

PRODUCT OVERVIEW

FANATICAL SUPPORT
FOR AWS

Tooling and automation + human experts.

Many businesses want to realize the power of AWS without having to incur the challenge and expense of managing it themselves:

- Businesses who lack the technical expertise and capacity to operate cloud infrastructure, tools, and applications
- Businesses who have the ability, but prefer to maintain focus on their core business instead
- Many enterprises are on a multi-phased journey to the cloud, requiring transition and management services that can adapt to an evolving set of needs

LET US MANAGE AWS FOR YOU

- **Migrate:** We will own the process of migrating your apps to AWS to get you up and running and back to your business.
- **Architect:** Let us design and maintain your architecture to scale smoothly and take full advantage of the AWS portfolio.
- **Secure:** Use our best practices configurations, AWS expertise, and operational tooling to help secure your environments.
- **Operate:** We provide the right mix of automation and certified AWS experts to deploy and manage your app at scale efficiently

RACKSPACE KNOWS AWS

- 290+ AWS Associate and Professional Certifications; 1,300+ AWS Business & Technical Professional Accreditations
- Authorized AWS Reseller
- Audited Managed Service Partner
- Advanced Consulting Partner in the AWS Partner Network with DevOps Competency Certification

SERVICE OPTIONS MATCHED TO YOUR NEEDS

NAVIGATOR™

For those who require control of their environment, but want access to the tools, automation, and best practices that Rackspace uses. With Rackspace Navigator, you get to be the pilot of your AWS environment, while Rackspace helps you navigate AWS.

- AWS accounts pre-configured with best practices for security and auditability
- Seamless access and log aggregation across all AWS accounts
- CloudFormation template library built with best practices by AWS certified experts
- Automation to identify potential trouble or optimization across all accounts
- Access to human experts
- Technical onboarding manager to help get you up and running
- Technical account manager to help you along your AWS journey
- Certified AWS architects to provide standard use case architecture guidance

AVIATOR™

Aviator extends the benefits of Navigator through additional tooling incorporating best practices and 24x7 operational support for your AWS environment. With Aviator, we are the co-pilot on your AWS journey. All of the benefits of Navigator, plus the following:

- Automated, secure EC2 instance-level access across accounts
- Human experts to operate your AWS environment
- Certified AWS architects to provide custom architecture design for your specific app needs
- EC2 operating system management, including alarm configuration and response 24x7 and enhanced response times for all emergency level user requests
- Technical account manager to help you along your AWS journey, including a monthly account review to identify security, cost and performance optimization opportunities

WHY RACKSPACE

- 15+ years of operating applications for global businesses
- A leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, North America & Europe
- Hosting provider for 69% of the Fortune 100
- CIO Review's Most Promising DevOps Solution Provider; 30+ DevOps certifications in Chef, Windows PowerShell and Salt
- Red Hat® Premier Hosting Partner; 160+ RedHat certifications, including RHCEs, RHCSAs, and RHCAs

"WHEN RACKSPACE APPROACHED US ABOUT FANATICAL SUPPORT FOR AWS, WE SIGNED IMMEDIATELY BASED ON THE STRENGTH OF THEIR MANAGED CLOUD EXPERIENCE AND EXPERTISE."

JONATHAN ISSLER :: Director of Operational Technology, InfoSnap

"FROM A CUSTOMER STANDPOINT, IT'S AN ABSOLUTE WIN. AS WE STARTED TO PEEL BACK THE LAYERS, RACKSPACE WAS THE ONE PROVIDER WHO COULD ANSWER ALL THE NEEDS WE KNEW WE COULDN'T."

ERIC JOHNSON :: Senior Software Architect, Showpitch

CONTACT US

1-888-216-9707

www.rackspace.com/aws



KEY FEATURES

TOOLS & AUTOMATION	NAVIGATOR	AVIATOR
AWS Account Management <ul style="list-style-type: none"> Simplified management of per environment (e.g., dev, prod) AWS accounts CloudTrail and AWS Config preconfigured for comprehensive tracking and auditability AWS root account password & MFA storage in secure credential vault 	•	•
Identity & Permission Management <ul style="list-style-type: none"> Single identity across Rackspace, AWS services, and EC2 instances AWS IAM and STS security best practices implemented by default Simplified cross-AWS account access Seamless experience including AWS Console federation 	•	•
Rackspace Logbook – Unified record of cloud activity <ul style="list-style-type: none"> Blended, time-series view of all Rackspace and AWS CloudTrail activity Aggregated across all AWS accounts and regions 	•	•
Access to best practice CloudFormation templates <ul style="list-style-type: none"> Ex: Opinionated VPC design including AZs, subnet sizing, public and private subnet layout, resilient HA NAT, etc. 	•	•
Rackspace Compass – Automated guide for cloud best practices <ul style="list-style-type: none"> Ongoing comparison of your environments against AWS and Rackspace best practices Compass opinions reflect Rackspace recommendations above and beyond AWS baselines Also includes the full set of AWS Trusted Advisor checks 	limited checks	all checks
Rackspace Watchman – Primary Alarm Monitoring System <ul style="list-style-type: none"> Support tickets are automatically created when CloudWatch alarms deviate from their expected values 		•

HUMAN EXPERTS	NAVIGATOR	AVIATOR
Technical Account Manager (TAM) <ul style="list-style-type: none"> Personal contact for ongoing business and technical assistance 	•	•
Support of the AWS Platform <ul style="list-style-type: none"> Fanatical Support for AWS issues from certified AWS engineers 24x7x365 	•	•
Technical Onboarding Manager (TOM) <ul style="list-style-type: none"> Personal contact for assistance with onboarding 	provides initial guidance	coordinates the process of getting your application up and running on AWS
Best Practices and Architecture <ul style="list-style-type: none"> A combined set of AWS and Rackspace recommendations from certified AWS architects 	guidance for standard use cases	hands-on design, customized to your specific application
EC2 Operating System Management <ul style="list-style-type: none"> Support for Amazon Linux, CentOS 6+, Ubuntu 12.04+ (Windows coming) Configuration, optimization, patching, upgrades Includes core apps like Apache, NGINX, etc. 		•
CloudWatch Management <ul style="list-style-type: none"> Setup of CloudWatch monitors and response to CloudWatch alarms 24x7x365 by certified AWS engineers 		•
Monitoring Alarm Ticket Management <ul style="list-style-type: none"> Setup of Watchman monitors and response to Watchman alarm tickets 24x7x365 by certified AWS engineers 		•
Monthly Account Review <ul style="list-style-type: none"> Review AWS Trusted Advisor and Rackspace Compass recommendations Review Reserved Instance and other cost optimization opportunities Technical environment review (alerts, performance) 		•
Response Times	urgent: < 4 hrs standard: < 24 hrs	emergency: < 15 min urgent: < 1 hr standard: < 4 hr

ADD-ON SERVICES	NAVIGATOR	AVIATOR
Migration <ul style="list-style-type: none"> Assistance getting your app and data migrated to AWS Depending on requirements, available from Rackspace and/or Rackspace-approved partners 	available	available
Detailed Solution Design <ul style="list-style-type: none"> Detailed AWS design based on application and requirements analysis 	available	already included

For more information on features and pricing or to chat with a specialist: **1-888-216-9707** or visit www.rackspace.com/aws.