

CLOUD HOSTING SERVICES

DDI'S RECOMMENDED CLOUD SERVICES PARTNER



Managed Hosting Services on Dedicated Infrastructure



DDI System and Rackspace have partnered to offer DDI **Inform** users a cloud solution to streamline their IT needs.

Customized Configurations for Your Needs

Create the infrastructure that performs best for your business, built on open-source technologies and fueled by unparalleled expertise—so you can move at the speed your business and your customers demand.

Advantages of Rackspace Cloud Solutions

Maximizing ROI

- ✓ Mitigate risks of downtime with Rackspace expertise
- ✓ Reduce total burden on the business of additional staff
- ✓ Economies of scale - lower total cost of ownership

Scalability

- ✓ Scale forward or backward with little planning
- ✓ Reduce time to market, time to develop and time to ramp

Reliability

- ✓ SLAs help diminish financial risk - you cannot afford downtime
- ✓ Expert design & implementation with 24/7 support & monitoring

Managed Anti-Virus Protection

Your Rackspace Hosting Includes:

- ✓ Proactive protection against viruses, malware & rootkits
- ✓ Quarantine manager for deleting or disinfecting infected files
- ✓ Automatic updates

BETTER PERFORMANCE, RELIABILITY, SECURITY & ECONOMICS

Open Technologies

Other cloud vendors focus on developing proprietary technologies that lock in your data and apps. OpenStack® is now the fastest-growing cloud platform on earth, with over 12,000 contributors in 130 countries. The cloud is powered by OpenStack and optimized for open technologies, so you can stay in control of your data—innovate and scale faster than you can in a proprietary cloud.

Experience Fanatical Support

From the unmatched expertise that gets you going to the technology that advances your business daily, Rackspace delivers it like no one else. Whether you need help architecting, managing, or troubleshooting your environment, call them. Their teams of professionals—including Database Administrators, Red Hat® Certified Engineers, and Microsoft® Certified Professionals—want to put their expertise to work for you, to help accelerate your success.



Rackspace Certifications

Rackspace Maintains the Following Regulatory & Compliance Requirements:

- SAS70 Type II / SSAE16 / ISAE3402
- PCI DSS Level 1 Service Provider (Physical Security / Network Infrastructure)
- Safe Harbor (EU Data Protection Directive)
- ISO 27001 (UK)
- SOX
- Sensitivity to:
 - PCI - as a Merchant and Service Provider
 - HIPAA - as a Business Associate
 - ISO - as a Service Provider
 - FISMA - as a Service Provider to Government Contractors

SLA Category	SLA	Infrastructure Service Level Guarantees
Network	100% Availability	The data center network infrastructure will be available 100% of the time. Network infrastructure means the portion of the network extending from the outbound port on your cabinet switch to the outbound port on the border router and includes switches, routers & cabling.
Data Center Facility	Power - 100% Availability	A/C power to the outbound port on your serving power distribution unit (PDU) will be available 100% of the time.
Device / Hardware	1 Hour Replacement Guarantee	Rackspace will repair or replace failed hardware components provided by Rackspace at no additional cost within one hour of problem identification by Rackspace.