

# VALUE-ADDED SERVICES FOR RACKSPACE PRIVATE CLOUD POWERED BY VMWARE



*Optional add-on services help you get the most from Rackspace Private Cloud powered by VMware*

Rackspace Private Cloud powered by VMware® helps enterprises expand into the cloud without leaving VMware investments behind. To enhance your experience, Rackspace offers a range of optional services that can help you save time, protect your data and assist in your migration to the cloud.

## CHOOSE FROM A COMPLETE MENU OF SERVICES

### **Guest OS Services: Complete OS Management by VMware Experts**

Spend less time on administrative tasks by offloading day-to-day management of your virtualized Windows and Linux operating systems to the experts at Rackspace. You'll spend less time, effort and money on guest OS management, tooling and systems — and have more time to devote to driving your business. Plus, any time you need help, we're here for you 24x7x365. Managed Guest OS Services include:

- **Managed OS Administration: On-Demand Guest OS Administration and Troubleshooting**  
Need help with a guest operating system issue but don't want to spend hours searching for an answer, or hours on the phone with vendor support? Escalate to Rackspace and we'll assist with administrative OS tasks on your supported VMs. You can also request specific OS administration tasks via customer ticket or phone call.
- **Managed OS Patching: Guest OS Patching**  
Keeping your operating systems up-to-date with timely security patches is an important component of OS administration and management. But managing and rolling out the required patches can be a tedious process. Help to protect your systems against the latest known vulnerabilities with managed guest OS patching service for supported Microsoft and Linux operating systems. Our patches are tested and validated prior to availability and are never applied without your knowledge and consent.
- **Managed OS Monitoring: Guest OS Monitoring with Proactive Support**  
Managed Guest OS Monitoring provides 24x7x365 OS performance and error condition monitoring alerts with proactive remediation. Rackspace will monitor key OS performance metrics (CPU, RAM and disk) and applications (process statistics, users, throughput) on the supported VMs. In the event of unusual activity, a Rackspace technician and a designated contact in your organization will receive alert notifications.
- **Anti-virus Licensing: Anti-virus Agent and License**  
Rackspace offers a fast, powerful, anti-virus agent for proactive protection against a broad spectrum of malware including viruses, worms, spyware, suspicious files, unauthorized software and other threats. Our endpoint agent provides detection, disinfection and reporting features reducing the risk of infection with protection against fast moving threats (before signatures are delivered to endpoints). Rackspace will then promptly begin work on a resolution to help ensure your operating system is running optimally.

### **Fully Managed Data Backup and Recovery: Delivered on World-Class Infrastructure**

How confident are you in your current data backup processes? Get the peace of mind that comes with the knowledge that an industry leader, with experience backing up more than 90,000 devices, protecting over 1500PB per year with a 99.8% success rate, is protecting your data. Count on Rackspace Managed Backup services to help keep your mission-critical data safe and secure.

### **Disaster Recovery: Resiliency Solutions, Managed by Recovery Specialists**

Be prepared for your worst-case scenario, with a comprehensive disaster recovery (DR) plan that can keep your business-critical IT systems up and running. Our DR specialists take a holistic approach, combining people, processes, policies and technologies to create a solution that meets your recovery targets — and your budget.

## TRUST RACKSPACE

- 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
- Two-time VMware Partner Innovation Award Winner
- VMware Partner Premiere Service Provider
- VMware Cloud Verified
- Over a decade of expertise deploying VMware solutions

## CONTACT US

1-800-961-2888

[www.rackspace.com/vmware](http://www.rackspace.com/vmware)

**DBA Services: *Relational SQL and NoSQL Solutions***

Leverage our team of certified DBAs who have extensive expertise with high-end NoSQL and MySQL database implementations. You can now focus on innovation and improving your applications by leaving your database deployment, management and scaling to us. Our services include:

- Database design and architecture
- Administration & monitoring
- Data resiliency services
- Troubleshooting

**Migration Assistance: *Move to the Cloud of Your Choice***

No matter where you are on your cloud journey, it's essential that you have a cloud migration strategy to guide you. The decisions you make and the steps you take to adopt cloud services can have important implications for your business for years to come – and mistakes can be costly. That's why it's vital to have an experienced guide. From building greenfield applications in the cloud to migrating databases and transforming how you do business, we can help.

**DevOps Transformation Services: *Supported by Rackspace Engineers***

Get up to speed on popular configuration management tools and DevOps methodologies with the same Rackspace DevOps specialists who are behind our industry-leading products. You'll also learn the techniques behind resource provisioning, continuous integration (CI) and automated application performance monitoring.

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