

The Rackspace® Difference: Fanatical Support®

Hosting should be all about delivering service – so every hosting service provider touts its focus on customer service. What sets Rackspace apart from the others? Our focus on support is not just marketing hype – it's our promise that influences our every action, decision and practice. It's not just something to which we aspire. It's the unwavering standard to which we hold ourselves.

There is, after all, a reason we call it Fanatical Support.

Fanatical From The Start

- Rackers – as we call Rackspace employees – know that Fanatical Support is the focus from the first moment they begin interacting with our company.
- Our interview process, based on Gallup research, has been carefully designed to identify individuals who fit our Fanatical Support culture.
- We also back up our emphasis on Fanatical Support in a very tangible way – The Fanatical Support Promise is part of our Master Service Agreement
- Rackers work in offices that facilitate Fanatical Support so that they can quickly and easily solve problems and improve service delivery for customers.
- You have a dedicated Rackspace Account Team that understands and supports your systems and your business.
- We don't believe in call centers. We believe the person you're working with should help you rather than confound you.
- No automated phone systems either. When our customers pick up the phone, they talk to someone immediately, no matter what day or time.

Beyond The Front Line Support

It's not just our customer-facing personnel who focus on making Fanatical Support a reality. All 2,000+ people at Rackspace, from the accounting department to the data center inventory team, are just as dedicated to the cause. When one of our customer's offices was flooded during a hurricane, the company had no way to field phone calls from its customers. Their Rackspace Support Team stepped up and arranged for Rackspace to answer their phones and route the calls to the company's support personnel's cell and home phones. The fact that Rackspace stepped in to help them continue to run their business in the face of disaster was more than the company could have ever expected.

BUT, THEN AGAIN, THAT'S WHAT FANATICAL SUPPORT IS ALL ABOUT.

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experience fanatical support®

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