

Rackspace Technology™ Monthly Service Review

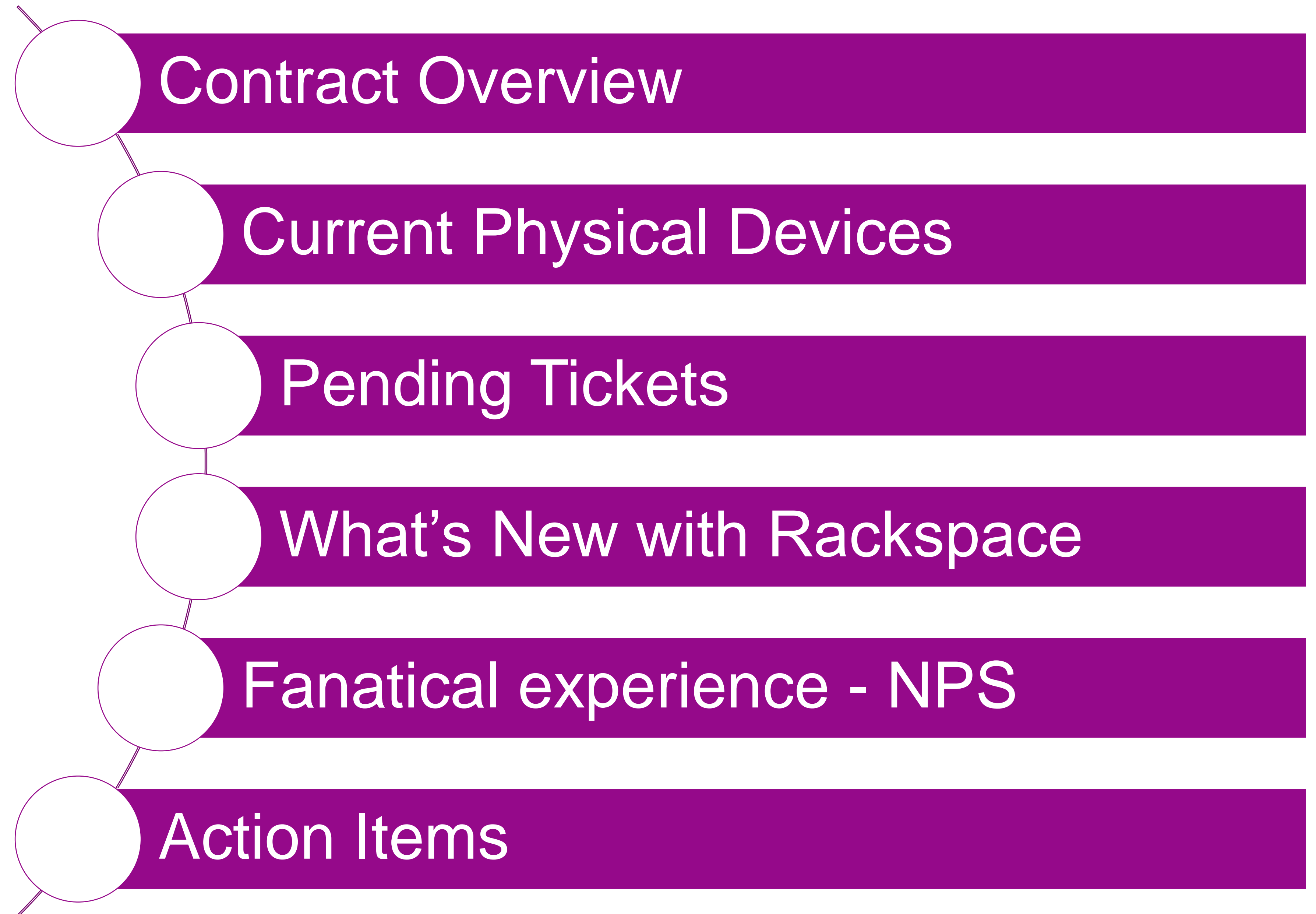
Apr' 2024

EGIA Account No - 5741083

rackspace
technology.

