



# Fanatical Support for Microsoft Azure

Accelerate your digital transformation backed by end-to-end Azure solutions.

Companies of all sizes choose Microsoft® Azure® to transform their businesses, making them more responsive, flexible, scalable and, ultimately, more competitive. However, the rapidly evolving nature of the cloud, administration complexities and resource constraints challenge even the most cloud-mature organizations. Achieving your strategic goals depends on choosing the right partner.

## Experts Dedicated to Your Success

Rackspace® has deep expertise in Microsoft Azure, and the latest tools and technologies to help you unravel the complexities of the cloud and realize your digital transformation faster and easier. Certified Azure experts provide end-to-end solutions to help drive your organization's rapid growth, enable improved business outcomes and maximize the benefits of Azure.

### Complete Cloud Lifecycle Management

Rackspace provides full cloud lifecycle management, helping enterprises better navigate, operate and optimize the public cloud for true digital transformation.



## Key Benefits

Rackspace Azure experts will deliver the following high-performance benefits to your organization:

**Accelerated Path to Azure:** From single-application migrations to full data center transformations, Rackspace results-driven assessment, planning, design, migration, deployment and optimization services help you better navigate the cloud journey and accelerate your Azure adoption.

**Reduced Complexity:** Rackspace combines custom tooling and automation with 24x7x365 support to automate repeatable tasks, simplify operations and reduce lead times. Rackspace is always up-to-date with Azure's continual evolution (averaging 50-plus new features every month) and ready to optimize your application environments.

**Heightened Security and Reliability:** Rackspace provides flexible security offerings as an extension of native Azure security capabilities, helping to protect against advanced threats and cyberattacks, while reducing the risk of security breaches, reputation damage and data loss. They manage thousands of incidents a year and proactively address your security vulnerabilities. To maximize application uptime, Rackspace offers a 15-minute response-time SLA for rapid issue resolution.

**Hybrid and Multi-Cloud-Ready:** Enterprise IT complexity requires multi-cloud and hybrid strategies to meet varying application and workload requirements. A deep partnership with Microsoft, expertise around Azure services, and a unique cross-platform experience allows Rackspace to integrate private cloud, bare metal, and hybrid components into a single solution with unified billing and simplified service management.

## About Rackspace

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

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- Data centers on five continents

## Microsoft Expertise

- 1st MSP to offer managed services on Azure
- The first and largest Tier-1 provider
- 250+ Microsoft-certified staff with 150+ Microsoft Azure certifications
- Five-Time Winner of the Microsoft Hosting Partner of the Year Award

Gold

Microsoft Partner

Azure Expert MSP



Microsoft Partner



Gold Datacenter  
 Gold Data Platform  
 Gold Cloud Platform  
 Silver Enterprise Mobility Management  
 Silver Data Analytics

Microsoft Partner



Gold Messaging  
 Gold Cloud Productivity  
 Gold Collaboration and Content  
 Gold Small and Midmarket Cloud Solutions  
 Silver Communications

Microsoft Partner



Gold DevOps  
 Gold Application Development  
 Gold Application Integration

## 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.

## Services Delivered Your Way

Tools & Automation	Navigator	Aviator
<b>Access to Rackspace Opinionated Azure Resource Manager (ARM) templates</b> <ul style="list-style-type: none"> <li>Ability to deploy opinionated resource templates employing Rackspace best practices</li> </ul>	<b>Access to self-service templates</b>	<b>Assisted deployment from Rackspace infrastructure template repository; access to self-service templates</b>
<b>Azure Monitoring</b> <ul style="list-style-type: none"> <li>Automated alert generation from predefined monitors</li> <li>Integration with Rackspace incident management systems</li> </ul>	<b>Notification of Azure-wide outages and service degradation</b>	<b>Leveraging Azure and Rackspace monitoring systems for standard events; up to five custom monitors</b>
<b>Fanatical Support® for Microsoft Azure Control Panel</b> <ul style="list-style-type: none"> <li>Access to the Fanatical Support for Microsoft Azure customer portal</li> </ul>	•	•
Human Experts	Navigator	Aviator
<b>Architecture Guidance</b> <ul style="list-style-type: none"> <li>Based on Microsoft and Rackspace practices from certified Azure architects</li> <li>Scheduled scoping calls</li> </ul>	<b>Limited best practice guidance</b>	<b>Hands-on architecture design, customized to your specific application</b>
<b>Technical Onboarding Manager (TOM)</b> <ul style="list-style-type: none"> <li>Personal contact to assist with onboarding</li> </ul>	<b>Initial guidance only</b>	<b>Coordinates the process of getting your workloads up and running on Azure</b>
<b>Configuration Assistance</b> <ul style="list-style-type: none"> <li>24x7x365 access to a Rackspace team experienced in Azure to assist with configuration changes</li> </ul>	<b>Consultation provided upon request</b>	<b>Consultation and implementation</b>
<b>Service Delivery Manager (SDM)</b> <ul style="list-style-type: none"> <li>Personal contact for ongoing business and technical assistance</li> </ul>	•	•
<b>Service Management</b> <ul style="list-style-type: none"> <li>Tracking and management of requests for information/change, incident and service management via Rackspace's ticketing system</li> </ul>	•	•
<b>Escalation Support</b> <ul style="list-style-type: none"> <li>Ownership of incidents and issues relating to Azure, including Microsoft Premier Support escalations</li> </ul>	•	•
<b>Detailed Design Document</b> <ul style="list-style-type: none"> <li>Detailed Azure design based on application and requirements analysis</li> </ul>	<b>Additional services available</b>	•
<b>Deployment Activities</b> <ul style="list-style-type: none"> <li>Resource deployments performed by Rackspace engineers</li> </ul>	<b>Additional services available</b>	•
<b>Operating System Support</b>		•
<b>Customer Runbook Documentation</b> <ul style="list-style-type: none"> <li>Rackspace coordinated runbook design and escalation list</li> </ul>		•
<b>Account Review</b> <ul style="list-style-type: none"> <li>Review Microsoft best practices and Rackspace recommendations</li> <li>Review resource usage and cost optimization opportunities</li> <li>Technical environment review (alerts, performance)</li> <li>Runbook evaluation</li> </ul>		•
<b>Incident Response</b>	<b>Urgent: &lt; 4 Hours</b> <b>Standard: &lt; 24 Hours</b>	<b>Emergency: &lt; 15 Min</b> <b>Urgent: &lt; 1 Hour</b> <b>Standard: &lt; 4 Hours</b>

Add- On Services	Navigator	Aviator
<b>Migration Assistance</b> <ul style="list-style-type: none"> <li>Assistance getting your app and data migrated to Azure</li> <li>Depending on requirements, available from Rackspace and/or Rackspace-approved partners</li> </ul>	<b>Additional services available</b>	<b>Additional services available</b>
<b>Custom DevOps Professional Services</b>	<b>Additional services available</b>	<b>Additional services available</b>
<b>DBA Services</b>		<b>Additional services available</b>
<b>Rackspace Application Services</b>		<b>Additional services available</b>
<b>Rackspace Managed Security</b>		<b>Additional services available</b>

### Take the Next Step

Let's talk about how Rackspace Managed Azure cloud expertise helps you achieve your goals.

Learn more: [www.rackspace.com/microsoft/managed-azure-cloud](http://www.rackspace.com/microsoft/managed-azure-cloud)  
 Call: 1-800-961-2888