:

- Identify the issues and risks associated with each non-standard configuration
- Develop mitigating strategies
- Create implementation schedules - from procurement to delivery
- Coordinate resources of relevant Rackspace departments
- Inform each customer of implementation schedule

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