

What Rackspace® Supports

Rackspace Hosting Platform Comparison	Managed Hosting	Intensive Hosting
Supported Operating Systems	Red Hat Linux, Microsoft	Red Hat Linux, Microsoft
Infrastructure SLA	100%	100%
Application SLA	Customer Managed	99.5% to 100%
Security		
Proactive Critical Patching	✓	✓
Custom Patching	0	✓
Managed Firewalls	0	✓
Virus Protection	Customer Managed	✓
Netcraft Security Audits	0	✓
Managed VPN Access	0	0
Dedicated Network Based IDS	0	0
Preventier DDoS Mitigation	0	0
Monitoring		
Proactive Response to Monitoring Down Events ¹	✓	✓
Port & Network Device Monitoring	✓	✓
Hardware Monitoring	✓	✓
Content Monitoring	✓ (1 URL Content Check)	✓
Application Monitoring	✓ (I URL Content Check)	✓
Database Monitoring	×	✓
Synthetic Transaction Monitoring	0	✓
Monthly Monitoring Report	×	✓
Email Alerts sent to customer ²	Alerts sent to Rackspace	Alerts sent to Rackspace
Backup & Data Management		
Hardware Raid	0	✓
Instantly Scalable SAN Storage	0	0
Centralised Managed Back Up	0	✓
Custom Back Up Scheduling	0	✓

¹ This is included with Rackwatch Platinum only

² Email alerts are sent to the customer with Rackwatch Basic

Backup Integrity Verification with Managed Back Up	✓	✓
Reporting		
Custom Report & Review of Platform Metrics	✗	✓
Detailed Microsoft Operations Manager Reporting	✗	✓
Monthly Ticket Trending	✗	✓
Backup/Storage Utilisation	✓	✓
Performance & Capacity Management	✗	✓
Online Ticketing	✓	✓
Bandwidth Reporting	✓	✓
Detailed Back Up Reporting	✓	✓
Deployment & Scaling Services		
Burstable Bandwidth	✓	✓
Platform Capacity Planning	0	✓
Deployment Timeline Guarantee	24 to 72 hours	Up to 20 days
Custom Implementation Support	Infrastructure	Infrastructure & Application
Deployment Consultation	Auto provisioned	Project Managed by AM
Server Device Administration		
Customised Specifications (no pre packaged hardware)	✓	✓
ASP Licensing on Key Components	✓	✓
High Availability Server Capabilities	0	✓ for Dell
Predictive Failure Monitoring	✗	✓ for Dell
Managed Active Directory	✗	✓
Disk De-fragmentation Management	✗	✓
Unlimited System Admin troubleshooting	✓	✓
Customer Support Services		
Dedicated Account Manager	✓	✓
Dedicated Lead Technical Engineer	✗	✓
24 x 7 Technical Support Team	✓	✓
Monthly Account Review	Bi-annual	✓
Immediate Escalation of Emergency Issues	✓	✓
24 x 7 Data Centre Operations	✓	✓
Application Environment Optimisation		
Application Environment Best Practices Expertise	Customer Managed	✓
Environment Customised for Customer Application	Customer Managed	✓
Custom Escalation Procedures	Customer Managed	✓

Application Problem Management		
Project Manage all Hosting Environment Issues	Customer Managed	✓
Automatic Vendor Escalation	Customer Managed	✓
Detailed Root Cause Analysis	Customer Managed	✓
Application Scalability & Capacity Planning		
Initial Review of Capacity Plan Based on Forecast	Customer Managed	✓
Monthly Analysis of Capacity Utilisation	Customer Managed	✓