



CloudServer FAQ



Meet CloudServer

CloudServer is RapidScale's Infrastructure as a Service offering. With your servers and RapidScale's cloud, you will receive the best service in the industry. RapidScale gives you on-demand capacity with the best infrastructure tools and utilities. CloudServer is backed by vCloud hypervisors, NetApp storage, and Cisco UCS blade chassis.

CloudServer Options

You can choose to build your CloudServer solution based on monthly CPU or GB of RAM. Customers can also pick their operating system licensing, implementation preference, and whether or not they want the solution to include full RapidScale management. You can also opt to add CloudStorage.

Frequently Asked Questions

What is CloudServer, and how does it differ from my current network?

CloudServer is RapidScale's Infrastructure as a Service (IaaS) solution. IaaS abstracts hardware (server, storage and network infrastructure) into a pool of computing, storage and connectivity capabilities that are delivered as services to your organization – this means that your infrastructure is hosted off-site, which might be a big change from your current setup.

The goal of CloudServer is to provide a flexible, standard and virtualized operating environment that can become a foundation for Platform as a Service and Software as a Service. Applications will perform at their peak without downtime and your IT staff can focus on value-added tasks like planning and development, rather than running around patching machines and fixing bugs.

Why are virtual servers better than physical servers?

Managing on-site, physical servers is expensive and time-consuming. TCO analyses have shown that the cost of managing and maintaining hardware ends up being more costly than moving to the cloud. Money and energy should be focused on growing your business, not on the maintenance of your infrastructure.

That's where virtual servers come in. This moves your business to a service-based model, or cloud computing. You receive the same resources and power you need to continue working efficiently while devoting more time to business development and strategy.

There are numerous advantages. Manageability of virtual servers is much easier, because you can easily connect to the server's console remotely without the need for special remote access hardware. You can also easily duplicate virtual servers and create templates to quickly create new ones. Virtual servers all see the same virtual hardware (except for processors) regardless of the physical hardware they are hosted on. This ensures that your applications all run on similar hardware to eliminate problems that can arise from dissimilar hardware.

Can I add or remove resources at any time?

Yes. You can mold CloudServer to your specific needs by scaling up or down as necessary. You can more quickly seize new opportunities and get projects up and running with the scalability we offer. The resources you receive and costs you see will be based on the changes you make. This is especially beneficial if you need to adjust to seasonal demands, project-based requirements, or expected growth.

Can I integrate my applications?

Yes. RapidScale is able to move all of your business-critical applications to the cloud with CloudServer, guaranteeing data consistency and application availability in the event of a failure. We can use your existing licensing, or help provide licensing for apps. We will move all the data associated with each application in combination with moving the apps themselves.

How do I make changes to my CloudServer service?

We have designed an easy-to-use Control Panel that you can use to make changes to your servers on-demand. The Web-based interface allows you to deploy and manage your servers with the click of a button. The Control Panel is accessible from any device with an Internet connection.

“We simplify your IT operations by taking on the hectic infrastructural tasks, while your team focuses on your business.”



How would CloudServer affect my IT department?

Simply, CloudServer helps eliminate IT headaches. It frees up your IT staff to focus on value-added, strategic tasks like planning, development and business innovation, rather than running around patching machines and fixing bugs. We simplify operations by taking on the hectic infrastructural tasks, while your team focuses on your business.

What technology powers CloudServer?

Leveraging the infrastructure in RapidScale's data centers for your business critical applications will allow you to operate like an enterprise-level organization. RapidScale has invested heavily in top-of-the-line servers, storage, and connectivity to ensure peace of mind that your data is secure. Backed by NetApp storage, Cisco UCS network & compute, VMware hypervisors, and a true 10 GB network backbone to link it all together, CloudServer employs the best-in-breed hosting platforms in a fully redundant configuration to ensure the highest level of service availability possible. This means that at least one, if not multiple, appliances, cables, or power sources from each layer in the stack can simultaneously fail with little to no impact on your services and productivity.

How can CloudServer save money?

CloudServer has a pay-as-you-go model which allows you to scale up or down depending on your needs. When it comes to pricey hardware, an organization can save a lot by using RapidScale's secure infrastructure and paying for only what was used. With IaaS an organization can eliminate the many negative aspects of IT expansion, especially issues with in-house infrastructure, while still receiving the processing power and storage space that you need to run business-critical data and applications. You majorly decrease expenses by offloading your server management into the cloud and saving on space, power, capital expenditure, hardware and storage costs.

How are my servers and data protected?

RapidScale's data centers feature top-of-the-line security with on-premises security guards, exterior security systems, biometric systems including palm scanners, security scanners, and continuous digital surveillance and recording. RapidScale offers a 100% Service Level Agreement and meets the majority of compliance regulations. Your applications are built into a cloud environment that includes encryption and firewalls too.

You will also receive the benefits of disaster recovery. Our data centers are mirrored and securely backed up, giving your services the ability to be quickly back online and running smoothly in the event of a disaster. Since our infrastructure resides in multiple data centers, clients can be assured that their business critical applications and data will be fully redundant in a different data center.

Is the service managed or unmanaged?

Your business information is stored in infrastructure managed and operated by RapidScale, if you opt for fully managed CloudServer. You receive the resources and applications via the Internet. While you don't manage the physical infrastructure yourself, you can manage the service through our Web-based Control Panel.

What's included if I opt for managed CloudServer?

The managed solution includes the following: operating systems management, server troubleshooting, automatic updates, patches, configuration of virtual IP addresses, domain integration, Active Directory configuration, VPN configuration, and domain control migration. This is all in addition to the base CloudServer features.

About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

Packet Fusion

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Connecting the Dots to the Cloud