

CHOOSING A RACKSPACE HOSTING PLATFORM

AN OVERVIEW OF RACKSPACE SERVICE OFFERINGS

TABLE OF CONTENTS

Rackspace has amassed nearly two decades of hosting experience, and along the way we've learned that every organization has its specific, unique needs. These needs require varying levels of assistance and management expertise. That's why we provide three service-level offerings: Managed Infrastructure, Managed Hosting and Intensive Hosting. Regardless of the level you select, you can be confident that Rackspace has the people, systems and processes required to manage even the most complex web hosting environments.

| | |
|--|----------|
| ELEMENTS OF SERVICE OFFERINGS | 3 |
| MANAGED INFRASTRUCTURE DETAILS..... | 3 |
| MANAGED HOSTING DETAIL..... | 4 |
| DIVISION OF RESPONSIBILITIES..... | 5 |

ELEMENTS OF SERVICE OFFERINGS

| | MANAGED INFRASTRUCTURE | MANAGED HOSTING <small>IN ADDITION TO MANAGED INFRASTRUCTURE ELEMENTS</small> | INTENSIVE HOSTING <small>IN ADDITION TO MANAGED HOSTING ELEMENTS</small> |
|--|---|--|--|
| COMMON TO ALL RACKSPACE HOSTING SOLUTIONS | Fanatical Support® – Unlimited Access to Support Personnel 24/7 Managed Multi-Homed, Tier 1 Network 100% Network Uptime Guarantee (SLA) 1 Hour Hardware Replacement (SLA) World Class Data Centres with redundant power and HVAC | | |
| PERFORMANCE GOALS | <ul style="list-style-type: none"> Mean time to resolve network, HVAC, power and hardware issues | <ul style="list-style-type: none"> Mean time to resolve hardware, software, network or DC issues | <ul style="list-style-type: none"> Application Infrastructure uptime SLA (where applicable) |
| ACCOUNT TEAM | <ul style="list-style-type: none"> Technical Service Delivery Manager Technical Account Coordinator Network Security Engineer Support Specialist | <ul style="list-style-type: none"> Dedicated Service Delivery Manager and Business Development Consultant 24/7 team focused on your platform and complexity type | <ul style="list-style-type: none"> Dedicated Lead Engineer performs ongoing needs analysis and consulting 24/7 supporting team of experts on supported OS, database and applications Priority vendor escalation |
| PROCESS | <ul style="list-style-type: none"> Rackspace hardware provisioning, installation and maintenance Customer logical configuration and management Rackspace 101 introduction to Managed Infrastructure Coordinator for Scaling | <ul style="list-style-type: none"> Rackspace 101 introduction walk through for smooth start into Managed Hosting | <ul style="list-style-type: none"> Extensive implementation and migration planning and assistance Monthly account consultation Change Management Coordinator for Scaling |
| MONITORING | <ul style="list-style-type: none"> Customer is responsible for administering and responding to system alerts (ping, port, URL, etc.) | <ul style="list-style-type: none"> Comprehensive standard monitoring (ping, ports, services, URL and server disk capacity) with reactive response | <ul style="list-style-type: none"> Custom Monitoring of all hardware and software elements Advanced performance monitoring to proactively identify issues |
| ISSUE RESPONSE | <ul style="list-style-type: none"> Notification preferences and standard response specifications | <ul style="list-style-type: none"> Notification preferences and standard response specifications | <ul style="list-style-type: none"> Detailed run book established during implementation consultation |
| MANAGED SECURITY | <ul style="list-style-type: none"> Rackspace manages physical DC security, customer manages application security | <ul style="list-style-type: none"> Automated OS patching Server Compromise checks on demand Managed anti-virus | <ul style="list-style-type: none"> Customised patching and roll-back capabilities Managed anti-virus Managed firewall required |

MANAGED HOSTING – MANAGED INFRASTRUCTURE SLA DETAIL

Rackspace Managed Infrastructure bridges the gap between do-it-yourself hosting and a fully managed hosting solution. Customers benefit from the OS and device control that comes with colocation or in-house environments, without taking on the responsibilities and inconveniences that come with it: purchasing, deploying, scaling and managing the physical devices, the backbone network and the data centre.

