

CloudDesktop vs. Rackspace



With CloudDesktop, you can access your apps on any device globally. RapidScale's CloudDesktop solution allows organizations to move all of their applications and desktops to the cloud. You're then able to access your virtual desktop environment through an Internet connection from any device, anywhere in the world!

Rackspace vs. RapidScale's CloudDesktop

Rackspace

Rackspace is a managed cloud company with global data centers and a range of cloud services, including private and public offerings. It claims ownership on uptime, architectural guidance, and SLAs. In terms of support, Rackspace offers various avenues of communication, including phone, online ticket, email, live chat, community bases, and knowledgebase support.

However...

Rackspace doesn't have a specific Desktop as a Service offering in its portfolio of services like RapidScale does. Despite being a managed cloud company, Rackspace doesn't offer singular cloud management. Customers need to pick a management level - for true full management, they have to pay more. Rackspace is also considered expensive compared to other offerings. And despite its claim of providing "fanatical" support, there are many reports that the solutions don't live up to this level of support, with varied support based on the customer plan or service level. Rackspace also experienced 12.5 hours of downtime in 2015.

CloudDesktop

In comparison, RapidScale's CloudDesktop is specifically a Desktop as a Service solution. It offers access to all business data on any device, anywhere in the world, and the ability to virtualize 97% of today's business applications. Customers can either choose to include RapidScale management, or manage it themselves. RapidScale management provides a fully managed CloudDesktop solution, complete with around-the-clock support. We have a 100% uptime SLA guarantee, in comparison to Rackspace's 99.9% uptime SLA.

Rackspace and RapidScale have differing services, and Rackspace actually lacks a Desktop as a Service cloud solution. A business really has to know what it's looking for when comparing the two, including whether or not it wants a cloud solution dedicated to virtual desktop services.

Service Features

	Rackspace		CloudDesktop	
Desktop as a Service	No specific DaaS solution	—	CloudDesktop is a DaaS solution	✓
Management	Tiers, rather than true full management	—	Full RapidScale management option	✓
Uptime	99.9% uptime SLA	—	100% uptime SLA	✓
Support	Support varies with plan/service level	—	24x7x365 enterprise-grade support	✓

The RapidScale Difference

Managed Cloud

RapidScale offers a unique managed cloud solution that complements any organization's current IT efforts. With a global presence, enterprise-grade infrastructure, and a team of highly knowledgeable cloud experts, RapidScale provides the most comprehensive cloud solutions available in the industry. RapidScale's team of experts is available at every stage of the process, from designing a custom cloud road map to complete account management. Our white-glove service is second to none. We provide 24x7x365 "We Care" Support and complete management and monitoring of a client's environment.

Infrastructure

RapidScale's redundant and SAS70 Type II, SSAE16-certified data centers offer clean and continuous power, high capacity redundant generators, and around-the-clock infrastructure protection. Our data centers include on-premises guards, exterior security, digital surveillance and recording, biometric scanning, secured cages, and more. They are equipped with enterprise-level technology from Cisco, NetApp, VMware, Citrix, Microsoft, SonicWALL and more.

Packet Fusion

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PACKETFUSION



Connecting the Dots to the Cloud