

Rackspace Hosting & PCMI Partnership

Since our inception in 1998, we have held firm to the position that supporting our customers is as important as supporting the technology we provide them. Rackspace is the service leader in the cloud computing industry in terms of growth, profitability, and customer satisfaction. We are driven by Fanatical Support – our unconditional commitment to doing whatever it takes to make our customers successful and happy.

Over the last 18 Months, Rackspace has successfully supported the underlying infrastructure that operates PCMI PCRS Applications. Rackspace is committed to keeping PCMI Applications running at optimal performance levels with the ability to scale. By leveraging your specific account team and engineer(s), we will not only act as your Hosting Partner but extension of your IT Department

Our engineers gain deep insight into your environment by leveraging:

- Performance dashboards and root cause analysis
- Alerts indicating bottlenecks, degradations and impending failures
- Advanced monitoring with real time reporting and trending

Throughout the course of evaluation or during implementation, we would like to extend an invite to all parties to meet with Rackspace Leadership at Corporate Head Quarters down in San Antonio, TX. along with Data Center Facility tour in Chicago (Elk Grove Village). You also have the ability to expand into our additional global datacenters in London, Hong Kong and Sydney. Please let us know when we might be able to schedule.

Regards,



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