INFRASTRUCTURE PLANNING SUPPORT

Managed Infrastructure is simple compared to colo or in-house solutions. Simply put, customers advise us of their business needs and expected growth. We then work with the customer to design the initial configuration to their specifications. But we don't stop there. We continue to plan the customer's configuration as they grow. That way, customers avoid one of the biggest risks of traditional colocation – running out of space and having to migrate everything to a new facility.

SUPPLY CHAIN MANAGEMENT

With Rackspace Managed Infrastructure, we take responsibility for vendor negotiations and purchasing on behalf of our customers. This helps us obtain the best pricing for customers and maintain legal ownership of all hardware, which can reduce customer capital costs and make hardware depreciation and obsolescence a Rackspace consideration, not a customer problem.

DATA CENTRE MONITORING AND MAINTENANCE

Rackspace will build customer configurations, deploy them in our world-class data centres with a 100% Network Uptime Guarantee and immediately begin the around-the-clock management of the network, the data centre and the maintenance of hardware devices. Customers can remotely access (in-band and out-of-band) to administer their environment immediately. Customers never have to see a data centre or server cabinet in the middle of the night again. Whenever an infrastructure intervention is required, customers just let the Managed Infrastructure Support Team know. They're ready at a moment's notice.

SUPERSTRUCTURE

1. Cisco-Powered, 100% Network Uptime Guarantee with unique self-healing attributes.
2. Fully Redundant Data Centre Infrastructure – locations around the globe staffed 24x7x365.
3. CORE™ – Rackspace proprietary hosting operations system that allows us to deliver our services.
4. Monitoring and Alerting – to anticipate and mitigate DDoS attacks and identify and remediate hardware failures

MANAGED HOSTING – MANAGED SLA DETAIL

The Rackspace Managed Hosting platform is ideal for businesses running medium-to-large, web-based applications that demand 100% network and data centre infrastructure uptime and our unparalleled Fanatical Support®.

WEB, APPLICATION AND DATABASE SERVERS

Rackspace uses high-performance and power-efficient servers to power our customers' Managed Hosting platforms. Servers are customized for optimal performance based on the specific performance goals of each hosting environment. Systems are provisioned using our internal provisioning system, "CORE", which helps ensure that all devices are provided with IP space, servers are loaded with the correct version of the OS and that changes can be tested, controlled and rolled back if necessary. Systems are monitored on an ongoing basis for performance and reliability.

MANAGED NETWORK DEVICES

Maintaining the network and security layer of our customer's hosting environment is essential to overall reliability. We provision, deploy and manage dedicated security and performance devices like firewalls, Intrusion Detection Systems (IDS) and load balancers. When customer needs dictate changes, modifications are meticulously planned and executed based on our change management methodology. Modifications are tested in a staging environment, then applied to the customer's production environment.

MANAGED SERVICES

Rackspace managed services are designed to ensure maximum uptime for our customers' applications and to relieve internal IT staff from the day-to-day maintenance of their hosting environment. Our managed services are layered on top of the superstructure, server and device layers. The following areas are specifically addressed: Server and Device Administration, Backup and Recovery, Managed Storage, Monitoring, Reporting, Messaging, Security, Deployment and Scaling.

MANAGED HOSTING – INTENSIVE SLA DETAIL

Intensive Hosting at Rackspace is engineered for businesses running complex Microsoft and Linux applications that want proactive monitoring and support from a dedicated account team. Intensive customers receive the maximum amount of project management and accountability from Rackspace, with additional service guarantees.

