

We have joined the Rackspace Partner Program to offer a full suite of hosting solutions including:



**Taking the cloud mainstream: You manage your business. We'll manage your cloud.**

Rackspace® Cloud Servers with a managed service level extends our world-class managed services from our Managed Hosting offering to The Rackspace Cloud. This offer provides an additional level of support on Cloud Servers that includes monitoring, operating systems and application infrastructure layer support, and technical guidance.

Cloud Servers with a managed service level is ideal for any business or IT department that needs the on-demand availability, flexibility, and scalability of cloud computing, but doesn't have the in-house resources to support it 24x7x365. With a managed service level on Cloud Servers, you receive:

- **Monitoring** – Choose up to four ping, port, or URL content monitors. Configure custom ports or purchase additional IPs for monitoring. Alerts will be sent to Rackspace's dedicated, 24x7x365 support team, who will take first responder action.
- **OS/Application Support** – Key operating systems and applications offered with 24x7x365 support (including updates and patches).
- **Cloud Specialists** – Our administrators have full insight into your environment, so we can help you plan for future growth and maximize your current cloud environment. You still have full admin access and control of your server.

As with all Rackspace Cloud products, regardless of whether you choose the managed service level for your Cloud Servers, you'll always get:

- Access to a 24x7x365 support team via phone, chat and online support ticket
- 100% Network Uptime Guarantee
- Fanatical Support® anytime, anywhere, any way

Service Level Comparison for Cloud Servers™	Cloud Servers	Cloud Servers with a Managed Service Level
24x7x365 /Chat/Phone/Ticket Support	✓	✓
Cloud Control Panel	✓	✓
Virtualization Layer	✓	✓
Server Provisioning On-demand	✓	✓
100% Network Uptime Guarantee	✓	✓
Data Center (100% HVAC/Power Uptime Guarantee)	✓	✓
Migrations (3-hour migration for server host degradation)	✓	✓
Standard Image Backups (Freq/Retention: 1 daily/1 day or weekly/1 week)*	✓	✓
Expanded Backups (Freq/Retention: 1 daily/14 days or weekly/1 week)*		✓
Server OS & Apps Infrastructure Support (Includes Updates/Patches)		✓
24x7x365 Monitoring Response & Resolution (URL Content, Port, Ping)**		✓
Technical Guidance		✓
Account Team		✓
Pricing	Starts at 1.5¢/hour Usage Utility Fee	Starts at 13.5¢/hour Usage & Service Utility Fee Plus \$100/month Account Fee***

**CLOUD SERVERS LETS YOU SCALE SERVERS ON-DEMAND**

- 1 to 50 servers in minutes
- Choose a server size and pay for what you use
- Accessible via online control panel and open API
- No minimum commitments or long-term contracts
- Fanatical Support always included

**OS/APPS SUPPORTED with Managed Service Level**

- Linux \*
- Ubuntu
  - CentOS
  - Red Hat® Enterprise Linux®
  - Apache
  - MySQL
  - PHP

- Windows \*
- Microsoft Windows Server
  - Microsoft SQL Server
  - .Net
  - IIS

For supported versions, please visit: [http://www.rackspace.com/cloud/cloud\\_hosting\\_products/servers/faq](http://www.rackspace.com/cloud/cloud_hosting_products/servers/faq)

**WHAT OUR CUSTOMERS SAY:**

"I love that you're combining a level of managed service that I've had on the dedicated side for all these years, with the Cloud systems, which lets us scale and adapt rapidly. To me, that's the greatest solution."

**Travis Sitzlar,**  
Chief Technologist at World Triathlon Corp., owner and operator of the Ironman Triathlon

"We love having the cloud environment and the ability to scale up and down very easily, both horizontally and vertically, and paying only for what we use. Having 24/7 access to your managed service on top of that would be a godsend to any company that works in the cloud. For Six Red Marbles, it's an awesome solution."

**Roy O'Neill,**  
Director of IT, Six Red Marbles

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