

As the fastest growing IT hosting specialist in the world, Rackspace® is recognised time and again for excellence in service and innovation. These awards and recognition clearly demonstrate Rackspace's commitment to going beyond our customers' expectations when delivering customised IT hosting solutions.

Industry Leadership

Gartner North American Web Hosting Magic Quadrant - Leader



Rackspace is positioned in the "Leaders Quadrant" in Gartner Inc.'s annual Web Hosting Magic Quadrant. The Gartner Magic Quadrant evaluates service providers in the enterprise Web hosting market based on an array of quantitative and qualitative criteria that evaluate the vendor's *Ability to Execute* and its *Completeness of Vision*. According to Gartner, vendors listed in the leaders quadrant are performing well today, have a clear vision of market direction and are actively building competencies to sustain their leadership position in the market.

More info: <http://mediaproducts.gartner.com/reprints/rackspace/123741.html>

Customer Service Excellence

Unisys/Management Today Customer Service Excellence Awards



Rackspace has been nominated for the customer service excellence awards for 4 consecutive years, winning our category in 2003 and 2004, and winning the overall awards in 2005. The Customer Service Excellence Awards were set up to recognise those organisations that excel at serving customers, as well as to provide feedback and share good practices, enabling entrants to improve their performance.

In recognition of outstanding customer service and employee relations, Rackspace was awarded the Management Today/Unisys Service Excellence Awards for the Learning Organisation in 2003 and Small Business in 2004, winning both our category (Business to Business) and the overall award in 2005. They demonstrate the huge emphasis Rackspace place on employees to provide the best customer service possible and the dedication to their vision of Fanatical Support®. Unisys quotes "Rackspace's dedication to providing the ultimate in customer experience reveals how highly they value their customers. The company realises that all employees, individually or collectively, make a difference and that each and every customer transaction or contact can inspire a recommendation."

Windows Expertise

Microsoft Gold Certification



Rackspace received the Microsoft Gold Certification Partner accreditation for its expertise in Microsoft hosting, making it one of only six Application Infrastructure Providers (AIPs) in the world with this top tier designation. To achieve certification Rackspace passed rigorous evaluations by certified, independent auditors who determined that we deliver the highest level of fully managed services available on the Microsoft Platform. The Microsoft Gold Certified Partner Program provides

recognition to companies providing Hosting and Application Services that have demonstrated a consistent, high quality delivery of solutions built on Microsoft technology and framework. Most importantly, our distinction as a Microsoft Gold Certified Partner means we receive emerging products and technologies while they're still in the development cycle. This early access allows us to work with our customers on platform upgrades and technology testing months before public release.

Microsoft Hosting Partner of the Year



Rackspace was named by Microsoft as the winner of the Hosting Solutions Service Provider of the Year in the annual Microsoft Certified Partner Awards in 2003 and 2005. Rackspace also was named Microsoft Advanced Infrastructure Solutions, Hosting Solutions, Partner of the Year 2007 based on the global launch of Managed Microsoft Exchange. Microsoft considers Service Providers for their application service development platform, communication services, operational capabilities, quality of service delivery, and end customer satisfaction. Microsoft described Rackspace as having "made a name for itself through its policy of providing Fanatical Support to customers" and selected Rackspace for industry leadership and advanced use of Microsoft technologies to deliver customers superior managed solutions.

SQL Server Magazine Reader's Choice – Best Hosting Provider



Rackspace was chosen as the Best Hosting Service Provider by the readers of Penton Media's SQL Server Magazine in the 2004 Readers' Choice Awards. SQL Server Magazine readers who use service providers to host the infrastructure for applications such as SQL Server look for fast, reliable servers and networks, deep expertise and responsive customer support. Reader's Choice voters named Rackspace as the best hosting service provider for the speed and stability delivered by the company's hosting platform.

Linux Expertise

Red Hat Premier Hosting Provider



Rackspace has been a staunch supporter of open source and the open source community since our founding. Consequently Rackspace has developed a partnership with Red Hat and we were the first Red Hat Premier Hosting Partner in Europe. This designation means that Rackspace possesses the industry's highest level of support and knowledge of the Red Hat Linux Platform. This depth of knowledge is essential to our ability to deploy, scale and manage mission critical Linux hosting environments. Rackspace has more certified Red Hat Engineers than any other commercial organisation and 75% of the worlds Red Hat Linux servers are hosted with Rackspace.

MySQL – Certified Hosting Partner and MySQL Partner of the Year 2004 Runner-Up



Rackspace was the first MySQL Certified Hosting Partner and the Runner up in the 2004 MySQL Partner of the Year awards. These awards recognise applications, products or services which are models for how MySQL can be used in major computing systems to bring dramatic cost savings, performance and reliability benefits to organisations and

end-users. Rackspace and MySQL have worked together to build a world class hosting solution for the MySQL database, allowing both companies to fulfil the growing need for robust and reliable MySQL hosting.

Security Expertise

SAS 70 Type II Certified



Rackspace facilities are SAS 70 Type II Certified demonstrating that it has adequate controls and safeguards when it hosts and processes data belonging to its customers. To be certified means that the controls set by Rackspace are fair and suitably designed to meet objectives, and that these are operating effectively. Rackspace achieved SAS 70 Type II certification for its enterprise hosting operations and data centre facilities in March 2005.

Network Expertise

Cisco Powered Network



Rackspace engaged Cisco in 2000 to develop a network that was ultra secure and fully redundant. Cisco built a network based exclusively on hardened Cisco Systems routing, switching and security equipment. Rackspace is now one of only a handful of hosting companies in the world to be designated "Cisco Powered". Since this entirely Cisco powered network was deployed, in March 2000, Rackspace has had no network downtime. The fully switched network is regularly audited for security by Cisco. It is also regularly tested from both inside and outside the network by Rackspace and certified third party security specialists.