



Advanced Monitoring & Resolution

Let Rackspace Technology focus on security and response while you focus on innovation.

Advanced Monitoring & Resolution (AMR) is an opinionated deployment of cloud services monitoring that uses known best-practices and leverages programmatic management. The service and all associated resources are delivered using automation and a specialized team of cloud engineers. With Rackspace Technology acting as a 24x7x365 extension of your operational team, you can focus on what matters most to your business.

Why Rackspace for AMR?

Rackspace Technology cloud engineers are experts in configuring cloud environment monitoring and responding to alerts. Thanks to the automation inherent in AMR, your resolution times will be reduced, which can reduce the impact to your business when issues arise. Rackspace Technology leverages cloud-native toolsets for best-in-breed monitoring of your infrastructure.

Key Features and Benefits

- **Real-time monitoring and alerts:** Customized monitoring provides automated early alerts with guaranteed response times as fast as 15 minutes for emergency incidents.
- **Expert consultation:** During a thorough consultative onboarding process, the cloud experts at Rackspace Technology will assess your environment and recommend the right monitoring approach to meet your needs. On-going adjustments will be made as your environment evolves.
- **24x7x365 incident response:** Certified cloud experts at Rackspace Technology will triage and respond to any alert configured in your environment, providing you with around-the-clock coverage.

Additional Services

Every business faces unique challenges, and Rackspace Technology services offer flexible, specialized cloud solutions to solve your constantly evolving needs — regardless of where you are in your cloud journey.

- **Rackspace Elastic Engineering:** Collaborate with a team of experts, available on-demand, to help move your public cloud initiatives forward.
- **VM Management:** Back up your VMs without worrying about day-to-day operation. Set it and forget it without worrying about whether or not your infrastructure is safe.
- **Optimizer+:** 24x7x365 access to expert guidance and tooling to help you get the most of out your cloud investment while maintaining your current support.

Take the Next Step

Let's talk about how Rackspace Technology security and monitoring expertise helps you achieve your goals.

Learn more: www.rackspace.com
Call: 1-800-961-2888

About Rackspace Technology™

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud engineers
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.