APPLICATION ENVIRONMENT OPTIMISATION

Rackspace strives to optimise the specific needs of our customer's complex hosting environments. This is achieved through our engineering team customising security setup, monitoring thresholds, data storage and escalation procedures. Once optimisation is complete, our security team performs an audit across all layers of the application hosting environment. All aspects of the application platform are optimised on an as-needed basis as the application scales and/or evolves.

APPLICATION PROBLEM MANAGEMENT

Rackspace is responsible for seeing all infrastructure, managed service, database and application-related incidents through to resolution. Rackspace actively manages incidents, including a post-issue summary and root cause analysis. Your assigned Intensive Service Delivery Manager (SDM) acts as a project manager throughout the process and has access to a variety of resources, including a direct line to Support Services for the fast resolution of issues.

APPLICATION SCALABILITY & CAPACITY PLANNING

Rackspace is responsible for keeping a scalability plan that's based on the customer's business projections to help ensure smooth scaling during times of business growth. We couple our expertise in scaling complex application environments with historical, trended data on servers, network and application resources. The resulting plan is reviewed with the customer on a monthly basis and revisions are made as the business grows.

DIVISION OF RESPONSIBILITIES

The high-level differences between the three services are highlighted below. Please note that additional limitations may also apply to how these services can be used.

LEGEND:

- ✓ = Rackspace Responsibility
- ✗ = Customer Responsibility
- = Customer Responsibility or optional additional monthly charge from Rackspace
- * = Customer Responsibility or optional additional hourly charge from Rackspace

(* requires Rackspace administrative access to Rackspace productised storage platform, even though customer managed)

| ACTIVITY / FUNCTION | MANAGED INFRASTRUCTURE | MANAGED | INTENSIVE |
|---|------------------------|---------|-----------|
| DATA CENTRE LAYER | | | |
| Provide & Maintain DC Facility | ✓ | ✓ | ✓ |
| Provide & Maintain Cooling & Redundancy | ✓ | ✓ | ✓ |
| Provide & Maintain Power & Redundancy | ✓ | ✓ | ✓ |
| Provide & Maintain Physical Security for DC | ✓ | ✓ | ✓ |
| Provide or Procure Bandwidth | ✓ | ✓ | ✓ |
| Negotiate Redundant Bandwidth Providers w/ Colo | ✓ | ✓ | ✓ |
| Physically Connect B/width to Personal Space | ✓ | ✓ | ✓ |
| Procure Power and Network Connectivity Gear | ✓ | ✓ | ✓ |
| Physically Install Equipment (HW/FW/LB/IDS) | ✓ | ✓ | ✓ |
| Purchase Fibre (For SAN) | ✓ | ✓ | ✓ |
| Run Fibre (Connection from SAN to Cabinet) | ✓ | ✓ | ✓ |
| Deploy Patch Panel in Cabinet (For SAN) | ✓ | ✓ | ✓ |
| Cable Cabinet to Equipment | ✓ | ✓ | ✓ |
| Cross Connect Equipment for Multiple Cabinets | ✓ | ✓ | ✓ |
| Monitor Power Consumption | ✓ | ✓ | ✓ |