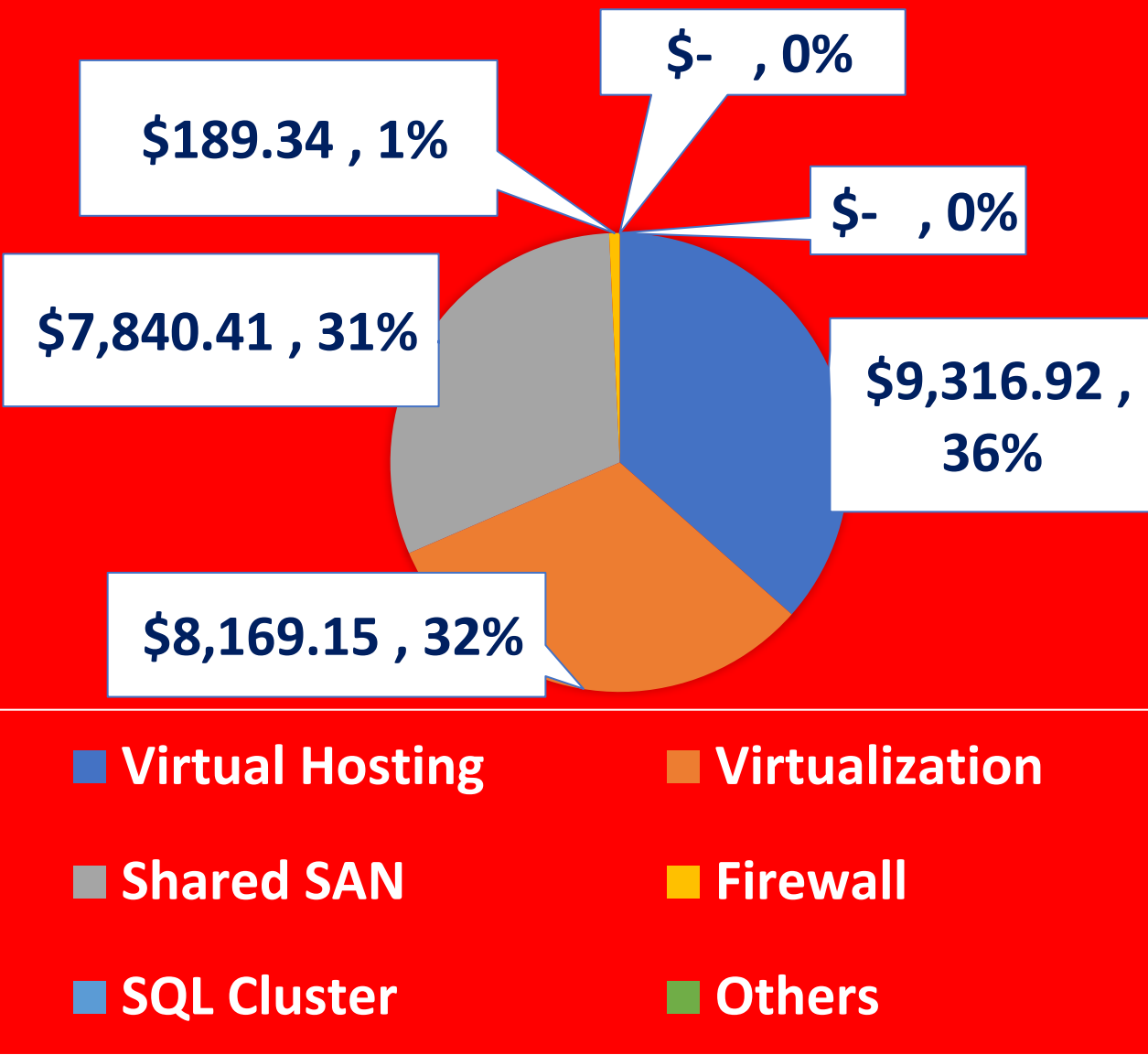


Review agenda



Contract Overview

PRODUCT & SERVICES



Contract Status

- Contract end date : - 2026-03-31
Please Note – Early termination fee (ETF) will be levied on devices if decommissioned before contract end date.

