ABOUT RACKSPACE

Fanatical Support Made Us the #1 Managed Cloud Company

Most companies will rent you access to their raw computing infrastructure. But the cloud doesn't operate on infrastructure alone. It takes a wide variety of specialized engineering skills to architect and manage not only the infrastructure, but also the many complex tools and applications that run on top of it, including the latest data engines and ecommerce platforms. With other providers, that's your responsibility. But we do things differently at Rackspace. We don't just offer you the cloud, we manage it for you.

WHAT IS MANAGED CLOUD

With managed cloud, you can tap the power of the cloud for your strategic business goals without the frustration, cost, and time of managing it yourself. Unlike other cloud providers, Rackspace only offers managed solutions.

We're also building upon our differentiation as a leader in hybrid cloud. The big, unmanaged providers sell only multi-tenant public cloud, and they argue that one size fits all. We believe instead that some apps run best on public cloud, some on dedicated hardware, and some in private clouds. Our hybrid approach offers customers the best fit for their unique needs. We meet customers wherever they are on their journey to the cloud, and then help them get where they want to go.

From ecommerce to web apps, big data to hybrid cloud, our specialists will architect, run and support all of your cloud workloads 24x7x365. And best of all, we deliver our solutions backed by our famous **Fanatical Support®**. It's what makes us the #1 managed cloud company.

FANATICAL SUPPORT ISN'T JUST A SLOGAN

Fanatical Support isn't just what we do. It's really what makes us, well, us. It's our need to make a difference in the lives of our customers — no matter how big or small. Really, it's our way of life. Working hard 24x7x365 to support you is more than our job. It's who we are. Our driving purpose is to take care of your business, to make sure things go as smoothly as possible. And if for some reason they don't, you'll be surprised at the lengths we go to make things right.

PUT OUR GLOBAL INFRASTRUCTURE TO WORK FOR YOU

When it comes to your online presence, you rely on fast and reliable content delivery. That's why we build our global infrastructure to deliver top speeds, while providing industry-leading service-level agreements that promise:

- Networks will be available 100% of the time (excluding planned or emergency maintenance)
- HVAC and power will be functioning 100% of the time in a given month
- Hardware components will function correctly, or we'll replace them at no cost to you

Highly trained specialists run our infrastructure, which uses the latest technologies and resides in enterprise-grade data centers positioned across the globe in Chicago, Dallas, Northern Virginia, London, Hong Kong, and Sydney.

For more additional information please see reverse side.

A LITTLE HISTORY

What began in 1998 as the idea of three Trinity University classmates has now become a global company with more than 300,000 customers in 120 countries and $1.9 billion in annual revenue. While our headquarters remain in San Antonio, we have almost 6,000 Rackers on four continents who spend their days innovating, creating, and supporting the foundation of our business — you.

INDUSTRY LEADERSHIP & EXPERTISE

Our leadership in the managed cloud has been recognized by industry analysts and some of the biggest, most demanding customers on the planet. Our accolades include:

- #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
- The leader in hybrid cloud solutions, creating best-fit, specialized solutions
- Founder, alongside NASA, of OpenStack, and operator of the largest OpenStack public cloud

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WHY RACKSPACE

In 1998, we created the Managed Hosting industry and later became one of the first providers to market with cloud-based services. Our breadth of experience serving both massive, enterprise deployments and cloud-savvy, DIY consumers has given us a unique view into how to serve and support teams.

As a result, we re-aligned to serve this evolving business market and since then, we have been recognized as a leader in the managed cloud space. In fact, the Rackspace Managed Cloud solution was positioned the furthest for completeness of vision and ability to execute in the 2015 Gartner Magic Quadrants for Cloud-Enabled Managed Hosting for North America and Europe. Our leadership in the field is further bolstered by the fact that we're the hosting partner to six in ten of the Fortune 100, top host to the Internet Retailer 1000 and co-founders of OpenStack®. Many of the apps and websites you use every day run on our managed cloud.

> **❝** Today, **Rackspace is the early leader in a massive and fast-growing market for managed cloud**. We are clearly differentiated from competitors by our specialized expertise, broad portfolio of hybrid infrastructure options, and Fanatical Support. **❞**
>
> — **Taylor Rhodes**, President & CEO, Rackspace

We have a proven business model that has delivered reliable growth and profitability. And with a continued focus on making computing simple and powerful for business, we have what it takes—from our extensive portfolio to our unmatched expertise—to deliver winning outcomes for you.

For information or to chat with a specialist: **1-800-961-2888** or **www.rackspace.com**

COMPANY SOLUTION PROVIDERS, STANDARDS, AND CERTIFICATIONS

- 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
- Magneto Platinum Hosting Partner
- ISO 27001:2005 Certified
- Level 1 Payment Card Industry (PCI) Service Provider
- SSAE16 Type II SOC1, SOC2 (Security and Availability Only), and SOC3
- Safe Harbor Certified
- CDSA Content Protection and Security Standard Certified

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
- 149+ VMware certifications, including 83+ VCPs, VCAPs, and vExperts

rackspace®

Packet Fusion

Ellen Pensky

ellen@bumblebeemarketing.net

PACKET**FUSION**

Connecting the Dots to the Cloud