Proactive Detection and Response

Defend your business against advanced cyber threats with 24x7x365 proactive support from the Rackspace Technology Security Operations Center.

As your business shifts to more modern cloud-based architectures, the threat landscape continues to become more complex. Rackspace Technology can help protect your environment against advanced persistent threats (APTs) and other cyberattacks with the Proactive Detection and Response service.

Rackspace Technology provides deep security knowledge and a cloud-based technology platform for advanced threat intelligence, all tailored to your business needs.

Rackspace Technology security experts actively hunt for threats in your environment and respond immediately to any detected risks, freeing your staff to focus on innovation and the initiatives that drive your business forward.

Services Delivered Your Way

The Proactive Detection and Response service protects your multi-cloud environment against APTs. Rackspace Technology leverages the leading technology in a defense in depth (DiD) architecture, 24x7x365 incident response and proactive cyber hunting services from GIAC Certified Incident Handler (GCIH) security analysts in a global Security Operation Center (SOC).

Key Benefits

Proactive Detection and Response can detect and remediate breaches across multiple clouds while preventing data loss and helping you meet your security goals.

- **Detect breaches faster with cyber hunting:** An experienced Rackspace Technology security team monitors and manages your environment around the clock, using leading technology and advanced analytics to actively search for threats.

- **Remediate breaches immediately with pre-approved actions:** Once detected, the Rackspace Technology security team will immediately respond to mitigate the threat based on pre-approved actions.

- **Dramatically reduce the risk of data loss by minimizing the breach window:** The active security approach at Rackspace Technology is designed to minimize a threat's most precious resource – time in your environment.

- **Deploy in multi-cloud environments:** Rackspace provides support on the world's leading clouds, including AWS, Microsoft® Azure®, VMware® and Google Cloud Platform™. Proactive Detection and Response is designed to actively protect your servers and workloads that reside in the cloud.

About Rackspace Technology™

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

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud professionals
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries

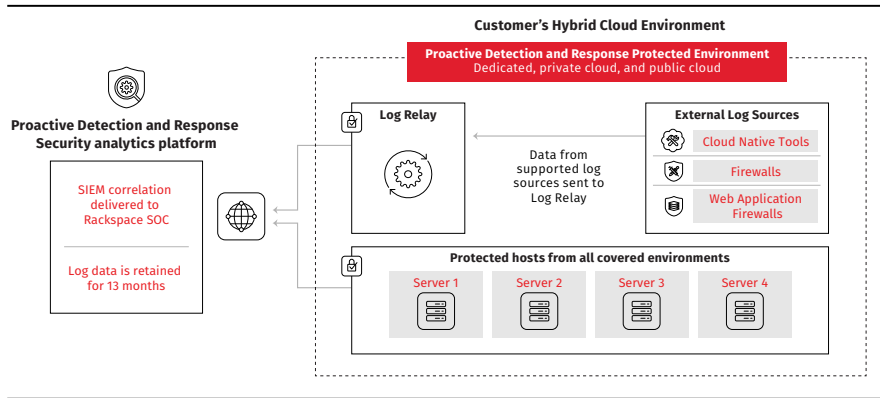*"As we continue to expand in this industry, we will need a partner like Rackspace to continue to flex with us."*

John Nix :: Chief Financial Officer, Intrepid USA Healthcare Services

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

rackspace
technology.

How it works

Rackspace Technology deploys security agents into your multi-cloud environment, providing the leading technology in a DiD architecture which includes the following components:

Customer's Hybrid Cloud Environment

Proactive Detection and Response Protected Environment
Dedicated, private cloud, and public cloud

Proactive Detection and Response
Security analytics platform

SIEM correlation delivered to Rackspace SOC

Log data is retained for 13 months

Log Relay

Data from supported log sources sent to Log Relay

External Log Sources
- Cloud Native Tools
- Firewalls
- Web Application Firewalls

Protected hosts from all covered environments
- Server 1
- Server 2
- Server 3
- Server 4

- **Host and network protection:** Rackspace Technology security agents from the cloud-based security platform (leveraging our **new** *intrusion detection system, file integrity monitoring (FIM), antivirus and malware protection*) are deployed on servers in the covered environment. These security agents monitor and analyze high volumes of traffic and events instantaneously to detect known and unknown malware, Indicator of Attack (IOA) behavior, ransomware, zero-day exploits and more.

- **Security analytics:** Utilizes a leading security information and event management (SIEM) platform, paired with big data analytics platforms, to collect and analyze data from end point agents deployed in your environment.

- **Vulnerability scanning:** Utilizes scanning and agent technologies to understand your environment and tailor the Rackspace Technology SOC's response to threats and attacks.

- **Log management:** Rackspace Technology will collect standard operating system logs, host logs and remote logs (from supported cloud native security products and network devices) and work with you to identify additional data that may be collected. All log data is retained for 13 months with additional retention available.

- **Security reporting:** Receive regular reporting curated by the Rackspace threat intelligence team outlining activity in your environment.

Take the Next Step

Let's talk about how Rackspace Technology expertise helps you meet your security goals.

Learn more: **https://www.rackspace.com/managed-security-services**
Call: **1-800-961-2888**