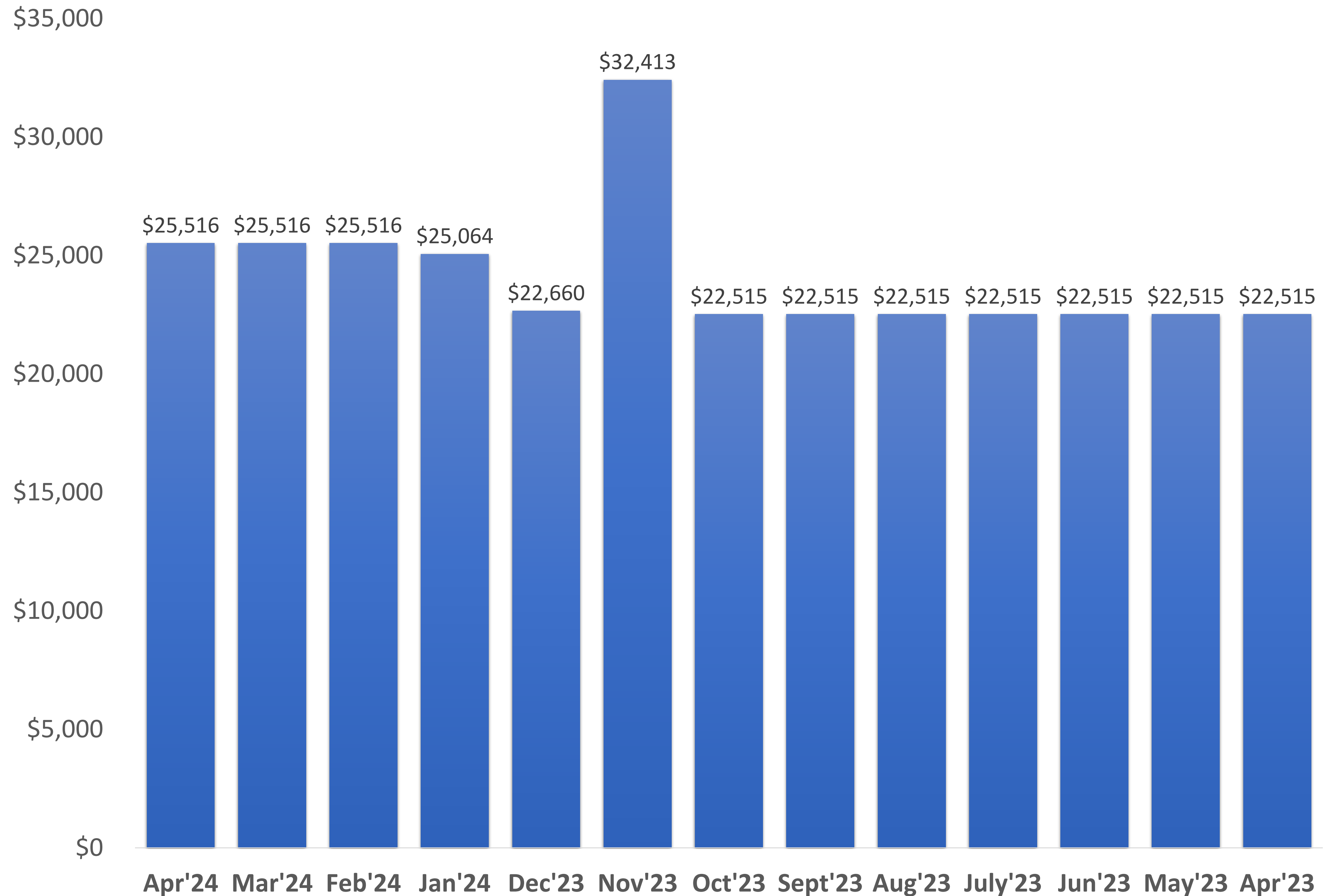
Total Outstanding Balance : -
\$25,515.82

Invoice Details :

- B1-73030456 – March'24



Contract Status & Outstanding Payment.



Current Physical Devices

Device Number	Device Type	Device EOS/EOL	OS EOL/EOS	Contract End Date
1309554	Server	June, 2027/June,2028	April,2025/ April,2027	March 31, 2026
1309553	Server	June,2027/June,2028	April,2025/ April,2027	March 31, 2026
1309552	Server	June,2027/June,2028	April,2025/ April,2027	March 31, 2026
1309550	Server	June,2027/June,2028	April,2025/ April,2027	March 31, 2026
1056368	Storage Device	NA	NA	March 31, 2026
1041509	Storage Device	NA	NA	March 31, 2026
1041488	Firewall Platform	08/31/2026	NA	March 31, 2026
1041487	Firewall Platform	08/31/2026	NA	March 31, 2026



Pending Tickets

Pending Tickets

Ticket Number	Status	Subject
240424-07821	Pending Customer	New software update for Cisco ASA hardware - CVE-2024-20353
240412-03325	Pending Customer	SITUATION 2559180:Capacity:Low Disk (Device Count: 1, Alert Count: 1)
240420-02437	Pending Customer	SITUATION 2566942:Capacity:Low Disk (Device Count: 1, Alert Count: 1)
240410-03261	Pending Customer	:DFW101CS0001:MBU Autofailure:1182758
240323-00139	Pending Customer	:DFW101CS0001:MBU Autofailure:1178190

Customer Support Request Runbook

Non-urgent Tickets

- Ticket Requests- Subject specific to request
- You can alternatively call Rackspace Support on **1.800.961.4454** for ad hoc support
- Not getting any traction on the ticket, please reach out to your account team via email/ph

Urgent Tickets- not production down

- Ticket subject specific - Performance degradation; CPU spiking; etc.
- Call Rackspace Support on **1.800.961.4454** for traction, if unable to get hold of support team, inform the account team
- Customer to contact Customer Success Engineer and Customer Success Manager Customer via email/direct cell phone line, share the issue details and any expected resolution time
- Customer Success Engineer or Customer Success Manager to help investigate issue and pull in the right resources to get the ticket moving

