

# Nick

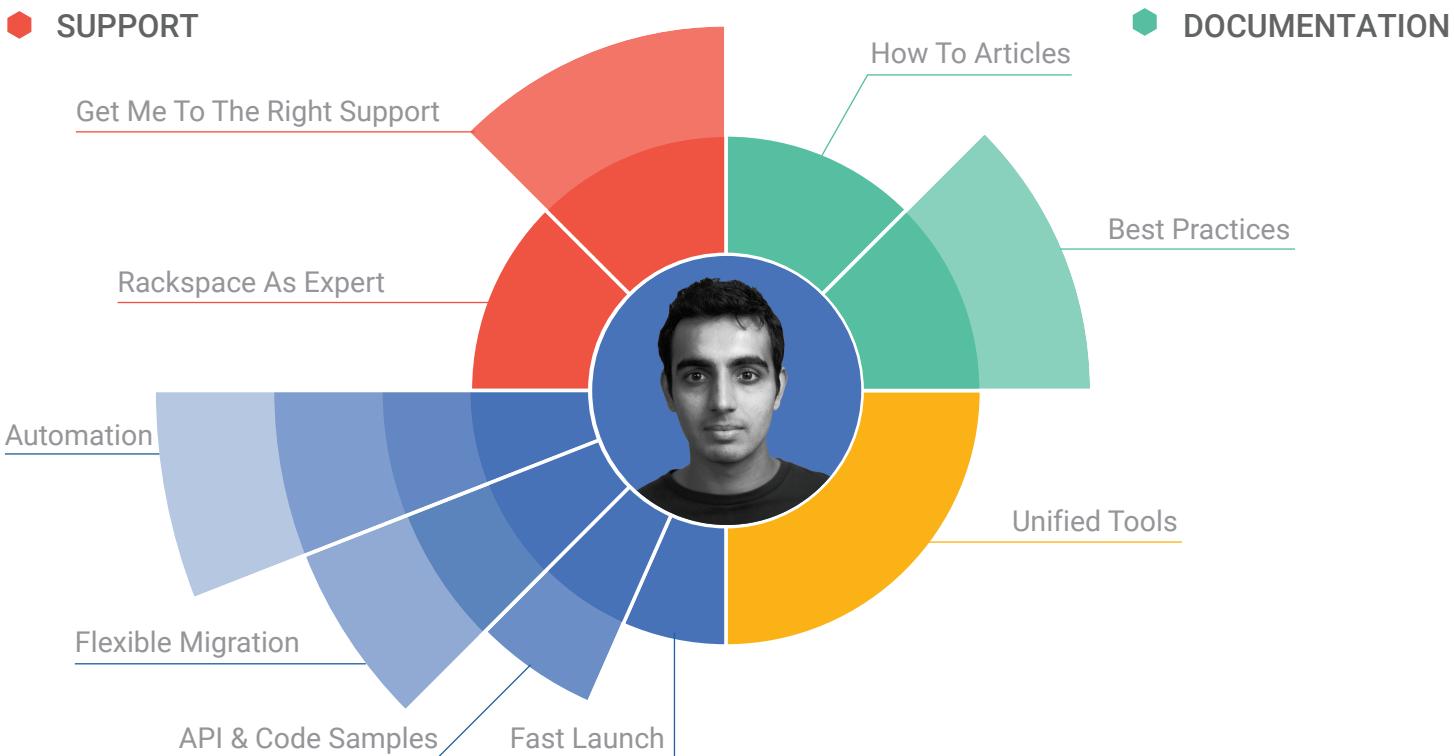
Full Stack Developer

- DEVELOPER
- OWNER OF COMPANY
- 28 YEARS OLD
- 18 YEARS CODING
- 2 EMPLOYEES

“ I started designing websites as a kid for friends and some small businesses. Right out of college, my best friend and I started our own business building apps for clients. We recommend Rackspace for hosting the software we build, because they can provide support to our clients who aren't technical, taking the maintenance off of our hands. ”

## USER NEEDS

### ◆ SUPPORT



### ◆ DOCUMENTATION

### ◆ DEV & SECURITY TOOLS

### ◆ CONTROL PANEL SELF SERVICE

## INFRASTRUCTURE: Cloud / Managed Infrastructure

- Multi-Tenant
- Cloud Servers
- Cloud Storage and Backup

## ◆ DEV & SECURITY TOOLS

When we start a new project, we take time to research the best tools, platforms, databases, and software languages to use. Sometimes Rackspace doesn't support everything we need. So, we have to either choose another product or go with another vendor. Also, I'm the one who's responsible for spinning up servers for our test and dev environments. The problem is that it's not easy to deploy consistent environments, so I never really know how something is going to perform until it's in the wild. I need to know when I develop something that it will perform the same way in production.

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## ◆ SUPPORT

During launch, we work with Rackspace Support to get customers started with their new account. Sometimes, when we encounter a problem before launch, it's hard to tell if it's a Rackspace issue or our issue. This is usually when we have to open a ticket. I'm not a system operations guy, and don't pretend to be. I want Rackspace to fill that role. All I know is that we need to deploy fast. If it takes too long to launch, we could lose clients, money, or both.

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## ◆ DOCUMENTATION

We don't have money to pay for a high level of support, I depend on documentation to help me understand how to use the APIs and other products. In the past, I've wasted time trying to debug code, only to discover that Rackspace's API was outdated, a fact I learned by reading through the extensive comments. This was frustrating and time consuming. I want to know this information upfront without having to sift through pages of comments.

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## ◆ CONTROL PANEL SELF SERVICE

I prefer to use APIs instead of the Cloud Control Panel when I can, since they have the features and flexibility needed for automation. Automation is important, because it allows me to quickly deliver a website or app to a client. I've tried to use the control panel a few times, but I realized that it doesn't have all the features that are available in the API. It seemed easy to use, but I want feature parity.

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## CORE ACTIVITIES

- Development, Testing, & Code Deployment
- Works with Rackspace on Setup
- Tickets
- Getting Help/Guidelines
- Spin Up Servers with the API