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CSP Networks Brings Rackspace Reseller Partner Program Reliability and Service Into Its Portfolio

Veteran IT expert adds Rackspace products, expertise and infrastructure at a cost-effective rate for its customers.

Irvine, California-based CSP Networks provides Managed IT Services to the SMB marketplace. Founded in 2004, the company offers custom infrastructure solutions focused on security, management, and support to provide customers with the workforce, skill sets, and expertise they require to properly maintain an IT environment, without the expense of employing an IT staff or IT team.

As a Rackspace Email Partner since 2008, CSP Networks helps its customers put in place the right IT solutions to help them scale and grow. The company works hard to deliver value and expertise to manage the daily complexities of it's clients' IT needs.

"We started CSP Networks to help emerging companies be more proactive with their systems and infrastructures,

and as a result, be more competitive," said Michael Chen, CEO of CSP Networks. "We bring expertise to help support and manage small-business IT in a more cohesive and solid manner."

OPTIMIZING WITH THE RACKSPACE RESELLER PARTNER PROGRAM

CSP Networks enhances its trusted advisor status with customers.

> "As a Rackspace reseller partner, the advantage CSP Networks offers is expertise and infrastructure at a cost-effective rate."
>
> **Michael Chen**
> CEO, **CSP Networks**

Within the Rackspace Email Reseller Partner Program, CSP Networks can incorporate hybrid cloud hosting into their current product and service offerings. This broadens the CSP Networks portfolio and allows the company to offer more and enjoy greater competitive advantages — including access to marketing and technical resources, training and more.

"Currently with Rackspace, we utilize as many solutions as possible," said Chen. "We focus on the email and applications that Exchange and Webmail use — and as the cloud office has begun to expand, we now use SharePoint and we also offer Microsoft's Lync," said Chen.

CSP Networks also uses Cloud Sites to provide customers with basic web hosting needs; Cloud DNS for DNS functionality; and it focuses on cloud servers in instances where customers need cloud dedicated service.

"Plenty of companies do cloud services, e-mail services, but when you add that extra layer of service, the hands-down choice is Rackspace."

Michael Chen
CEO, **CSP Networks**

"I want to make sure we deliver on services and that our customers are happy," said Chen. "Uptime is so important to our customers. Email systems have to be available. Access to data is critically important. These are among the most important things that could keep me up at night, but I know that we have service partners in place. Our team at CSP Networks have been fantastic in terms of supporting our customers so everything's running great."

"Managed services brings our customers value and a level of expertise," said Chen. "It allows that customer the confidence to know that there is a company behind the scenes that can support their entire infrastructure."

CSP Networks has taken full advantage of the Rackspace Reseller Partner Program to help its customers. "The internal migration team communicates constantly with us," Chen said. "With the dedicated support line for partners, we can get answers and resolutions more quickly, providing documentation too, which has been fantastic."

RELIABLE AND SECURE, THANKS TO FANATICAL SUPPORT®

Reselling the Rackspace Hybrid Cloud is backed by the industry's best support.

Chen cites the advantage of being able to migrate a customer in the middle of the night. "Knowing we can contact Rackspace in that off hour enables us to feel confident we will not impede on the customer's productivity time, and that we're able to do things on the back end at the same time."

"Fanatical Support from Rackspace, to me, means peace of mind," said Chen. "We know that there are two things in mind: getting problems resolved as quickly as possible, and finding the right solution to accommodate a specific customer."

"CSP Networks relies on Rackspace to go beyond what the call of duty is — for the backend support, and for the accommodations for allowing us to, in turn, give the best advice and service. I think we're going to be a Rackspace partner for life."

ALL BACKED BY
FANATICAL SUPPORT®