



Rackspace Security Essentials

Reduce your risk with expert SOC services for cloud monitoring, threat detection and incident response.

The shift to modern architectures and remote workforces, coupled with evolving compliance mandates, has dramatically increased the threat profile of organizations. To handle threats effectively, enterprises need a partner that provides managed Security Operations Center (SOC) services for threat intelligence, security analytics, alerts and response services together into a solution that can be easily deployed and managed across multicloud environments.

Experts Dedicated to Your Success

Rackspace Technology has the right tools, people and processes to help ensure your cloud applications and data are secure around the clock with advanced threat protection, incident response and much more.

Key Benefits

Rackspace Security Essentials combines industry-leading global security expertise from our global Security Operations Center (SOC) with the advanced threat detection capabilities of Armor Anywhere for a service that businesses can rely on to protect all of their cloud environments around the clock.

Threat Detection: Get advanced protection against cyber-threats through an integrated suite of security capabilities including intrusion detection systems (IDS), anti-virus/malware protection, file integrity monitoring (FIM) and vulnerability scanning.

24x7x365 Incident Response: Put Rackspace Technology security experts to work for you. Your security alerts are ingested into a Security Information and Event Management (SIEM) platform for analysis by GIAC-Certified Incident Handlers (GCIH) in a state-of-the-art, global SOC. Certified Rackspace Technology SOC experts act as a security force multiplier for your in-house teams, detecting possible compromises and responding to issues around the clock.

Audit-Ready Compliance: With security controls mapped to compliance mandates such as PCI DSS, HIPAA, HITRUST and GDPR, Security Essentials accelerates compliance for customers.

Log and Data Management: Log data is stored for up to 13 months to support compliance requirements, with options to ingest, analyze and store additional logs from cloud-native and other network sources.

Swift, Multi-Cloud Deployments: Deploy security in minutes with our lightweight agent that requires no hardware, making it best suited to fortify all of your cloud environments — even those not currently managed by Rackspace Technology.

Proactive Detection and Response Services: Gain increased protection against advanced persistent threats (APTs) with additional features for host-based endpoint detection and response, proactive remediation services with rapid incident response times, cyber hunting services, detailed analytics and reporting and more.

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
- HITRUST CSF-certified dedicated hosting environment
- Certified Level 1 PCI Service Provider on AWS
- 1,600+ AWS technical certificates worldwide
- AWS Security Hub Partner
- Google Cloud Platform Security Specialization
- IDC and Forrester-recognized security practices
- State-of-the-art global security operations center with locations in EMEA and North America
- 400+ network and security experts available around the clock
- 500+ industry certifications earned including CCNAs and GIACs in Cyber Defense, Digital Forensics & Incident Response, and Penetration Testing

"Rackspace Technology has been a great business ally for our company. They not only provided us with a comprehensive solution for our needs, but made us feel like they had our best interests at heart."

Jorge Iván Ramirez :: Technology Advisor, HiMed Solutions SAS

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.

Key Features

Key Features and Services	Rackspace Security Essentials
Intrusion Detection System (IDS) (host-based)	✓
Vulnerability scanning and reporting	✓
File integrity monitoring (FIM)	✓
Anti-virus/anti-malware	✓
Audit-ready compliance for PCI, HIPAA/HITRUST, GLBA, GDPR	✓
Log management and retention (13 months)	✓
Armor management portal access for security insights	✓
Expert Services	
Security agent installation and set-up (Guidance provided to assist customers deploying into unmanaged environments)	✓
Threat monitoring and analysis	✓
24x7x365 incident response from Rackspace Technology security experts	✓
24x7x365 global SOC support	✓
Immediate remediation within the Rackspace Technology-managed environment (based on the customer runbook and/or service level)	✓
Compatible Environments ¹	
Public clouds: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), Openstack Public Cloud	✓
Rackspace Technology bare metal, dedicated, and virtual servers on VMware or managed by Microsoft Hyper-V	✓
Rackspace Private Cloud: VMware	✓
Customer infrastructure not managed by Rackspace Technology (such as customer onpremises data centers, colocation or unmanaged public cloud environments)	✓
Compatible Third-Party Log Sources	
Amazon GuardDuty, AWS CloudTrail, AWS WAF, AWS VPC Flow Logs	Requires additional Cloud Native Security License
Imperva/Incapsula WAF	Available upon request
Firewalls: Cisco ASA, Palo Alto Networks, Juniper SRX	Available upon request

Services Delivered Your Way

When it comes to security and compliance, you don't have to go it alone. The experts at Rackspace Technology can help you address every element — removing that burden from your in-house resources so they can focus on growth initiatives across your organization.

Take the Next Step

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

Learn more: www.rackspace.com/security/threat-detection
Call: 1-800-961-2888

1. Environments must meet the resource and OS requirements as defined here: <https://bit.ly/2VpJJef>