Data Center Services Powered by Rackspace: Networking and Security

Expert 24x7x365 operational support for networking and security infrastructure in your environment.

IT departments are looking for solutions that help them more effectively manage and operationalize their budgets. For customers with significant capital investments in data center equipment, providing expert in-house support to manage and maintain this equipment around-the-clock is challenging.

Let Rackspace help you reduce IT complexity and improve the delivery of IT services. Data Center Services Powered by Rackspace: Networking and Security provides 24x7x365 expert operational support of infrastructure located in your owned and operated data center or colocation environment.

Experts Dedicated to Your Success

Rackspace is a first choice in networking and security infrastructure services, offering a team of over 3,000 network security engineers to support your business.

Whatever your networking and security challenges are, the certified experts at Rackspace have probably solved them before. Their driving purpose is to help your business run smoothly around the clock.

Key Benefits

Data Center Services Powered by Rackspace: Networking and Security delivers the following benefits:

Expertise brought to your infrastructure: Instead of increasing IT staff with hard to find network and security experts (which requires considerable time, effort and budget), leverage Rackspace for expert certified engineering support for your networking and security infrastructure.

24x7x365 production support: Let Rackspace handle your networking infrastructure needs backed by always-on 24x7x365 support. This includes monitoring, incident escalation and response plan execution, and management of critical and non-critical networking events that adhere to the SLAs that are important to your business.

Keep your hardware investments: Gain the most out of your capital IT investments by leveraging Rackspace for the day-to-day maintenance of your networking and security infrastructure, so your IT staff to focus on the initiatives that drive your business.

About Rackspace

Rackspace is your trusted partner across cloud, applications, security, data and infrastructure.

- 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
- Recognized by Gartner as a HIPAA-ready cloud service provider
- HITRUST CSF-certified dedicated hosting environment
- Certified Level 1 PCI Service Provider on AWS
- 800+ Cisco certifications
- 80+ F5 certifications
- F5 Global System Integrator Partner of the Year in 2018

"Whether the issue is as simple as a password reset or as complex as a server outage, Rackspace is always ready to help. And it doesn't matter what time of day it is. It could be three in the afternoon or three in the morning, we can always reach someone."

Sean Andersen :: Director, Interactive Services, Six Flags

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.

rackspace.

Services Delivered Your Way

The following services are included with Data Center Services Powered by Rackspace for Networking and Security:

Customer Service Delivery:

- A dedicated support team that specializes in your technology stack, available 24x7x365
- Response-time SLAs for emergency, urgent and standard issues
- Priority escalation to key hardware vendors
- Monthly account reviews covering ticket history and system performance
- A High Availability Network Device Solution SLA

Application Delivery Controller Support:

- Monitoring and management of application delivery controllers (ADCs)
- Patching and iOS updates
- Problem, incident and change management
- Configuration changes on your behalf
- Configuration of VIP addresses
- SSL termination
- Access logging

Network Firewall Support:

- Monitoring and management of network firewalls
- Customized patching, rollback capabilities and iOS Updates
- Problem, incident and change management
- Configuration changes on behalf of customer
- Performance monitoring and tuning
- Configuration and support of IPsec-compliant VPNs
- Configuration and maintenance of firewall policies to restrict access to environments
- Provision VLANs and private IP space
- Access logging
- Managed VPN access
- SSL certificate installation and troubleshooting

Monitoring and Incident Response:

- 24x7x365 incident response with customized emergency instructions and immediate reactions
- Customized notification procedures based on incident severity
- Network device health monitoring & alerting

Take the Next Step

Let's talk about how Rackspace expertise helps you achieve your goals.

Learn more: **www.rackspace.com**
Call: **1-800-961-2888**

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