

Rackspace Modern Operations



Remove the burden of a move to the cloud so you can focus on what you do best.

When considering a cloud transformation, most companies come up against the same stumbling blocks:

- **The talent gap:** How easily can you hire and retain the in-house expertise that is needed to manage the complexities of your cloud environment?
- **Restrictions imposed by legacy processes:** Are traditional ways of working limiting your ability to evolve and transform?
- **Lack of a cohesive support model:** Is your business equipped to monitor and remediate incidents 24x7x365 and support your cloud environment so it can support business requirements?

Rackspace Modern Operations provides a flexible support model for customers at any stage of their cloud journey, and we help alleviate the burden and expense of managing complex cloud operations.

Key Benefits

24x7x365 managed support: Focus your internal resources on core business activities and accelerate your cloud journey with the peace of mind that comes with a fully managed environment.

Cloud resiliency: Leverage cloud native and proprietary Rackspace Technology tooling to remove manual intervention and increase resiliency.

AWS expertise: Gain benefits of AWS without incurring the challenge and expense of self-managing it.

Innovate with AWS cloud services: Take advantage of the latest cloud features and capabilities to solve challenging business problems.

Key Features

24x7x365 managed AWS cloud operations: We provide phone- and ticket-based support around the clock to help ensure maximum uptime and business resiliency.

Complementary service offering: Customers have the ability to pair Modern Operations and Elastic Engineering for complete end-to-end coverage of their environment tailored to suit their business requirements and priorities.

Monitoring, response, and incident management: We utilize best practices to help ensure complete observability across your environment and leverage proprietary Rackspace Technology tooling to reduce the amount of manual intervention, allowing you to respond to incidents faster.

OS, backup, and patch management: Achieve operational excellence and address business compliance requirements with ease to help ensure your environment is secure.

About Rackspace Technology

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

- 2,600+ certified technical experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries
- AWS Premier Consulting Partners
- 2021 AWS Migration Partner of the Year (US & Canada)
- 13 AWS Service Delivery Designations

15 AWS Competencies

- Data & Analytics
- DevOps
- Education
- Financial Services
- Healthcare
- Industrial Software
- IoT
- Machine Learning
- Microsoft Workloads
- Migration
- Oracle
- Retail
- SaaS
- Storage
- Travel and Hospitality

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.

Key Features Continued

Cloud native security: Leverage cloud native tooling to help ensure your AWS environment is protected with a fully integrated suite of monitors and tools.

Expertise catalog: Gain access to a diversified group of cloud experts to support a wide range of cloud services and support, regardless of your cloud maturity.

Technical Account Manager (TAM): Acting as your advocate, the TAM understands your business strategy and IT requirements, bringing a wealth of cloud expertise and best practices.

Optional lead engineer (add-on): Additional cloud expertise for customers who need help in long-range planning and developing a cohesive cloud strategy, designed to accelerate the journey through the cloud.

Flexible, consumption-based pricing: Pay for only what you use, leveraging a portfolio of skills on an as-needed basis.

End-to-End Cloud Management

Rackspace Modern Operations

Managed service for 24x7x365 ticket and phone-based support covering operational and system administrative tasks.



Rackspace Fanatical Experience predicated on decades of cloud expertise

Supporting a broad range of cloud operations



Patching



Monitoring



Backup



Configuration



Reliability



Security

Cloud expertise

Pooled cloud engineering resources for global coverage and optional lead engineer

Variable tiers

Scale your up and down monthly as business needs change

Clear path to transformation

Combine with Elastic Engineering to advance your cloud native goals

Flexible scope

Avoid restrictive spheres of management

Take the Next Step

Let's talk about how Rackspace Technology can help manage your AWS environment and accelerate your journey in the cloud.

1-800-961-2888

www.rackspace.com/cloud/modern-operations