



Rackspace Service Blocks: Platform Essentials

Simplified cloud management, industry-leading tooling and around-the-clock access to cloud expertise.

As a leading cloud services provider, Rackspace understands that no two cloud journeys are the same. Cloud support and management requirements vary from organization to organization. Rackspace Service Blocks™ allow the specialized teams at Rackspace to meet you exactly where you are on your cloud journey, providing the exact solutions required to address your unique needs.

Why Rackspace for Platform Essentials for Public Cloud?

All Rackspace Managed Public Cloud solutions start with the Platform Essentials service block, which provides around-the-clock access to certified cloud expertise, tooling for deep insight into your cloud environment, and a consolidated control panel for simplified management of users and accounts. You can easily combine Platform Essentials with other service blocks to address additional needs as your requirements evolve over time.

Key Features

Account and User Management: The Rackspace consolidated control panel allows for easy, single-pane-of-glass management of multiple accounts. You can also define and manage user roles and permissions across your organization.

Always-on Support: Rackspace has enabled countless custom deployments, solved challenges for customers across every industry, and maintains partnerships with leading vendors and providers. With deep cloud experience and expertise, Rackspace is prepared to handle your largest public cloud challenges. Platform Essentials provides guidance and support for your issues and questions.

CloudHealth (Coming soon): Industry-leading tooling provides automated analysis, reporting and recommendations for improved cost and efficiency of customer cloud infrastructure.

Prioritized Escalations: Rackspace offers escalation support from cloud platform support teams for critical issues.

Add-on Services: Build customized cloud services by adding other available service blocks, including Architect & Deploy, Discover & Enhance, Manage & Operate, and Complex Cloud Operations.

About Rackspace

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

- A leader in the 2019 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- Recognized by Gartner as a HIPAA-ready cloud service provider
- HITRUST CSF-certified dedicated hosting environment
- Certified Level 1 PCI Service Provider on AWS
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- Customers in 150+ countries

Qualifications

- 1,300+ Microsoft certifications worldwide
- 10+ Microsoft partner certifications
- Five-time Microsoft Hosting Partner of the Year
- Azure Expert MSP
- Azure Kubernetes Elite Partner
- 150+ Google Cloud Platform certifications
- Google Cloud Platform Migration Partner of the Year 2018
- 1,000+ AWS technical certificates worldwide
- AWS Premier Consulting Partner
- AWS Audited Managed Service Partner
- AWS Migration Acceleration Program (MAP) Partner 5+ AWS partner competencies
- Compliance adherence with ISO 27001, PCI, SSAE 1, SOC, GDPR, CPS, HIPAA, FedRAMP, FISMA and DFARS

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.

Additional Services

Every business faces unique challenges, and Rackspace Service Blocks offer flexible, specialized cloud solutions to solve your constantly evolving needs — regardless of where you are in your cloud journey. Additional service blocks include:

Architect & Deploy: Certified cloud architects design, build and deploy your cloud infrastructure to meet your specific requirements, leveraging cloud architecture best practices for optimal performance and reliability.

Discover & Enhance: Align existing public cloud environments with best practices for security, availability and operational excellence.

Manage & Operate: Reduce the burden of managing, monitoring and operating your public cloud infrastructure through enhanced tooling and 24x7x365 access to operational support from a team of certified cloud specialists.

Complex Cloud Operations: Gain access to advanced, named technical resources who optimize your public cloud operations and architectural infrastructure.

Take the Next Step

Let's talk about how Platform Essentials help you achieve your support and reporting goals.

Learn more: www.rackspace.com/cloud/public/service-blocks
Call: 1-800-961-2888