| | | | |
|--|----|---|---|
| Remote Hands | ✓ | ✓ | ✓ |
| Schedule Maintenance (i.e., Cable, etc.) | ✓ | ✓ | ✓ |
| NETWORKING LAYER | | | |
| Architecture Design, Review and Consultation | ✓ | ✓ | ✓ |
| Configure Routing and Switching Equipment | ✓ | ✓ | ✓ |
| Provision IP Block | ✓ | ✓ | ✓ |
| Configure Initial IP on Devices | ✓ | ✓ | ✓ |
| Modify IP on Provisioned Devices | ✗ | ✓ | ✓ |
| Base Configuration of Firewall | ✓ | ✓ | ✓ |
| Base Configuration of Load Balancer | ✓ | ✓ | ✓ |
| Base Configuration of IDS | ✓ | ✓ | ✓ |
| Maintain Core Routing and Switching Equipment | ✓ | ✓ | ✓ |
| Maintain Environment Routing and Switching Equipment | ● | ✓ | ✓ |
| Maintain/Administer Firewall | ●* | ✓ | ✓ |
| Maintain/Administer Load Balancer | ●* | ✓ | ✓ |
| Maintain/Administer IDS | ● | ✓ | ✓ |
| Manage/Monitor Bandwidth Usage & Consumption | ✓ | ✓ | ✓ |
| Manage Authoritative DNS | ✓ | ✓ | ✓ |
| Manage Caching DNS | ✓ | ✓ | ✓ |
| Manage DNS Infrastructure (Customer DNS) | ✗ | ✗ | ● |
| Maintain DNS Zone Files (Rackspace DNS) | ● | ● | ● |
| Troubleshoot Rackspace Network Connectivity | ✓ | ✓ | ✓ |
| Troubleshoot Network and Security Device Issues | ●* | ✓ | ✓ |
| MONITORING CAPABILITY | | | |
| Configure Ping Monitoring | ✓ | ✓ | ✓ |
| Configure Port Monitoring | ● | ● | ✓ |
| Configure URL Monitoring | ● | ● | ✓ |
| Configure Synthetic Transaction Monitoring | ✗ | ● | ✓ |
| Configure Microsoft Monitoring (SCOM) | ✗ | ✗ | ✓ |
| Configure Linux Monitoring (Nimbus) | ✗ | ✗ | ✓ |
| Respond to Ping Monitoring | ✗ | ✓ | ✓ |

| | | | |
|---|----------|------------|------------|
| Respond to Port Monitoring | X | ● | ✓ |
| Respond to URL Monitoring | X | ● | ✓ |
| Respond to Synthetic Transaction Monitoring | X | ● | ✓ |
| Respond to Microsoft Monitoring (SCOM) | X | X | ✓ |
| Respond to Microsoft Monitoring (Nimbus) | X | X | ✓ |
| DEVICE LAYER | | | |
| Manage Delivery of Equipment | ✓ | ✓ | ✓ |
| Firmware and Driver Updates | ●* | ✓ | ✓ |
| Inventory Spare Parts | ✓ | ✓ | ✓ |
| Break/Fix | ✓ | ✓ | ● |
| Equipment Procurement | ✓ | ✓ | ✓ |
| Equipment Inventory | ✓ | ✓ | ✓ |
| Returns to OEM for Defective Items | ✓ | ✓ | ✓ |
| Equipment Inventory | ✓ | ✓ | ✓ |
| STORAGE CAPABILITY | | | |
| Rackspace Managed DAS | ✓ | ✓ | ✓ |
| Rackspace Managed Dedicated NAS (DNAS) | ✓ | ✓ | ✓ |
| Rackspace Managed Shared NAS (SNAS) | ✓ | ✓ | ✓ |
| Rackspace Managed Shared SAN | ✓ | ✓ | ✓ |
| Rackspace Managed Dedicated SAN | ✓ | ✓ | ✓ |
| Customer Managed DAS* | X | N/A | N/A |
| Customer Managed Dedicated NAS* | X | N/A | N/A |
| Customer Managed Dedicated SAN* | X | N/A | N/A |
| BACKUP | | | |
| Managed Backup (Unmetered) | ● | ● | ● |
| Offsite Rotation | ● | ● | ● |

DIVISION OF RESPONSIBILITIES: CUSTOMER AND RACKSPACE

LEGEND:

