Rackspace Technology Compliance Assistance

Always-on, expert services to address your cloud regulatory compliance goals.

One of the biggest challenges businesses like yours face is keeping your cloud environments up to date. Not only do you have to deal with ever-changing compliance regimens, you also need experts to help you define, manage and validate your cloud security posture. You need an experienced partner on your side to handle this burden so you can focus on doing what you do best; serving your customers.

Experts Dedicated to Your Success

Rackspace Technology provides compliance assistance services from a team of compliance experts dedicated to helping you define, manage and validate the regulatory compliance goals that are important to your business, including PCI-DSS, HIPAA and HITRUST.

Key Benefits

Whether you are a healthcare or life sciences organization with personal health information (PHI) or a retail or financial services organization with personally identifiable information (PII) and cardholder data, Rackspace Technology is here to help you simplify the complex challenge of maintaining cloud security and compliance requirements.

- **Industry best practices to address your compliance goals:** We use leading technologies aligned to CIS benchmarks and industry best practices to support the compliance-related monitoring, management and reporting required to help you with your specific compliance goals.

- **Compliance experts act as an extension to your team:** A Customer Security and Compliance Assistance Team supports your compliance goals with a Compliance Analyst that is available to act as an extension to your internal compliance and IT team. Rackspace Technology also offers a dedicated engineer for hands-on work on an hourly basis.

- **Expert assessment and full-service set-up:** Your Compliance Analyst will perform an initial evaluation and scan of your environment to gain a deeper understanding of gaps that need to be addressed. Rackspace Technology will perform a full-service installation of the compliance agents into your environment, including custom configuring and fine-tuning the agents to meet your compliance needs.

- **Always-on monitoring with expert remediation:** Your Compliance Analyst will provide ongoing monitoring, management and remediation guidance, with options available for full remediation services.

- **Monthly reporting:** Access to the Rackspace Managed Security portal provides weekly (reserved for audit periods) and monthly Compliance Assistance Reports that cover details about your environment.

- **Quarterly check-ins:** Your Compliance Analyst is available for a detailed quarterly check-in to discuss and assess your hosted environment on a regular basis and identify beneficial changes to meet your compliance goals.

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 engineers

- Hosting provider for more than half of the Fortune 100

- 20+ years of hosting experience

- Customers in 120+ countries

- HITRUST CSF-certified dedicated hosting environment

- Certified Level 1 PCI Service Provider on AWS

- 2,700+ AWS technical certificates worldwide

- AWS Security Hub Partner

- Google Cloud Platform Security Specialization

- Positioned as a leader in The Forrester Wave™: Multicloud Managed Services Providers, Q4 2020

- Positioned as a leader in The Forrester Wave™: Hosted Private Cloud Services in North America, Q2 2020

- A Major Player in the IDC MarketScape: Worldwide Colocation and Interconnection Services 2019-2020 Vendor Assessment

- State-of-the-art global security operations center with locations in EMEA and North America

- 400+ network and security experts available around the clock

- 500+ industry certifications earned including CCNAs and GIACs in Cyber Defense, Digital Forensics & Incident Response, and Penetration Testing

"As our needs grew to protect personal health information, the first place we looked was Rackspace Technology."

Joe Sinacore :: Director of Education & Development, National Kidney Registry

Key Features

Rackspace Technology employs industry best practices and advanced solutions to help you meet your cloud regulatory compliance goals. This includes deploying advanced technology solutions into your environment to support compliance-related monitoring and management functions.

- **Always-on configuration monitoring based on CIS Benchmarks™:** Security configuration profiles will be assigned to hosts based on CIS Benchmarks to help gain a deeper understanding of where your infrastructure is most vulnerable and help us improve the security posture of your environment. CIS Benchmarks establish globally recognized best practice guidance for secure configurations on given systems. Rackspace Technology detects and logs deviations from these profiles to allow for comprehensive documentation and reduced vulnerability windows.

- **Vulnerability scanning and reporting:** Devices in your environment will be scanned daily to identify common vulnerabilities and exposures (CVEs).

- **User Access Monitoring (UAM):** Rackspace Technology monitors and documents user host access, authentication levels and login times to help ensure that customers can prove compliance with access controls.

- **File Integrity Monitoring (FIM):** Changes to files are detected and reported based on your security and compliance requirements.

- **Configuration hardening:** As an additional service, we offer configuration hardening of your supported operating systems, as well as access to a dedicated engineer available for hands-on work on an hourly basis.

- **HITRUST CSF Inheritance Program:** Rackspace Technology participates in the HITRUST CSF Inheritance Program, and can assist your organization in inheriting control scores from our assessments to simplify your organization's own process in meeting HITRUST CSF requirements.

- **Remediation services:** As an additional service, your Compliance Analyst can implement recommended environment changes identified through your scans. Your Compliance Analyst will collaborate with your team, following approved change management procedures to help remediate changes in your environment around the clock.

When it comes to security and compliance, you don't have to go it alone. Let Rackspace Technology help you address every element of your security and compliance journey.

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.

Take the Next Step

Let's talk about how Rackspace Technology can help you reach your compliance and regulatory goals in the cloud.

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

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technology.