

Rackspace Data Fortresses

Our data centers operate like fortresses keeping your data protected inside and keeping security risks safely at bay. Securing the building housing your data is just as important to us as securing the data inside the building. Our systems operate in a fully redundant environment with policies and procedures you can rely on to guard your email data during transmission and storage. Here are just a few measures we take to keep your mail data secure and ensure its accessible:

Physical Security

Securing Data Center buildings

- Video monitoring of entrances and common areas 24x7
- Only Level-3 Technicians permitted access to controlled areas
- Technicians subject to dual-biometric authentication process
- Extensive background checks conducted on each employee
- Public access expressly forbidden

System Security

Protecting your electronic data

- Information restricted to authorized users via systems and policies
- Access to sensitive information, like mail data and billing information, is only available to those whose job responsibilities require access
- User names and other private data tightly protected with access controls
- Daily backups on data centers securely stored in geographically separate locations, so if there's a disaster in one location, your data is available
- Each time the system is accessed, the entry is recorded and tracked
- Carrier-grade equipment from providers like Cisco, Dell, HP, and others

Power Continuity

Operating in the event of an outage

- Uninterrupted Power Supply (UPS) with N+1 redundancy and immediate failover, plus an onsite diesel generator
- Rackspace is first in line for private sector power restoration after major outages
- In the event of equipment failure, there are dual power paths and multiple network paths with multiple service providers
- Fire suppression system prevents fires from spreading to other areas
- All cables secured with cable racks suspended from ceilings to prevent accidental damage

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For more information or to sign up for Rackspace hosting services:

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