

RACKSPACE MANAGED HOSTING INTENSIVE SERVICE LEVEL

Fanatical Support[®] is the results-obsessed customer service and deep technical expertise that's been a part of our DNA since 1999. It's the core of what we do: Our driving purpose is to help ensure that your business runs as smoothly as possible, 24x7x365. Fanatical Support is central to our mission to be recognized as one of the world's greatest service companies, and it's one of the reasons we've been an industry leader for almost 20 years.

The Intensive Service Level provides high-touch customer care and an enterprise account manager whose mission is to help ensure your complete satisfaction and continually optimize your environment as your needs evolve. We designed the Intensive Service Level to meet your most demanding business challenges, giving you an unparalleled, cost-effective service experience - and peace of mind.

The Fundamentals

- Fanatical Support - Unlimited access to live support 24x7x365
- World-class data centers with redundant power, HVAC and cooling systems for maximum uptime
- Access to MyRack customer portal for simplified ticket tracking and issue resolution
- 100% Network Uptime Guarantee (SLA)
- One-Hour Hardware Replacement Guarantee (SLA)
- Storage Device Access Guarantee (SLA)

SPECIFIC SERVICES

Proactive Customer Service Delivery

- Dedicated Account Manager, Lead Enterprise Support Engineer and Business Development Consultant
- Dedicated support team that specializes in your technology stack available 24x7x365
- Response-time SLAs for emergency, urgent and standard issues
- Priority escalation to our key hardware and software vendors
- Custom deployment managed by your Implementation Specialist
- Monthly account reviews covering ticket history and system performance
- Capacity planning to align with your growth goals

Server & Device Administration

- Customized server hardware specifications based on applicable server platforms
- Unlimited system admin troubleshooting
- Centralized Active Directory services
- Disk defragmentation (Microsoft operating systems only)
- High Availability Network Device Solution SLA

Security

- Operating system patch management tested by Rackspace and performed according to your schedule
- Customized patching and rollback capabilities
- Patching guarantee (SLA)
- Server virus scanning
- Trustwave vulnerability scan performed upon implementation
- Managed firewalls and firewall SLA for rule configuration and changes
- Managed VPN access
- SSL certificate installation and troubleshooting
- Dedicated intrusion detection (optional)
- DDoS mitigation (optional)

Storage & Backup Management

- Storage options: local storage (hardware RAID) and shared or dedicated network-attached storage (NAS) and storage area network (SAN)
- Private and secure dedicated backup network
- Backup and retention schedules customized to your specific requirements
- Data Restoration Guarantee (SLA)
- Database backup agents for MS SQL, MySQL and Oracle (optional)
- Off-site storage and retention (optional)

Monitoring & Issue Response

- Custom port monitoring (up to six TCP ports per server) and synthetic transaction monitoring
- URL content and synthetic user transaction monitoring
- Hardware performance monitoring, including CPU, memory, and disk performance and utilization, in addition to predictive hardware failure monitoring (as allowed by device)
- Operating system (OS) monitoring, including core service availability, unexpected service terminations and configuration issues
- Database and cluster monitoring based on database platform
- 24x7x365 incident response, with customized emergency instructions and immediate reactions
- Customized notification procedures based on incident severity

Reporting & Performance Management

- Detailed performance and utilization reports for your backups
- Bandwidth utilization reports
- Support ticket trending
- Server performance trending
- DNS manager

ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service, in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

Learn more at www.rackspace.com or call us at **1-800-961-2888**.

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