



Fanatical Support for AWS

Tooling and automation + human experts.

Many businesses want to realize the power of Amazon Web Services (AWS) by leveraging the knowledge of AWS experts, instead of managing it themselves including:

- Businesses that lack the technical expertise and capacity to operate cloud infrastructure, tools and applications.
- Businesses that have the ability, but prefer to maintain focus on their core business instead.
- Enterprises on a multi-phased journey to the cloud, requiring transition and management services that can adapt to an evolving set of needs.

Experts Dedicated to Your Success

Migrate: Rackspace® will own the process of migrating your apps to AWS to get you up and running and back to your business.

Architect: Let Rackspace design and maintain your architecture to scale smoothly and take full advantage of AWS.

Secure: Use Rackspace best practices configurations, AWS expertise and operational tooling to help secure your environments.

Operate: Rackspace provides the right mix of automation and certified AWS experts to deploy and manage your app at scale efficiently.

Optimize: Rackspace helps you optimize your AWS environment for cost, performance and scalability.

Rackspace Knows AWS

- 1,000+ AWS technical certifications worldwide
- AWS APN Premier Consulting Partner
- AWS Migration Acceleration Program (MAP) Partner
- AWS Migration Competency
- AWS DevOps Competency
- AWS Oracle Competency
- AWS Storage Competency
- AWS Microsoft Workloads Competency
- AWS Marketing and Commerce Competency
- Audited Managed Service Partner
- AWS Reseller
- AWS Public Sector Partner

Services Delivered Your Way

Navigator™

For those who require control of their environment, but want access to the tools, automation and best practices that Rackspace uses. With Rackspace Navigator, you get to be the pilot of your AWS environment, while Rackspace helps you navigate AWS.

- AWS accounts pre-configured with best practices for security and auditability
- Seamless access and log aggregation across all AWS accounts
- AWS CloudFormation template library built with best practices by AWS certified experts
- Automation to identify potential trouble or optimization across all accounts
- Access to human experts

About Rackspace

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

- 20+ years of operating applications for global businesses
- A leader in the 2018 Gartner® Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- Hosting provider for more than half of the Fortune 100
- CIO Review's Most Promising DevOps Solution Provider; 30+ DevOps certifications in Chef, Windows® PowerShell and Salt
- Red Hat® Premier Hosting Partner; 160+ RedHat certifications, including RHCEs, RHCSAs and RHCAs

"When Rackspace approached us about Fanatical Support for AWS, we signed immediately based on the strength of their managed cloud experience and expertise."

Jonathan Issler :: Director of Operational Technology, InfoSnap

"By using Fanatical Support for AWS, we can get compute workloads up and running on AWS much more quickly. With Fanatical Support for AWS, we are able to provide Sesame Street content more efficiently and effectively, helping us to deliver on our mission of helping kids grow smarter, stronger and kinder."

Shadrach Kisten :: Senior Vice President of Information Technology & Digital Media Engineering, Sesame Workshop

Fanatical Experience™

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

- Technical onboarding manager to help get you up and running
- Technical account manager to help you along your AWS journey
- Certified AWS architects to provide standard use case architecture guidance

Aviator™

Aviator extends the benefits of Navigator through additional tooling incorporating best practices and 24x7x365 operational support for your AWS environment. With Aviator, Rackspace is the co-pilot on your AWS journey. All of the benefits of Navigator, plus the following:

- Automated, secure Amazon Elastic Compute Cloud (EC2) instance-level access across accounts
- Human experts to operate your AWS environment
- Certified AWS architects to provide custom architecture design for your specific app needs
- EC2 operating system management, including alarm configuration and enhanced response times for all emergency level user requests
- Technical account manager to help you along your AWS journey, including a monthly account review to identify security, cost and performance optimization opportunities