Escalation Tickets- Production Down

- Ticket subject line- "EMERGENCY"; "CUSTOMER DOWN"; "CRITICAL" , etc.
- Customer to create a Rackspace ticket and call the Rackspace support line (1-800-961-4454) ASAP- inform the phone team that they are hard down and require an immediate escalation
- Rackspace Support will follow the run book in the Account Management Guidelines- Updated the latest Account Management guidelines (AMGs)
- Contact account team on email / Ph. - Customer Success Engineer / Customer Success Manager.
- Account team will help escalate to proper Rackspace teams (engage Incident Management team immediately/Create formal request for technical leadership engagement)
- Account team to set up group Zoom as needed with the customer and internal resources for real-time troubleshooting with all parties. Customer Success Engineers and Customer Success Managers will keep the customer informed around the progress being made on troubleshooting

What's New with Rackspace



Solve: Thought Leadership

Industry Report: The Solve 2024 Global AI Report: The Impact of AI on Business: Trends, Challenges and Opportunities

The release of our 2024 Global AI report, marks a pivotal moment in understanding the evolving landscape of an AI-driven business. Drawing from a survey of over 1,400 decision makers, the report offers into how Gen AI is influencing investment priorities, creating challenges and opening the doors to new opportunities.

Commissioned by Rackspace Technology and sponsored by AWS, Coleman Parkes Research conducted a survey in January and February of 2024 among IT decision-makers from various industry verticals of top IT decision-makers across industries.

This report documents their survey responses.

[Download the Report and Infographic Now.](#) [Read the Press Release](#)

Blog: Reducing costs with Hybrid Multicloud

All businesses face cost constraints. As inflationary pressures drive costs up and margins shrink, one likely result is unsatisfied shareholders. Consequently, leadership scrutinizes IT costs closely. In-house data centers are expensive and public cloud expenses are unpredictable and escalating. Many organizations still run on-premises infrastructure, but CIOs face pressure to cut costs, confronting the prospect of updating legacy systems and facilities to meet tightening regulations, rising energy use, and new sustainability targets

[Read the full article here](#)

Rackspace Technology Achieves the AWS Generative AI Competency

Rackspace Technology has achieved the Amazon Web Services (AWS) Generative AI Competency in the categories of Consulting Services, Generative AI Applications, and Infrastructure and Data. This specialization recognizes Rackspace Technology as an AWS Partner that helps customers and the AWS Partner Network (APN) drive the advancement of services, tools, and infrastructure pivotal for implementing generative AI technologies.

[Read the Press Release here](#)

Events:

Join us live for the Solve AI Global Summit - May 7th 10-11am CT

Join industry experts from Rackspace Technology, AWS, and AlignAI as they discuss insights from our recent [2024 Global AI Report: The Impact of AI on Business: Trends, Challenges and Opportunities](#). From AI spending projections to responsible AI practices, this event is sure to provide the valuable insights to take your business to the next level.

[Register here](#)

Coffee Talks:

Watch the replay

In case you missed it, our last Coffee Talks was held on March 21st, 2024. In this episode, we discovered the perfect operational efficiency and cost optimization blend. Watch the replay to dive into actionable strategies that can revolutionize your business.

[Watch the Replay here](#)

Catch the next episode on May 16th 11am-12pm CT - Extract IT Risks & Serve Business Continuity

Join two seasoned experts as they spill the secrets to extracting IT risks and serving up a plan for business continuity. Don't miss this invigorating session – pour yourself a cup and join us for the chat.

[Register here](#)

Rackspace launches SPOT: Cloud Infrastructure Auctioned in an Open Market

Rackspace Technology has introduced Rackspace SPOT, the world's only open market auction for cloud servers. Rackspace SPOT offers instant online sign-up, a customer-driven bidding process that allows users to set compute market prices, with capacity delivered as turnkey, fully managed Kubernetes clusters."Rackspace SPOT offers a unique open market auction model that provides cost-effective cloud infrastructure solutions for small to medium enterprises, startups, digital companies, and developers," said Lance Weaver, Chief Product and Technology Officer, Private Cloud Business Unit.

[Learn more here](#)

Fanatical
experience



Customer voice at Rackspace Technology



NPS: Net Promoter Score

'How likely is it that you would recommend Rackspace to a friend or colleague?'

0	1	2	3	4	5	6	7	8	9	10
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Not at all likely

Extremely likely



$$\text{Net Promoter Score} = \% \text{Promoters} - \% \text{Detractors}$$

CES: Customer Effort Score

Overall, my experience working with Rackspace has been easy.

- Answer range from Strongly Disagree to Strongly Agree

What are your top reasons for your choice above?

Select three from:

- Technical Support
- Service Delivery/Account Management
- Billing
- Sales & Ordering
- Product Offerings & Features

Thank you

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