

# People-Powered IT

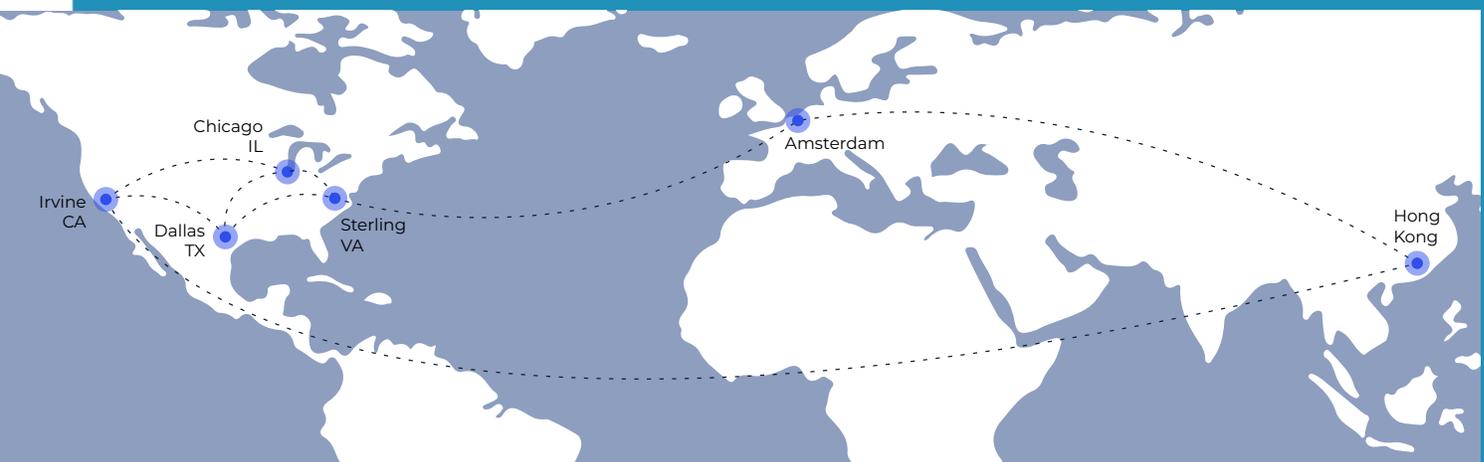
Yes, we offer a full portfolio of advanced managed cloud services. But what really separates us from the pack is our people-first approach. Because we understand that IT – while designed to make life easier – comes with its own set of challenges. By helping shoulder or even alleviating these challenges entirely, you get all the benefits minus the burden. That's RapidScale's human approach to managed cloud.

## People. Technology. Simplicity.

We've eliminated a lot of the difficulty and confusion from IT – from design and testing through migration and management – so you can maximize ROI and focus on projects that boost business revenue.

- **Transparent, all-in pricing** – Let's start where you'll start. Our services are designed to meet your business needs and enable you to focus on your business, with predictable monthly costs that help you effectively manage your budget.
- **Nearly seamless migration and onboarding** – We work with you to evaluate your current goals and infrastructure, and onboard you to your ideal cloud environment with virtually no disruption to productivity - with answers and support for IT management and users every step of the way.
- **Co-management included** – Unlike many managed cloud service providers (MCSPs) that charge extra for co-management, we include it with all of our services. Or, if you'd prefer, we can fully manage your system or you can self-manage. You decide what combination makes the most sense for your IT team and business. Regardless, you see everything in a single-pane portal and retain full visibility and control.
- **End-user direct support** – This is a game-changer. With RapidResponse Support, your users come directly to us for support, and our 100% US-based, certified engineers solve issues quickly with some of the industry's best response times and same-day resolution rates - with an average customer satisfaction score of 4.8 out of 5.

Our global cloud platform helps ensure redundancy and adherence to compliance (GDPR) mandates.



# IT. Managed.

Our advanced solutions, combined with our hands-on approach, make it easier for IT personnel to empower users to collaborate from virtually anywhere, anytime and on any connected device. We specialize in some key areas including:



## **Desktop as a Service (DaaS)**

With DaaS, you can move all of your applications and desktops to the cloud for easy access from any device, virtually anywhere in the world.



## **Infrastructure as a Service (IaaS)**

IaaS gives you on-demand capacity with leading infrastructure tools and utilities. Our PCI DSS-certified data centers, which are audited annually to produce a SOC 2 Type II report, help keep your sensitive information safe and secure.



## **Disaster Recovery as a Service (DRaaS)**

DRaaS offers critical storage-based replication and recovery featuring enterprise-level infrastructure and encryption-level security. With low RTO and RPO, you can return to production in less than four hours, while traditional services can take days or even weeks.



## **Security as a Service (SECaaS)**

Address vulnerabilities and compliance with our suite of fully managed cloud security offerings that blend risk assessment, threat detection and remediation strategies, and multilayer security solutions to help thwart cybersecurity attacks.



## **Backup as a Service (BaaS)**

Implement a disaster recovery plan that is simple, reliable and affordable. BaaS provides seamless and secure backup of your data to the cloud, and takes care of all the management, monitoring and reliability for you.



## **SD-WAN**

Improve performance, visibility and security throughout your branch network. This solution combines real-time path selection, edge routing, stateful firewall, end-to-end QoS and WAN optimization so you can realize new levels of reliability and efficiency.



## **Microsoft 365**

Simplify your move to Microsoft 365 with complimentary enablement and migration coupled with ongoing management. RapidScale adds value on top of an already powerful solution.



## **Managed Device as a Service (MDaaS)**

MDaaS allows businesses to receive more cost-effective device purchasing with fully integrated cloud services and industry-leading end-user support.