

FANATICAL SUPPORT FOR MICROSOFT AZURE

Accelerating digital transformation through end-to-end Azure solutions.

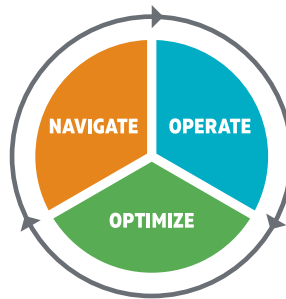
Companies of all sizes choose Microsoft Azure to transform their businesses, making them more responsive, flexible, scalable and ultimately, more competitive. However, the rapidly evolving nature of the cloud, administration complexities and resource constraints challenge even the most cloud-mature organizations. Achieving your strategic goals depends on choosing the right partner.

WHY RACKSPACE FOR MICROSOFT AZURE?

Rackspace has deep expertise in Microsoft Azure, and the latest tools and technologies help you unravel the complexities of the cloud and realize your digital transformation faster and easier. Their certified Azure experts provide end-to-end solutions to help drive your organization's rapid growth, enable improved business outcomes and maximize the benefits of Azure.

COMPLETE CLOUD LIFECYCLE MANAGEMENT

Rackspace provides full cloud lifecycle management, helping enterprises better navigate, operate and optimize the public cloud for true digital transformation.



KEY BENEFITS

An Accelerated Path to Azure: From single-application migrations to full data center transformations, their results-driven assessment, planning, design, migration, deployment and optimization services help you better navigate the cloud journey and accelerate your Azure adoption.

Reduced Complexity: Rackspace combines custom tooling and automation with 24x7x365 support to automate repeatable tasks, simplify operations and reduce lead times. They're always up to date with Azure's continual evolution (averaging 50+ new features every month) and ready to optimize your application environments accordingly.

Heightened Security and Reliability: Rackspace provides flexible security offerings as an extension of native Azure security capabilities, helping to protect against advanced threats and cyberattacks while reducing the risk of security breaches, reputation damage and data loss. They manage thousands of incidents a year and proactively address your security vulnerabilities. To maximize application uptime, Rackspace offers a 15-minute response-time SLA for rapid issue resolution.

Hybrid and Multi-Cloud-Ready: Enterprise IT complexity requires multi-cloud and hybrid strategies to meet varying application and workload requirements. A deep partnership with Microsoft, expertise around Azure services, and a unique cross-platform experience allows Rackspace to integrate private cloud, bare metal and hybrid components into a single solution with unified billing and simplified service management.

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
- Data centers on five continents

MICROSOFT EXPERTISE

- 1st MSP to offer managed services on Azure
- The first and largest Tier-1 provider
- 250+ Microsoft-certified staff with 150+ Microsoft Azure certifications
- Five-Time Winner of the Microsoft Hosting Partner of the Year Award

Gold

Microsoft Partner

Azure Expert MSP



Microsoft Partner



Gold DevOps
Gold Application Development
Gold Application Integration

Microsoft Partner



Gold Datacenter
Gold Data Platform
Gold Cloud Platform
Silver Enterprise Mobility Management
Silver Data Analytics

Microsoft Partner



Gold Messaging
Gold Cloud Productivity
Gold Collaboration and Content
Gold Small and Midmarket Cloud Solutions
Silver Communications

CONTACT US

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www.rackspace.com/managed-azure-cloud

DETAILED OVERVIEW OF 24X7X365 AZURE MANAGED SERVICES

TOOLING & AUTOMATION	NAVIGATOR	AVIATOR
Access to Rackspace Opinionated Azure Resource Manager (ARM) templates <ul style="list-style-type: none"> Ability to deploy opinionated resource templates employing Rackspace best practices 	Access to self-service templates	Assisted deployment from Rackspace infrastructure template repository; access to self-service templates
Azure monitoring <ul style="list-style-type: none"> Automated alert generation from predefined monitors Integration with Rackspace incident management systems 	Notification of Azure-wide outages and service degradation	Leveraging Azure and Rackspace monitoring systems for standard events; up to five custom monitors
Fanatical Support for Microsoft Azure Control Panel <ul style="list-style-type: none"> Access to the Fanatical Support for Microsoft Azure customer portal 	●	●
HUMAN EXPERTS		
Architecture guidance <ul style="list-style-type: none"> Based on Microsoft and Rackspace practices from certified Azure architects Scheduled scoping calls 	Limited best practice guidance	Hands-on architecture design, customized to your specific application
Technical Onboarding Manager (TOM) <ul style="list-style-type: none"> Personal contact to assist with onboarding 	Initial guidance only	Coordinates the process of getting your workloads up and running on Azure
Configuration assistance <ul style="list-style-type: none"> 24x7x365 access to a Rackspace team that's experienced in Azure that will assist with configuration changes 	Consultation provided upon request	Consultation and implementation
Service Delivery Manager (SDM) <ul style="list-style-type: none"> Personal contact for ongoing business and technical assistance 	●	●
Service management <ul style="list-style-type: none"> Tracking and management of requests for information/change, incident and service management via Rackspace's ticketing system 	●	●
Escalation support <ul style="list-style-type: none"> Ownership of incidents and issues relating to Azure, including Microsoft Premier Support escalations 	●	●
Detailed design document <ul style="list-style-type: none"> Detailed Azure design based on application and requirements analysis 	Additional services available	●
Deployment activities <ul style="list-style-type: none"> Resource deployments performed by Rackspace engineers 	Additional services available	●
Operating system support		●
Customer Runbook Documentation <ul style="list-style-type: none"> Rackspace coordinated runbook design and escalation list 		●
Account review <ul style="list-style-type: none"> Review Microsoft best practices and Rackspace recommendations Review resource usage and cost optimization opportunities Technical environment review (alerts, performance) Runbook evaluation 		●
Incident response	Urgent: < 4 Hours Standard: < 24 Hours	Emergency: < 15 Min Urgent: < 1 Hour Standard: < 4 Hours
ADD- ON SERVICES		
Migration assistance <ul style="list-style-type: none"> Assistance getting your app and data migrated to Azure Depending on requirements, available from Rackspace and/or Rackspace-approved partners 	Additional Services Available	Additional Services Available
Custom DevOps professional services	Additional Services Available	Additional Services Available
DBA Services		Additional Services Available
Rackspace Application Services		Additional Services Available
Rackspace Managed Security		Additional Services Available