✓ = Rackspace Responsibility

✘ = Customer Responsibility

● = Customer Responsibility or optional additional monthly charge from Rackspace

●* = Customer Responsibility or optional additional hourly charge from Rackspace

(* requires Rackspace administrative access to Rackspace productised storage platform, even though customer managed)

| ACTIVITY / FUNCTION | MANAGED INFRASTRUCTURE | MANAGED | INTENSIVE |
|--|------------------------|---------|-----------|
| OS LAYER | | | |
| Lease OS (1 OS : 1 Device) | ● | ✓ | ✓ |
| Customer Supplied OS | ● | ✓ | ✓ |
| Image Equipment (Kickstart) | ● | ✓ | ✓ |
| Troubleshoot Issues | ●* | ✓ | ✓ |
| Remote Administration | ✘ | ✓ | ✓ |
| Scheduled Maintenance | ✘ | ✓ | ✓ |
| Patching | ✘ | ✓ | ✓ |
| Anti-Virus Management | ✘ | ✓ | ✓ |
| Maintain OS Upgrades | ✘ | ✓ | ✓ |
| Re-Kick server | ●* | ✓ | ✓ |
| Vendor Escalation | ●* | ✓ | ✓ |
| Install and Maintain Active Directory | ✘ | ✘ | ✓ |
| Architect, Implement and Maintain Clustering | ✘ | ● | ✓ |
| APPLICATION INFRASTRUCTURE LAYER | | | |
| Application Configuration <i>(supported applications only)</i> | ✘ | ✓ | ✓ |
| Application Troubleshooting <i>(supported applications only)</i> | ✘ | ✓ | ✓ |
| Database Application Configuration Assistance | ●* | ✓ | ✓ |
| Database Troubleshooting <i>(MS/MySQL Server failures only. All other troubleshooting subject to hourly charge)</i> | ●* | ✓ | ✓ |
| Advanced DBA Services | ●* | ●* | ●* |
| SSL Certificate Procurement | ● | ● | ● |
| SSL Certificate Installation | ✘ | ✓ | ✓ |

| | | | |
|---|----|----|----|
| SSL Certificate Troubleshooting | X | ✓ | ✓ |
| Purchase Software Applications | X | ● | ● |
| Install Software Applications | X | ✓ | ✓ |
| Software License Tracking | X | ✓ | ✓ |
| OTHER/NON OPERATIONS ACTIVITIES | | | |
| Manage Hosting Provider Relationship | X | X | X |
| Network Uptime SLA | ✓ | ✓ | ✓ |
| Hardware SLA | ✓ | ✓ | ✓ |
| Maintain OEM Relationships (HW/FW/LB/IDS) | ✓ | ✓ | ✓ |
| Negotiate Purchase of Firewall | ✓ | ✓ | ✓ |
| Negotiate Purchase of Load Balancer | ✓ | ✓ | ✓ |
| Negotiate Purchase of IDS | ✓ | ✓ | ✓ |
| Negotiate Purchase of Servers | ✓ | ✓ | ✓ |
| Negotiate Purchase of OS Licenses | ✓ | ✓ | ✓ |
| Manage DC Employees | ✓ | ✓ | ✓ |
| Provide Support Infrastructure for DC Employees | ✓ | ✓ | ✓ |
| Manage Accounting & Depreciation on Assets | ✓ | ✓ | ✓ |
| Migration Services | ●* | ●* | ●* |
| APPLICATION | | | |
| Managed Virtualisation | ● | ● | ● |
| Managed Sharepoint | ● | ● | ● |
| Managed Exchange (Shared) | ● | ● | ● |

ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service, in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

Learn more at www.rackspace.com or call us at **1-800-961-2888**.

Copyright © 2018 Rackspace US, Inc. :: Rackspace®, Fanatical Support® and other Rackspace marks are either service marks or registered service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

THE INFORMATION CONTAINED IN THIS DOCUMENT IS A GENERAL INTRODUCTION TO RACKSPACE SERVICES AND DOES NOT INCLUDE ANY LEGAL COMMITMENT ON THE PART OF RACKSPACE.

Rackspace cannot guarantee the accuracy of any information presented after the date of publication.

BRA-CSO-Choosing_a_Rackspace_Hosting_Platform-10408

April 19, 2018

