



# Rackspace Service Blocks: Manage & Operate

Maximize AWS performance and minimize management burdens with an experienced, always-on operations team.

You've migrated and deployed your applications to AWS, but the management and operation of your cloud present their own challenges. Things can go wrong at the most inopportune times, and your technical resources may lack cloud expertise. You need an experienced cloud partner available 24x7x365 to help manage, monitor and optimize your cloud environment.

## Why Rackspace for Manage & Operate?

Rackspace Service Blocks™: Manage & Operate provide real-time monitoring and alerting for your cloud environment. Combined with Platform Essentials, you'll gain complete peace of mind that your environment will be cared for by an army of cloud-certified operations engineers. Combining with Architect & Deploy or Discover & Enhance service blocks, these offerings give you a well-architected solution that's designed with your workload in mind — helping to ensure the availability and reliability your business demands.

An always-vigilant team of operations engineers monitor your workloads and respond to any alerts in your environment. They also proactively work with your team to resolve exploits, apply OS-level patches and address security issues as soon as they become known.

## Key Features

**Real-time Monitoring and Alerts:** Customized monitoring provides an automated early alert with a guaranteed response time as fast as 15 minutes for emergency incidents.

**Account Management:** A named account manager coordinates escalation, helps to ensure issue resolution and focuses on optimal operations of your cloud account. Through regularly scheduled business reviews, Rackspace experts help ensure that your cloud aligns with your business objectives and goals.

**Operating System Management:** Rackspace works with you to understand and build a plan to manage and operate your OS, ensuring that patches, configuration and security concerns are handled in a timely and controlled manner.

**Access Control System:** Using Passport, an enterprise-grade identity and access management system that preserves the native audit logs, Rackspace provides secure, streamlined controlled access to cloud infrastructure.

## Additional Services

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

**Platform Essentials:** Manage your accounts and user permissions in a consolidated control panel with 24x7x365 ticketed access to Rackspace cloud experts and industry-leading tooling.

## 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
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries

## Qualifications

- 1,000+ AWS technical certificates worldwide
- AWS Premier Consulting Partner
- AWS Audited Managed Service Partner
- AWS Migration Acceleration Program (MAP) Partner
- 7+ AWS partner competencies
- Compliance adherence with ISO 27001, PCI, SSAE1, 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.

**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 your existing public cloud environments with best practices for security, availability and operational excellence.

**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 Rackspace Service Blocks for AWS help you achieve your cloud goals.

Learn more: [www.rackspace.com/managed-aws](http://www.rackspace.com/managed-aws)

Call: **1-800-961-2888**