

Rackspace® vs. Your Current Provider

How does your current hosting provider stack up against Rackspace?

| Check Points | Rackspace | Current Provider |
|--|-----------|------------------|
| Financial Stability | | |
| Profitable Since February 2001 | ✓ | |
| 61% Revenue Growth 2006-2007 | ✓ | |
| Industry and Service Leadership | | |
| Gartner North American Web Hosting Magic Quadrant – Leader | ✓ | |
| Red Hat Advanced Hosting Partner | ✓ | |
| Microsoft Gold Certified Partner | ✓ | |
| MySQL Certified Hosting Partner | ✓ | |
| JBoss Certified Hosting Partner | ✓ | |
| Inc. 500 Fastest Growing Private Companies (#395) 2005, 2004 | ✓ | |
| Deloitte Technology Fast 500 (#73) 2005, 2004 | ✓ | |
| Microsoft Hosting Partner of the Year 2007, 2005, 2003 | ✓ | |
| Linux Journal Readers' Choice – Best Hosting Provider 2005, 2004, 2003 | ✓ | |
| American Business Awards' Best Customer Service Organization 2007, 2005 | ✓ | |
| Supported Operating Systems | | |
| Microsoft Windows | ✓ | |
| Red Hat Enterprise Linux | ✓ | |
| Infrastructure | | |
| 100% Network Uptime Guarantee | ✓ | |
| Network SLA Credits 5% of Monthly Fee for Every 30 Minutes of Downtime | ✓ | |
| Company Certifications | | |
| SAS 70 Type II Certified | ✓ | |
| Safe Harbor | ✓ | |
| Employee Certifications | | |
| Red Hat Certified Engineer (RHCE) 80+ employees, more than any provider in the world | ✓ | |
| Red Hat Certified Technician (RHCT) | ✓ | |
| Microsoft Certified Professional (MCP) 100+ employees | ✓ | |
| Microsoft Certified Systems Administrator (MCSA) | ✓ | |
| Microsoft Certified Database Administrator (MCDBA) | ✓ | |
| Microsoft Certified Technician (MCT) | ✓ | |
| Microsoft Certified Desktop Technician (MCDST) | ✓ | |
| Microsoft Certified Systems Engineer (MCSE) | ✓ | |
| Cisco Certified Network Associate (CCNA) | ✓ | |

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| Check Points | Rackspace | Current Provider |
|---|-----------|------------------|
| Employee Certifications <i>(Continued)</i> | | |
| Cisco Certified Network Professional (CCNP) | ✓ | |
| Cisco Certified Internetwork Expert (CCIE) | ✓ | |
| Cisco Certified Design Associate (CCDA) | ✓ | |
| Cisco Certified Design Professional (CCDP) | ✓ | |
| Cisco Certified Internetwork Professional (CCIP) | ✓ | |
| Cisco Certified Security Professional (CCSP) | ✓ | |
| LP11 Certifications | ✓ | |
| LP12 Certifications | ✓ | |
| A+ Certifications | ✓ | |
| Server+ Certifications | ✓ | |
| Network+ Certifications | ✓ | |
| Linux+ Certifications | ✓ | |
| Customer Support Services | | |
| Dedicated Account Manager | ✓ | |
| Scheduled Account Review <i>(for Intensive customers)</i> | ✓ | |
| 24x7x365 Technical Support via phone or ticket | ✓ | |
| 24x7x365 Data Center Operations | ✓ | |
| 1-Hour Hardware Replacement | ✓ | |
| Immediate Emergency Ticket Response | ✓ | |
| Immediate Escalation of Emergency Issues | ✓ | |
| Email Services | | |
| Managed Microsoft Exchange | ✓ | |
| Dedicated Microsoft Exchange | ✓ | |
| Noteworthy@ Managed Mail | ✓ | |
| IMail Server 2006 | ✓ | |
| Security Services | | |
| Proactive Critical Patching | ✓ | |
| Managed Firewalls | ✓ | |
| Optional Security Audits | ✓ | |
| Managed VPN access | ✓ | |
| Dedicated Network Based IDS | ✓ | |
| DDos Mitigation | ✓ | |
| Monitoring Services | | |
| Proactive Response to Monitoring Events | ✓ | |
| Port and Network Device Monitoring | ✓ | |
| Optional Synthetic Transaction Monitoring | ✓ | |
| Email/Pager Alerts | ✓ | |

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| Backup & Data Management Services | | |
| Centralized Data Management | ✓ | |
| Backup Integrity Verification | ✓ | |
| Hardware RAID | ✓ | |
| Instantly Scalable SAN Storage | ✓ | |
| Reporting Services | | |
| Backup/Storage Utilization | ✓ | |
| Online Ticketing | ✓ | |
| Bandwidth Reporting | ✓ | |
| Detailed Backup Reporting | ✓ | |
| Performance & Capacity Reporting (<i>for Intensive Customers</i>) | ✓ | |
| Deployment & Scaling Services | | |
| Rapid RFP Response | ✓ | |
| Burstable Bandwidth | ✓ | |
| Platform Capacity Planning | ✓ | |
| Custom Implementation Services | ✓ | |
| Deployment Consultation | ✓ | |
| Deployment Timeline Guarantee | ✓ | |
| Virtualization | | |
| Support of Dedicated Physical Server, Virtualization Layer and Virtual Machines | ✓ | |
| Resource Consolidation | ✓ | |
| Management of System Snapshots | ✓ | |
| Deployment Flexibility | ✓ | |
| Certified VMware Expertise | ✓ | |
| Server and Device Administration | | |
| Customized Specifications (<i>No Prepackaged Hardware</i>) | ✓ | |
| ASP Licensing on Key Components | ✓ | |
| Unlimited Sys Admin Troubleshooting | ✓ | |
| High Availability Server Capabilities | ✓ | |



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