

Rackspace® Solutions Products

Rackspace Solutions has been designed to add a new level of support for customers in the UK that require assistance on traditionally unsupported products and migrations.

Rackspace Solutions aims to cover the following areas:

- ☑ New Customer Migrations
- ☑ Current Customer Migrations
- ☑ Non Standard Support
- ☑ Security
- ☑ Scripting
- ☑ Performance Testing

New Customer Migration

As part of Rackspace Solutions, a New Customer Migration Service is now available for potential customers looking to move their business over to Rackspace. This service consists of many variables that all depend on the customer's current setup and their willingness to be flexible.

For example, Rackspace is able to set up an exact replica of the customers existing set up and offer full support, if it is based on a platform supported by Rackspace. However if a customer wants to maintain an existing set up which is unsupported by Rackspace, it is not possible to offer full support, in terms of set up and configuration etc. Although customers will still benefit from the Rackspace class "A" data centre facilities and 100% network uptime guarantees as well as 1 hour hardware replacement. A customer is able to move from an unsupported set up to a supported set up in order to benefit from the full Rackspace support service.

Current Customer Migration

Rackspace Solutions provides a Current Customer Migration Service, for current customers wishing to upgrade, either to a newer specification server or to an uncompromised system in the instance their server has been compromised.

Non Standard Support

Where possible, Rackspace Solutions will endeavour to provide support on any traditionally unsupported software. This is dependent on a member of the Rackspace support team being capable of supporting that software in the future. This service includes all types of software including operating systems and applications.

Security

Rackspace Solutions provides a Security Assessment and Hardening Service. Customers request an audit through netcraft, following which the work required to secure the server is carried out by the solutions team.

Scripting

Rackspace Solutions provides a Scripting Service for customers. This includes general programming that will assist the customer's server E.G. by carrying out system administration tasks on an automated basis and/or fixing scripts were possible.

Performance Testing

Rackspace Solutions provides a Performance Testing Service for customers who want to know the limits of their servers or applications. This service is only for testing performance, any additional consultancy for improving servers or applications will fall under the non-standard support category.

For further information on Rackspace Solutions please contact your Rackspace Account Manager.