

A CASE STUDY FOR:

ALERT LOGIC

ALERT LOGIC TAPS RACKSPACE EXPERTISE FOR MICROSOFT® TECHNOLOGIES THROUGH FANATICAL SUPPORT® FOR MICROSOFT AZURE AND OFFICE 365™. Cloud security solution provider streamlines deployment and offloads workplace productivity management with Rackspace.

BUSINESS

Alert Logic delivers IT network intrusion protection, vulnerability assessment and improved IT compliance for mid-sized businesses.

CHALLENGES

Streamlining the management of the Microsoft Azure platform coupled with backend support for Office 365.

SOLUTION

Rackspace Managed Hosting, Rackspace Fanatical Support for Microsoft Azure, Fanatical Support for Office 365.

OUTCOME

Alert Logic has fully managed support from Rackspace for Microsoft Azure and Office 365.





Alert Logic has more than a decade of experience pioneering and refining cloud solutions that are secure, flexible and designed to work with hosting and cloud service providers. As one of the nation's leading managed security providers, Alert Logic has the tools and experience that set it apart from other cloud security companies; it is focused on delivering a complete solution that lives in the cloud, and is rooted in real expertise.

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TOM VERONIE :: CIO, Alert Logic

Based in Houston, Texas, Alert Logic delivers IT network intrusion protection, vulnerability assessment and improved IT compliance for mid-sized businesses and institutions, providing protection against Internet and other IT security threats.

As a leading provider of Security-as-a-Service for on premise, cloud and hybrid infrastructures, Alert Logic requires the consistency and reliability of a trusted service provider to streamline its cloud deployment model across its portfolio of Software-as-a-Service (SaaS) applications. Additionally, the company needs an internal email and productivity solution that allows its hundreds of employees to communicate effectively and securely, while not posing a burden on central IT to manage and update the platform.

TAPPING INTO FANATICAL SUPPORT

Fanatical Support is the core of every Rackspace managed service offering. Managing IT infrastructure and platform takes a wide variety of specialized engineering skills to architect and support, along with the many complex tools and applications that run on top of it.

“Alert Logic and Rackspace have a partnership that spans almost 10 years, so we were well aware of the expertise and level of support that the company brings to the table,” explains Tom Veronie, CIO at Alert Logic.

In order to manage the many complex tools and applications on their Microsoft platform, Alert Logic turned to Rackspace for support managing two key products in the Microsoft portfolio: Azure and Office 365. Fanatical Support for Azure, allows Alert Logic to leverage Rackspace professional services to deploy and manage its single sign-on active directory, simplifying

“WITH FANATICAL SUPPORT AND EXPERTISE ON TOP OF KEY MICROSOFT PLATFORMS, RACKSPACE HELPS ALERT LOGIC SIMPLIFY, STREAMLINE AND MANAGE THEIR AZURE AND OFFICE 365 ENVIRONMENTS SO THEY CAN CONTINUE TO FOCUS ON AND PROVIDE HIGH-QUALITY SECURITY SOLUTIONS TO CUSTOMERS.”

JOHN ENGATES :: CTO, Rackspace Hosting

cloud usage across multiple applications, minimizing cost and increasing reliability. Additionally, Fanatical Support for Office 365 allows Alert Logic to offload the deployment and day-to-day management of Office 365, including migration and updates.

“Rackspace Fanatical Support, coupled with their unmatched expertise in supporting Microsoft solutions, allows Alert Logic to offload critical IT management functions to Rackspace while reallocating our internal resources in a way that is more unique to our business and fosters innovation and growth,” Veronie said.

Rackspace is the only five-time Microsoft Hosting Partner of the Year, employing teams of engineers providing application and infrastructure architecture guidance, making it easy for customers like Alert Logic to succeed with Azure. And with

Fanatical Support for Office 365, Alert Logic employees can tap in to the productivity of the Office 365 suite – including collaborating across different platforms and devices from multiple office locations – without the pain of managing the environment themselves.

SECURITY IS TOP OF MIND

Alert Logic partners with the leading cloud platforms and hosting providers to protect more than 3,500 organizations worldwide. For a platform that stores petabytes of data, analyzes more than 400 million events and identifies more than 50,000 security incidents each month, productivity and collaboration without interruption is paramount.

“Security is top of mind for all organizations as more and more workloads move to the cloud,” says Rackspace Hosting’s CTO, John Engates.

When it comes to security, Alert Logic believes all business environments should be equally matched, regardless of size. The Alert Logic security model is built on a platform that fully integrates their software solutions, security operations, and security research into a single solution that keeps customers’ resources and data secure and compliant.

“Organizations like Alert Logic, which are influential in the security space, must operate at the highest level of productivity and reliability in order to keep customers safe,” concludes Engates. “With Fanatical Support and expertise on top of key Microsoft platforms, Rackspace helps Alert Logic simplify, streamline and manage their Azure and Office 365 environments so they can continue to focus on and provide high-quality security solutions to customers.”

ABOUT RACKSPACE

Rackspace (NYSE: RAX), the **#1 managed cloud company**, helps businesses tap the power of cloud computing without the complexity and cost of managing it on their own. Rackspace engineers deliver specialized expertise, easy-to-use tools, and **Fanatical Support**® for leading technologies developed by AWS, Google, Microsoft, OpenStack, VMware and others. The company serves customers in 120 countries, including two-thirds of the FORTUNE 100. Rackspace was named a leader in the 2015 Gartner Magic Quadrant for Cloud-Enabled Managed Hosting, and has been honored by Fortune, Forbes, and others as one of the best companies to work for.

Learn more at www.rackspace.com.

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