

# TOP MANAGED CLOUD QUESTIONS ANSWERED

## 1. CAN YOU GO INTO MORE DETAILS ABOUT HOW THE PRICING FOR CLOUD SERVERS WITH A MANAGED SERVICE LEVEL WORKS?

There are three components of pricing for Cloud Servers™ with a managed service level:

- Server utility fee starting at 1.5¢/hour
- Service fee of 12¢/hour
- Fixed account management fee of \$100/month, unlimited servers per account

For example, a 2GB Linux Cloud Server with a managed service level used continuously throughout the month would cost:

$$\$100 \text{ account fee} + 730 \text{ hours} \times (12\text{¢ utility fee} + 12\text{¢ service fee}) = \$275.20$$

The account fee is an account-level fee, meaning that it is only paid once, no matter how many servers are part of the account.

The above example excludes bandwidth. Complete pricing details, as well as a pricing calculator for Cloud Servers with a managed service level, including bandwidth, can be found at: [http://www.rackspacecloud.com/cloud\\_hosting\\_products/servers/pricing/](http://www.rackspacecloud.com/cloud_hosting_products/servers/pricing/)

## 2. HOW DO YOU ENSURE SECURITY IN THE CLOUD?

Like any deployed application, security is a multi-faceted problem. Our staff can help you deploy software firewall protections and provide information around other best practices.

Rackspace utilizes an independent, third-party audit firm to conduct our annual Statement on Auditing Standards No. 70 (SAS 70) Type II Audits and produce the attendant reports. We received the most desirable rating, an unqualified opinion, on our recent, 2010 SAS 70 Type II Audits. Currently, we have SAS70 Type II Reports for Rackspace Managed Hosting customers, Rackspace Cloud Servers™, Cloud Files™, and all Rackspace Data Centers. The Cloud Servers and Cloud Files reports include sections on Segregation of Customer Environments and Access Administration of the Cloud.

## 3. CAN FIREWALLS BE PLACED IN FRONT OF THE CLOUD?

Yes. There are two options at this point in time. First, if you choose to leverage our Hybrid Hosting solution that connects Rackspace® dedicated servers to Rackspace Cloud Servers, you can run all traffic through a dedicated hardware firewall. Otherwise, there are a number of third-party software firewall solutions that can be deployed in front of a Cloud Server.

## 4. CAN WE BE ASSURED THAT THE “PHYSICAL” SERVER IS BACKED UP AT A SECOND PHYSICAL LOCATION?

A common misconception about cloud is that all data is completely replicated and all servers are 100% backed up. This is the case with some Software as a Service (SaaS) products, but is not typically the case with Infrastructure as a Service (IaaS) offerings. Rackspace, and others who offer IaaS, put the control in the hands of the customer to decide how and where to replicate data and applications. The customer must take into account their tolerance for risk and their service availability requirements when designing their disaster recovery plans and build that into their ultimate architecture design. Rackspace gives customers the ability to create servers in separate physical data centers in order to provide a high level of redundancy. Rackspace can also help customers design and manage high availability environments through its managed service offerings.

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## 5. DO YOU HAVE A RESELLER PROGRAM? DOES THIS PROGRAM OFFER END USER SUPPORT?

Yes, we have a reseller program. Please fill out the following form: <http://www.rackspacecloud.com/resellers/> and a RackspacePartner Program manager will contact you shortly. End-user support is not available.

## 6. DOES CLOUD SERVERS WITH A MANAGED SERVICE LEVEL MAKE USE OF SHARED SERVERS?

Yes. The servers are running on a host machine that is shared among other server instances. Through the use of server virtualization, sometimes called virtual machines or VMs, each customer and each operating system is virtually isolated from one another. Customers do not see or interact with other customers' data in a virtualized model.

## 7. IS CLOUD SERVERS WITH A MANAGED SERVICE LEVEL A GOOD SOLUTION FOR A 20GB DATABASE WITH A LOT OF CALLS TO USE A CLOUD SERVER? WILL DISK I/O BE A PROBLEM?

Cloud Servers™ may not be an ideal solution for database hosting as database usage can produce a lot of I/O. However, Rackspace offers a Hybrid Hosting solution that allows a customer to run their intensive databases on dedicated servers, while leveraging the cloud for their web servers. Learn more at: [http://www.rackspace.com/hosting\\_solutions.php](http://www.rackspace.com/hosting_solutions.php)

## 8. I HAVE AN ECOMMERCE SITE. CAN I BE PCI-DSS COMPLIANT AND USE CLOUD SERVERS WITH A MANAGED SERVICE LEVEL?

Cloud Servers with a managed service level cannot be used alone for a use case requiring PCI compliance. However, we do have many e-commerce customers using our cloud for their web servers and file storage needs. With our Hybrid Hosting solution, a customer can run their database servers on dedicated gear while running their website on the cloud. Learn more about what it takes to be PCI compliant using our PCI Toolbox located here: [http://www.rackspace.com/managed\\_hosting/services/security/pci.php](http://www.rackspace.com/managed_hosting/services/security/pci.php)

Additionally, many of our customers use a third-party merchant gateway to handle the end-to-end credit card capturing, processing, and storage in order to be able to create a solution in the cloud that is PCI compliant.

## 9. WHAT ARE THE MAIN DIFFERENCES BETWEEN THE RACKSPACE CLOUD AND AMAZON WEB SERVICES(AWS)? IS AN AWS-LIKE SERVICE AVAILABLE WITHOUT A MANAGED SERVICE LEVEL?

