

Jenn

IT Decision Maker

- IT DIRECTOR
- 45 YEARS OLD
- 20 YEARS EXPERIENCE
- SUPPORTS 2,000 EMPLOYEES
- 30,000 EMPLOYEES WORLDWIDE

“I manage a team of 35 employees, but we support 2,000 employees across the globe including teams at the office and remote workers. It is my responsibility to determine the best products to help our company work efficiently. Our company needs to be able to access their work at any time on any device.”

USER NEEDS

SUPPORT

Get The Right Support

Know My Business

Rackspace As Expert

Security

DOCUMENTATION

Reporting

Portfolio Awareness

Proactive Recommendations

DEV & SECURITY TOOLS

CONTROL PANEL SELF SERVICE

INFRASTRUCTURE: Private Cloud/ Hybrid

- Multi-Tenant
- Single-Tenant
- Firewalls
- Monitoring
- VM
- Servers
- Load Balancers
- Cloud Block Storage
- Cloud Files Storage
- Cloud Backups

◆ SUPPORT

I'm responsible for making sure an issue is resolved in a reasonable time. If a ticket is not getting resolved quickly, then I'm the escalation point for my team. Some tickets have been open for over a month and have changed hands several times. When the issue finally reaches me, it is on fire and needs to be resolved quickly. If we can't get it to the right person to solve it, then I need Rackspace to help me determine a temporary solution. Oftentimes, we need to speak with different people. We have the same conversation over and over again. This is annoying and a waste of time. We need Rackspace to be better about passing on relevant information to other members of support.

◆ DOCUMENTATION

I approve new products for our department. My team comes to me with recommendations, but I make the final decision. I need to understand which products Rackspace supports or plans to support. A few months ago, we updated our architecture. We purchased new products and built out new software. Afterwards, we discovered that Rackspace now supports a better version of a few products already purchased. This cost our team resources and time. We were forced to go through a stressful second build-out in a short period of time. I need a single place to see all the relevant products and services that Rackspace supports.

◆ CONTROL PANEL SELF SERVICE

The company accountants will contact me and ask why the Rackspace bill is higher this month. I want to know when our usage spikes so that I can notify the right people ahead of time. I log into the control panel, and I'm forced to search for changes to our bill, and link those with usage of products. If I can't figure out the billing changes myself, I will contact our Account Manager. I need to be able to get this information without clicking multiple times through the control panel.

◆ DEV & SECURITY TOOLS

Security issues happen fast, and they can bring down your system. So I've setup a system to alert my entire team of potential security threats. Also, I have required training for the entire company to help us prevent security vulnerabilities. We need Rackspace to help us identify issues early. If there is a security vulnerability, then my job is on the line. An effective incident management strategy is a lot of work. It seems as if I'm always revising our plans to make sure we catch things early. We need Rackspace to help us with this.

CORE ACTIVITIES

- Ticketing
- Upgrades/New Products
- Decommissioning
- Performance Monitoring
- Security Audits
- Permissions
- Billing