

*Rackspace® is Europe's fastest growing and most successful IT hosting company. Since 2001 Rackspace has been hosting and supporting mission critical websites, internet applications, email servers, security and storage services for customers.*

With over 4,000 customers, Rackspace is totally focused and experienced in managing hosting solutions' for their customers, from simple web servers to complex online applications and email solutions. We help our customers forget about their online infrastructure through providing Fanatical Support® for their hosted applications.

By outsourcing your IT hosting to Rackspace, you get the peace of mind that your hosting environment is being looked after by the experts, whilst alleviating the pressure on your own IT department. We take away those IT hassles, all those day to day IT tasks and projects you really don't want to focus on. The implementing, updating, troubleshooting, patching, monitoring, administering, backing up and storing, upgrading and every day support - all becomes our responsibility. Couple this with our Fanatical Support and you know that it'll be taken care of by the experts with a unique passion to get things right for customers.

Once you have *Experienced* Fanatical Support from Rackspace, you won't accept anything less!

## The Fundamentals of Rackspace

- ❑ Founded in 1998 in San Antonio, TX
- ❑ European headquarters established in 2001
- ❑ 1800+ Employees worldwide (1500 in USA, 340 in UK)
- ❑ 16,000 customers worldwide (12,000 in USA and 4,000 in UK)
- ❑ 7 Data Centres – Texas (3), Virginia and London (3)
- ❑ 97% of customers would refer Rackspace to a business colleague
- ❑ Rackspace is recognised as one of the top 7 service companies in the UK by Unisys/Management Today

## Industry Leadership

- ❑ Fastest growing IT hosting company with 80% revenue growth in 2006
- ❑ Industry leading SLAs and money-back guarantees
- ❑ Cisco Powered Network, 100% network uptime guarantee
- ❑ Microsoft Hosting Partner of the Year (2003, 2005 and 2007)
- ❑ Microsoft Gold Certified Partner
- ❑ First Red Hat Premier Hosting Partner in Europe
- ❑ Named Leader in Gartner Magic Quadrant
- ❑ Positive cash flow since February 2001
- ❑ SAS 70 Type II certified making our premises some of the most secure in the world
- ❑ Only MySQL certified hosting partner in the world.



redhat  
PREMIER  
HOSTING PARTNER



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## Expertise

- ☑ Our support staff are highly trained specifically for supporting complex hosting environments across Microsoft Windows and RedHat Linux Operating Systems
- ☑ Support calls go straight through to level III technicians

## Flexibility

- ☑ We're built to handle highly-customised hosting environments
- ☑ Everything at Rackspace is designed to adjust to customer needs quickly

## Passion

- ☑ We're passionate about the hosting business and we're here to stay
- ☑ We believe in what we are doing makes a difference
- ☑ Our unique brand of customer service, Fanatical Support, challenges employees to exceed customer expectations.
- ☑ No answer phones, no voicemails, no forwarding, no press 1 to be taken seriously, press 2 to be sent to the wrong department – just a real person at the end of the phone answered within 5 seconds.