Our Cloud Servers™ and Cloud Files™ products are very similar to Amazon's EC2 and S3 products. View a comparison between Rackspace Cloud Servers and EC2 here: [http://www.rackspacecloud.com/cloud\\_hosting\\_products/servers/compare/](http://www.rackspacecloud.com/cloud_hosting_products/servers/compare/)

Both Cloud Servers and Cloud Files are available without a managed service level. Even though our core service level does not include an account management fee, customers are still entitled to 24x7x365 support, unlike Amazon that currently charges extra for this service. View more about our pricing for Cloud Servers and Cloud Files on our website.

## 10. WHAT IS THE DIFFERENCE BETWEEN CLOUD SITES AND CLOUD SERVERS WITH A MANAGED SERVICE LEVEL? WHAT ARE THE BENEFITS OF CLOUD SERVERS WITH A MANAGED SERVICE LEVEL OVER CLOUD SITES?

You can think of Cloud Sites™ like a point-and-shoot camera. Click the button and it takes a picture, but you are limited to the constraints of the camera you purchased. Cloud Servers™ is more like a professional SLR camera - you have much more customization over what you can do and how you can do it - if you know how to use it. Managed service level on top of Cloud Servers is like having a professional photographer to assist you with the camera.

For a more detailed description of the difference between Cloud Sites and Cloud Servers with a managed service level, see the comments on a recent blog post announcing our managed cloud service.

## 11. CAN I MIGRATE TO THE CLOUD FROM A DEDICATED SERVER?

Yes, it is possible to migrate to the cloud from a dedicated server. The best way to scope out what will be required is to speak with one of our sales associates. You can reach us by phone, email, or chat: [www.rackspacecloud.com/aboutus/contact/](http://www.rackspacecloud.com/aboutus/contact/)

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## 12. IN THE CLOUD, CAN I FIND SOMEONE AT RACKSPACE TO HELP WITH STRATEGY?

Yes. Our support admins in Cloud Servers with a managed service level are here to discuss this exact thing.

## 13. WHAT EXPECTATIONS DO YOU SET FOR PERFORMANCE OF YOUR CLOUD SYSTEMS? HOW DO THEY COMPARE WITH DEDICATED SERVERS?

Cloud servers are very comparable to dedicated servers when it comes to speed. The main difference is disk I/O. Because Cloud Servers™ are hosted in a shared environment, you do not get dedicated disk I/O.

## 14. WHAT PERSISTENT STORAGE SOLUTIONS ARE OFFERED TO KEEP A DATABASE SEPARATE FROM THE CLOUD MACHINES?

All Cloud Servers offer persistent local storage. Databases can easily be hosted on Cloud Servers. DB replication configurations (M-M, M-S, etc.) are easily achieved.

Another flavor of persistent storage available at Rackspace is Cloud Files™. While not directly usable for storing a live database, many customers use Cloud Files to store, archive, or backup copies of databases. Cloud Files is also commonly used for storing and serving web content and downloads via the CDN integration. At present, Cloud Files has a 5GB single file limit.

## 15. IS THERE A TEST ENVIRONMENT FOR CLOUD SERVERS OR DO WE HAVE TO PURCHASE TO EVALUATE THE PLATFORM AND CONTROL PANEL?

A test environment does not exist. However, if you'd like to experiment with Cloud Server™ technology and the control panel without the managed service level offering, a 256MB Linux server is 1.5¢/hour plus bandwidth. With such a low entry point, you can evaluate without a major commitment.

## 16. CAN YOU PROVISION SERVERS, SPIN THEM DOWN, AND SPIN THEM UP WHEN NEEDED?

Absolutely. That's exactly what The Rackspace Cloud is designed to accomplish. Servers are billed on an hourly basis and there is no minimum contract term or commitment for Cloud Servers™. However, the account fee of \$100 will be charged one month post spinning up a managed cloud server.

## 17. WE ARE A SMALL OFFICE WITH A SINGLE SERVER. WE HAVE A 250GB HDD AND 2GB RAM. IF WE MIGRATED TO A CLOUD SERVER WITH MANAGED SERVICE LEVEL, WOULD WE ACCESS FILES ON THAT SERVER THROUGH A SHORTCUT ON OUR DESKTOPS, THE WAY WE DO NOW?

It sounds like leveraging Rackspace Cloud Drive™ ([http://www.rackspace.com/apps/backup\\_and\\_collaboration/online\\_file\\_storage/](http://www.rackspace.com/apps/backup_and_collaboration/online_file_storage/)) would be a better fit for you. Rackspace Cloud Drive provides a shortcut on your desktops and performs similarly to a local File Server.

## 18. WE ARE CURRENTLY PAYING TWO BILLS, ONE FOR OUR DEDICATED SERVER AND ANOTHER FOR CLOUD SERVERS. WILL THE BILLING BE INTEGRATED WITH OTHER RACKSPACE SERVICES?

Yes, we offer consolidated billing. Your Dedicated Account Manager can help you configure this.

## 19. ARE THERE ANY OPTIONS FOR OFF-SITE BACKUPS? IF I HAVE A SERVER IN DATACENTER A, CAN I REQUEST BACKUPS TO DATACENTER B?

At this time, all Cloud Server images (snapshots & backups) are stored in the same data center as the cloud server itself. We are looking at options to allow customers to send images from the data center where they are created to another data center for storage.

## 20. CAN YOU SAVE 'IMAGES' OF SERVERS TO BE ABLE TO SHUT THEM DOWN AND RESTART AT A LATER DATE?

Absolutely. You can take a snapshot of a server instance and push this snapshot to Cloud Files™ for storage at \$0.15 per GB. You can then delete the instance to halt billing. When you are ready to restart that server, simply create an instance from that backup.

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