

Rackspace® Managed Hosting Solutions

Two Different Service Levels, Both Chock-full of Fanatical Support™

No matter the size of your business, you will always get the kind of support that goes far beyond the ordinary. It's truly Fanatical Support. And since different businesses have different needs, we offer you two service levels — **Managed** and **Intensive**. So you can determine what kind of support works best for you, instead of us deciding for you. Regardless of which service level you go with, you'll always get all of the following, without exceptions:

- ✓ Fanatical Support Any Time, Anywhere, Any Way
- ✓ Your Dedicated Support Team with an Account Manager and Business Development Consultant
- ✓ Direct and unlimited access to live, expert support 24x7x365 — *No Call Centers*
- ✓ Immediate Response to Your Emergency Support Tickets
- ✓ Configuration Management Available through Your MyRackspace Customer Portal
- ✓ Flexibility to Interact with Rackspace and Your Configuration Based on Your Preferences
- ✓ Eight World-class Data Centers and the Rackspace Zero-Downtime Network™
- ✓ 100% Network Uptime Guarantee
- ✓ 1-Hour Hardware Replacement Guarantee
- ✓ Weekly Managed Backup Plus Daily Differential or Incremental Backup
- ✓ Immediate Response to Down Events
- ✓ Pager and Email Alerts



So what's the difference between **Managed** and **Intensive**?

In a nutshell it's the level of involvement you wish to have over your hosting environment and the kind of support you want to come with it.

Managed™

ON-DEMAND SUPPORT

- Experienced, Dedicated Team Responding to Your Needs 24x7x365
- Rapid Response to Monitoring Alerts
- Expert Engineers Available to Investigate and Resolve Your Issues
- Rackspace Responsible for Network and Hardware Uptime
- Fast Deployment of Standard Configurations
- System management tools assist in managing your configuration and interactions with Rackspace

Intensive®

PROACTIVE SUPPORT

- Experienced, Dedicated Team Responsible for Health and Management of Your System 24x7x365
- Integrated Planning to Prevent Downtime
- Recurring Consultation to Manage and Continuously Optimize System Performance
- Deep Knowledge of Your Unique Environment
- Rackspace Responsible for Hosting Platform (*Network, Hardware & Operating System*) Uptime
- Custom Implementation Process Designed to Your Business Needs
- Integrated Processes and System Management Tools for Managing Complex Environments



MODIFIED DATE: 02-02-2009

Managed Hosting Backed by **FANATICAL SUPPORT™**

United States: www.rackspace.com | 800.961.2888

Europe: www.rackspace.co.uk | +44 20 8734 2600



Rackspace® Managed Hosting Solutions – Comparison

WIN | LNX

Managed™

ON-DEMAND SUPPORT

Performance SLA

- 100% Network Uptime
- 1-Hour Hardware Replacement

On-demand Customer Care Services

- Dedicated Account Manager and Business Development Consultant who are familiar with your config and business
- 24x7x365 team focused on your platform and service needs
- Your servers are up and running fast
- Rackspace 101 introductory call with your Support Team helps you get the most out of Rackspace and your config
- Experienced System Engineers available on demand to assist you in developing, planning and managing your environment

Server & Device Administration

- Customized specifications (*no prepackaged hardware*)
- Unlimited Sys Admin troubleshooting when you want, as much as you want, and by people who know the answers to your questions

Security

- Automated and Rackspace tested OS patching
- Server compromise checks on demand
- Managed firewall device (*optional*)
- Managed VPN access (*optional*)
- Third-party security audit (*optional*)
- Dedicated Intrusion Detection (*optional*)

Storage & Backup Management

- Storage Options — local storage (*hardware RAID*) and DAS (*Direct Attached Storage*)
- Database backup agents for MS SQL and MySQL (*optional*)
- Offsite Storage & Rotation (*optional*)

Monitoring & Issue Response

- Standard availability monitoring of ports and services
- Notification preferences and customer driven specifications

Reporting

- Online ticketing and ticket archiving
- Detailed backup performance and utilization
- Bandwidth utilization
- DNS Manager
- Urchin Web Analytics (*optional*)

Intensive®

PROACTIVE SUPPORT

Performance SLA

- 100% Network Uptime
- 1-Hour Hardware Replacement

Proactive Customer Care Services

- Dedicated Account Manager and Business Development Consultant who know your config and business inside and out
- 24x7x365 support team of experienced systems engineers specializing in your technologies
- Custom deployment project managed by your Account Manager
- Extensive implementation planning and assistance
- Experienced System Engineer proactively provides consulting services, systems administration and troubleshooting
- Regularly scheduled configuration performance consultations with your Support Team
- Change Management Coordinator documenting and overseeing your configuration changes
- Capacity Planning to align with your growth goals
- Priority Issue escalation to our key hardware and software vendors

Server & Device Administration

- Customized specifications (*no prepackaged hardware*)
- Unlimited Sys Admin troubleshooting when you want, as much as you want and by people who know the answers to your questions
- Customized Managed Active Directory
- Disk Defragmentation Management

Security

- OS patching tested by Rackspace and done according to your schedule
- Customized patching and rollback capabilities
- Server virus scanning
- Third party security audit upon implementation
- Managed Firewalls
- Managed VPN Access
- Dedicated Intrusion Detection (*optional*)
- PreventTier™ DDoS Mitigation (*optional*)

Storage & Backup Management

- Storage Options — local storage (*hardware RAID*), DAS (*Direct Attached Storage*) and Storage Area Network (*fiber channel and Serial ATA drive technology*)
- Private and secure dedicated backup network
- Backup needs analysis & integrity testing
- Database backup agents for MS SQL, MySQL and Oracle (*optional*)
- Offsite Storage & Rotation (*optional*)

Monitoring & Issue Response

- Both custom port monitoring and synthetic transaction monitoring ensure your application is running as designed
- Advanced system performance monitoring proactively identifies server performance issues
- Predictive hardware failure monitoring (*as allowed by device*)
- We create and update detailed instructions and rules on how we manage your environment

Reporting & Performance Management

- Online ticketing and ticket archiving
- Detailed backup performance and utilization
- Bandwidth utilization
- Monthly support ticket trending
- Server performance reports
- Custom monthly trend reporting from monitoring systems
- DNS Manager
- Urchin Web Analytics (*optional*)

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