



The Hackett Group

World Class Defined and Enabled

Flexible Infrastructure Helps Define and Enable the Hackett Group's World-Class Consulting

The Hackett Group and Rackspace share same culture and same desire to satisfy customers' needs.

Based in Miami, The Hackett Group is an intellectual property-based strategic consultancy recognized as the leading enterprise benchmarking and best practices implementation firm to Global 2000 companies. Services include business transformation, enterprise performance management, working capital management, and global business services. Founded in 1991, The Hackett Group has global offices in the United States, Europe and Asia/Pacific.

The Hackett Group has completed more than 11,000 benchmarking studies with major corporations and government agencies. These studies drive its Best Practice Intelligence Center™ which includes the firm's benchmarking metrics, best practices repository, and best practice configuration guides and process flows, which enable The Hackett Group's clients and partners to achieve world-class performance.

ADDRESSING GLOBAL NEEDS WITH WORLD-CLASS SUPPORT

Outsourcing a mission-critical application lets Hackett improve services

For organizations that are looking to becoming more efficient and more effective with their business-intelligent

“Having Rackspace with us means we have a trusted advisor there that can help you any time: that says a lot. It's important for our organization.”

Nestor Martinez
The Hackett Group Principal —
Global Application Managed Services

AT-A-GLANCE

CUSTOMER'S BUSINESS:

International specialist in the delivery of consulting world-class services, training and support

CHALLENGES:

Increase flexibility to enable their experts to concentrate on innovation rather than on infrastructure, speed of deployment

RACKSPACE® SOLUTION:

Rackspace Hosting, Managed Virtualization (VMware), Dedicated SAN, RPA devices, Oracle DBA services

BUSINESS OUTCOME:

Enhance the company's service levels and allow it to exceed customer expectations all while lowering delivery costs

processes, The Hackett Group can host, support, and perform the consulting and implementation work as well as the transformation of Business Intelligence and Enterprise Performance Management processes.

“I am focused on the end-to-end solution we offer, and this is where our partnership with Rackspace becomes so critical,” said Paulo Dominguez, The Hackett Group Principal — Global Managing Director, Application Managed Services. “Nobody else in our field has the end-to-end offer that The Hackett Group has in combination with Rackspace.”

In 2011 The Hackett Group took on a large opportunity in the pharmaceutical industry. The customer requested that The Hackett Group not only consult, but also provide the support of their mission-critical financial applications for over 96 countries around the world.

"We have a strong partnership with Rackspace. We are one team in front of the customer and we approach the issues and challenges with the same desire to satisfy our customers' needs."

Paulo Dominguez

The Hackett Group Principal — Global Managing Director,
Application Managed Services

"We had a deep conversation with the customer in terms of who was the best partner for the hosting, and it was unanimous then that Rackspace was the right company for us to partner with," said Dominguez. "Today, I'm proud to say that we still host and support over 96 countries for this customer, and provide what we call mission-critical support to all their financial budgeting, planning and financial consolidation worldwide."

RACKSPACE SCALE IS ENABLING WORLD-CLASS CONSULTING

The Hackett Group benefits from peace of mind more than mere savings. Rackspace provides The Hackett Group with the ability to offer a stable, scalable environment that users can rely on. The company can continue to focus on building EPM and BI applications, looking for efficiencies in improving customers' processes.

"Whatever technical challenges The Hackett Group experiences, Rackspace is helping resolve them proactively," Dominguez said. "We're an extended part of a team and I consider Rackspace and Hackett to be one happy family in providing that support."

Hosting is not The Hackett Group's core business, but with Rackspace the organization is able to address needs any time a huge global customer indicates it would like for the company to help it outsource the support of this mission-critical application.

"They don't want to have an IT department that is overwhelmed and in some cases not even qualified with the technology — particularly the Oracle BI and EPM technology and the infrastructure behind it," said Dominguez.

"We can confidently tell our customers, 'We can scale. We have Rackspace behind us to provide us support.' That is huge and gives us the ability to actually commit to a level of service that otherwise we would not be able to."

"Rackspace has been a phenomenal partner," said Dominguez. "They go the extra mile. When they talk about fanatical customer support they really mean that and they execute on that quite well."

Dominguez cites lower cost of Rackspace as well as peace of mind: "I can't tell you the savings, but it's more important for these customers to have the ability to rely on a provider that gives them that scalability and that peace of mind."

**ALL BACKED BY
FANATICAL SUPPORT.**

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