



Rackspace Application Services for Digital Experience

Unbiased application expertise, performance monitoring and insights coupled with operational support for leading digital experience platforms.

Cutting-edge digital experience platforms can deliver a powerful competitive advantage, but implementing and maintaining them is often difficult, expensive and time-consuming. Managing, monitoring and optimizing digital experience apps can also prove challenging. How rapidly can you deliver new deployments? How do you know when you're delivering an optimal customer experience? What can data tell you about your customers?

Rackspace® Application Services for Digital Experience removes the complexity of managing and optimizing your digital experience applications through a range of architecture, hosting and monitoring services. Rackspace can deliver intelligent and actionable insights into your digital experience platforms while providing easy access to specialized support options. You get access to your choice of performance management and insight tools across leading solutions including Sitecore Experience Manager, Sitecore Experience Commerce, Adobe Experience Manager, Oracle Commerce Platform (ATG), SAP Commerce (Hybris), as well as Java & .NET applications. You can also take advantage of a range of deployment and infrastructure options to manage & optimize the infrastructure, application and security you need for your digital experience platforms, including Microsoft® Azure® PaaS or IaaS, and AWS or private cloud.

Experts Dedicated to Your Success

Rackspace Application Services for Digital Experience will help you build a reliable, secure and compliant application environment that offers the flexibility and agility you need as you speed to market with new deployments and upgrades. Rackspace offers cost-efficient, optimized IT benefits and unbiased expertise with a "Process First. Technology Second®." approach across an unrivaled portfolio of the leading digital experience platforms.

Key Features

24x7x365 administration, monitoring and maintenance support:

Rackspace experts are available around the clock to help manage and optimize your application stack and supporting infrastructure with industry-leading performance management tools.

Five-minute notifications: Rackspace will help you rapidly identify a course of action to minimize business impact.

Flexible Options: Rackspace offers choice in the level of support for your managed applications including:

- **Fully managed services:** Experts provide proactive operational support plus you get the benefits of powerful application performance management and insights tools.
- **Experts only:** Application-certified experts are available to consult you with your application needs.

About Rackspace

- A leader in the 2019 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- Hosting provider for more than half of the Fortune 100
- 3,000+ cloud experts
- 20+ years of hosting experience
- Customers in 150+ countries
- #1 hosting provider for Internet Retailer Top 1,000 – seven years running
- 24x7x365 specialized application support
- Hundreds of years of collective application and application framework experience
- Industry-leading application performance monitoring (APM) tools

"A major reason why Mazda chose Rackspace to host several of its websites and applications is most importantly for their Fanatical Support and Application Services. The proactive monitoring from the Applications Services team is a huge value-add to our business. We can now proactively scale for future demand. Since the migration to Rackspace, Mazda's sites have performed better, and the support our team is receiving is unparalleled."

Jim DiMarzio :: CIO, MNAO

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.

Security and compliance: Rackspace solutions help you meet data protection regulations such as PCI-DSS and GDPR and apply security hardening technologies and best practices, including WAF and zero-day exploit patching.

Performance management and customer experience insights: Create better digital experiences and deliver positive business outcomes quickly with choice across leading performance monitoring and insight tools from New Relic and AppDynamics:

- Application Performance Management
- Infrastructure Monitoring
- Synthetic Monitoring
- Browser Monitoring
- Mobile Monitoring
- Database Monitoring
- Log Analytics
- Business Impact Insights

Key Benefits

Shorter time to production: Spend less time on implementation and integration and more time running your application. Application-specific support is available 24x7x365 to help you get your environment up and running smoothly and quickly.

Better uptime and faster response times: Rackspace offers proven best practices, optimized application architectures and application environments and application performance monitoring and insights.

Improved cost-efficiency and resource optimization: Minimize your IT burden with certified application support engineers and architects at Rackspace who manage your environments so you can lower IT costs and focus on core support functions while providing 24x7x365 coverage for your digital experiences.

Services Delivered Your Way

Rackspace is a proven strategic partner with deep expertise managing and optimizing digital experience platforms:

- **Deep implementation and integration expertise:** Rackspace experts have hundreds of years of combined experience across Oracle Commerce, SAP Hybris Commerce, Sitecore® Experience Platform, Sitecore Experience Commerce and Adobe Experience Manager. They'll work with you to ensure that your environment delivers great customer experiences and scales rapidly without impacting response times.
- **Full range of solutions:** Rackspace can help you deliver integrated omni-channel experiences with solutions to run your digital experience platforms.

Take the Next Step

Let's talk about how Application Services for Digital Experience helps you achieve your goals.

Learn more: <https://www.rackspace.com/ecommerce-digital-experience>
Call: 1-800-961-2888