Tools and Automation	Navigator	Aviator
AWS Account Management <ul style="list-style-type: none"> • Simplified management of per environment (e.g., dev, prod) AWS accounts • AWS CloudTrail and AWS Config preconfigured for comprehensive tracking and auditability • AWS root account password and MFA storage in secure credential vault 	●	●
Identity and Permission Management <ul style="list-style-type: none"> • Single identity across Rackspace, AWS services and EC2 instances • AWS Identity and Access Management (IAM) and AWS Security Token Service (AWS STS) security best practices implemented by default • Simplified cross-AWS account access • Seamless experience, including AWS Console federation 	●	●
Rackspace Logbook™ – Unified Record of Cloud Activity <ul style="list-style-type: none"> • Blended, time-series view of all Rackspace and AWS CloudTrail activity • Aggregated across all AWS accounts and regions 	●	●
Access to Best Practice AWS CloudFormation Templates <ul style="list-style-type: none"> • Ex: Opinionated Amazon Virtual Private Cloud (Amazon VPC) design, including AZs, subnet sizing, public and private subnet layout, resilient HA NAT, etc. 	●	●
Rackspace Waypoint™ – Consolidated View of Key AWS Usage Data <ul style="list-style-type: none"> • Concise information about costs, risks and other key operational information for your AWS accounts • Near-real-time updates provide you with month-to-date usage • Historical reports enable you to view 12-month trends 	●	●
Rackspace Compass™ – Automated Guide for Cloud Best Practices <ul style="list-style-type: none"> • Best Practices: More than 350 automated best practice checks evaluated against your AWS accounts • Cost Optimization: Billing dashboards, savings reports, cost alerting and Reserved Instance purchase recommendations • Inventory Management: Cross-account and cross-region resource inventory, per service usage details, resource tagging reports and more • Security: AWS CloudTrail, AWS Config, Amazon VPC and security group analysis, perimeter assessments, and AWS IAM and permission reporting • Utilization: CPU and network heat maps and Amazon CloudWatch historical data retention and analysis 	●	●

Tools and Automation (Cont.)	Navigator	Aviator
Rackspace Passport™ – Simple, secure access management of EC2 instances <ul style="list-style-type: none"> • Secure Amazon VPC access: On-demand bastion provisioning with fine-grained network permissions • Secure EC2 access: Powerful, automated SSH key management across your entire fleet of EC2 instances • Brought together and made simple via access requests • Full logging to Rackspace Logbook 		●
Rackspace Watchman™ – Primary Alarm Monitoring System <ul style="list-style-type: none"> • Support tickets are automatically created when Amazon CloudWatch alarms deviate from their expected values 		●
Human Experts	Navigator	Aviator
Technical Account Manager (TAM) <ul style="list-style-type: none"> • Personal contact for ongoing business and technical assistance 	●	●
Support of the AWS Platform <ul style="list-style-type: none"> • Fanatical Support for AWS issues from certified AWS engineers 	●	●
Technical Onboarding Manager (TOM) <ul style="list-style-type: none"> • Personal contact for assistance with onboarding 	Provides initial guidance	Coordinates the process of getting your application up and running on AWS
Best Practices and Architecture <ul style="list-style-type: none"> • A combined set of AWS and Rackspace recommendations from certified AWS architects 	Guidance for standard use cases	Hands-on design, customized to your specific application
Database Management Capabilities <ul style="list-style-type: none"> • Support for AWS database services, including Amazon Relational Database Service (Amazon RDS) (Amazon Aurora), Amazon Redshift and Amazon DynamoDB • Expertise in AWS native tools, including AWS Database Migration Service, AWS Schema Conversion Tool and Amazon RDS Performance Insights 		●
EC2 Operating System Management <ul style="list-style-type: none"> • Support for Amazon Linux, CentOS 6+, Ubuntu® 12.04+, Windows® • Configuration, optimization, patching, upgrades • Includes core apps like Apache®, NGINX, etc. 		●
PCI and HIPAA Compliance <ul style="list-style-type: none"> • Certified Level 1 Payment Card Industry (PCI) Service Provider on AWS • Rackspace can act as a business associate to support customers with HIPAA workloads on AWS 	●	●
Amazon CloudWatch Management <ul style="list-style-type: none"> • Setup of Amazon CloudWatch monitors and response to Amazon CloudWatch alarms by certified AWS engineers 		●
Monitoring Alarm Ticket Management <ul style="list-style-type: none"> • Setup of Watchman monitors and response to Watchman alarm tickets by certified AWS engineers 		●
Monthly Account Review <ul style="list-style-type: none"> • Review AWS Trusted Advisor and Rackspace Compass recommendations • Review Reserved Instance and other cost optimization opportunities • Technical environment review (alerts, performance) 		●
Response Times	Urgent: < 1 hr Standard: < 12 hrs	Emergency: < 15 Min Urgent: < 1 hr Standard: < 4 hr

Take the Next Step

Let's talk about how Rackspace AWS expertise helps you achieve your goals.

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