

What is Managed Hosting?

In a managed hosting environment, the hosting provider owns and is responsible for the data centre, network, devices, operating system and application infrastructure components, providing a stable operating environment for the applications. The customers own IT organisation manages the applications and maintains full control over the applications infrastructure and business process.

Managed Hosting v Co-location

Managed hosting provides more value than co-location and dedicated hosting because it frees up internal IT personnel from mundane infrastructure related tasks which can be redeployed into understanding and supporting the business more effectively. Managed Hosting eases the overall maintenance problem of carrying multiple spares of every component, the cost of 24/7/365 staff and re-creating network infrastructure to ensure there is no single point of failure. In addition it frees up cash flow, by spreading the cost on a flexible monthly basis, avoiding up front capital expenditure. Through managed hosting at Rackspace®, companies benefit from our experience and expertise as a managed hosting specialist, with highly skilled engineers available 24 x 7 to monitor solutions and resolve issues as quickly as possible. A company also gains access to the Rackspace multi-homed network for additional redundancy and benefits from our partnerships with many industry leaders, which allow us to collaborate on the best solutions, tools and procedures needed to deliver superior support services for customers, saving their internal resources and costs and reducing overall risk.

Managed Hosting v Fully Outsourced

Managed hosting provides greater responsiveness than fully outsourced solutions because it emphasises a flexible bottom up approach to delivering value. It puts a customer fully in control of their application and business processes, whilst benefiting from full support at the resource intensive lower layers. As specialists in managed hosting, Rackspace has great expertise and focus on these lower layers and has built up close relationships with key technology vendors, obtaining receipt of early warnings (and patches) for all critical vulnerabilities and exploits. This helps ensure that all hosted platforms are sufficiently secured. There are many other key services provided by Rackspace which are designed to keep applications secure, stable and responsive to changing business needs e.g. security, monitoring, reporting, back up, storage and disaster recovery.

