



**Customer First.
Cloud First.**

Rackspace Service Definition for G-Cloud 15 Infrastructure as a Service and Platform as a Service (Lot 1a)

29th January 2026

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1. Introduction

1.1. Document Purpose

This service definition document has been created to outline an overview of the Rackspace Sovereign Cloud suite of products.

Rackspace Sovereign Cloud is a private, public and hybrid cloud product that has been built to meet the specific technical, service and commercial needs of the UK public sector. It currently supports five security domains as isolated “pods”, so that customers will only ever share services with others in their specific community:

- Healthcare Cloud
- Government Cloud
- Public Sector Cloud
- Police Cloud
- Defence Cloud

Rackspace Sovereign Cloud suite of products maps to G-Cloud Lot 1a services as follows:

LOT 1A		AVAILABLE FOR
IaaS	Compute	• Rackspace Sovereign Healthcare Cloud • Rackspace Sovereign Government Cloud • Rackspace Sovereign Public Sector Cloud • Rackspace Sovereign Police Cloud • Rackspace Sovereign Defence Cloud
	Storage	• Rackspace Sovereign Healthcare Cloud • Rackspace Sovereign Government Cloud • Rackspace Sovereign Public Sector Cloud • Rackspace Sovereign Police Cloud • Rackspace Sovereign Defence Cloud
PaaS	Data Management	• Rackspace Sovereign Healthcare Cloud • Rackspace Sovereign Government Cloud • Rackspace Sovereign Public Sector Cloud • Rackspace Sovereign Police Cloud • Rackspace Sovereign Defence Cloud
	Artificial Intelligence	• Rackspace Sovereign Healthcare Cloud • Rackspace Sovereign Government Cloud • Rackspace Sovereign Public Sector Cloud • Rackspace Sovereign Police Cloud • Rackspace Sovereign Defence Cloud

1.1.1. Rackspace Company Overview

Rackspace is a pureplay private, public and hybrid cloud and AI solutions expert. We combine our expertise with the world's leading technologies – across AI, applications, data, security and cloud – to deliver end-to-end solutions. We have a proven record of advising our customers based on their organisational challenges, designing solutions that scale, building and managing those solutions and optimising returns into the future.

In the United Kingdom, we offer solutions that are specific to public sector organisations through our Rackspace Sovereign Services suite of products. We can help and support your organisation wherever you are on your journey to cloud adoption.

Rackspace has over two decades of experience supporting sovereign services within the UK. We have a wealth of expertise to support customers on both transitioning to a cloud-based solution for the first time or with migrating between cloud service providers. Globally, we provide cloud services and consulting to all verticals. Our head office is in San Antonio, Texas with multiple data centres and offices throughout the UK, EMEA and US.

To support our sovereign customers within the UK, Rackspace has dedicated teams and back-end support fabric that runs in isolation from each other and the global Rackspace tooling and support model. We have in place a fully UK sovereign support model utilising UK security cleared staff and a dedicated and secure operations building. Additionally, all public sector customer support operations are conducted via Rackspace's PSN-accredited, secure management environment that allows us to provide customers with high levels of assurance regarding the security of all our service offerings.

1.1.2. Privacy by Design

Rackspace complies with the data protection laws of the countries in which it operates. Rackspace's internal policies and processes consider the requirements of GDPR and adhere to the regulations as defined in the Data Protection Act 2018.

Rackspace does not determine the types of data that customers store on Rackspace's hosting environments and does not determine the classification of that data or how it is to be accessed, exchanged, or otherwise processed. Each customer retains full responsibility for protecting application access to any data that is stored on Rackspace's hosting environments.

However, Rackspace will work with each customer to design solutions that will meet an individual customer's requirements on data protection and will advise on suitable controls to implement. The responsibility for approving any additional security controls will always remain with the customer.

Please visit the Rackspace Privacy Centre for more information on our approach to data privacy: <https://www.rackspace.com/information/legal/privacycenter>

1.2. Rackspace Sovereign Cloud Certifications

Rackspace maintains a variety of certifications in the UK to provide high levels of assurance to our customers. Certifications include:

- ISO/IEC 27001:2013
- ISO/IEC 9001:2015
- ISO 27017
- ISO 27018
- Cyber Essentials+ (UK corporate network)
- PSN Service Provider (RSS Central – Secure Management Platform)

1.3. Rackspace Secure Management

Rackspace maintains a dedicated and air-gapped management environment, called Rackspace Sovereign Services Central (RSSC), to provide secure management of customer platforms, networks and workloads. RSSC is maintained to PSN Service Provider levels of assurance and is fully aligned to the highest level of NCSC guidance for secure third party support.

Access to RSSC is subject to approval by the Rackspace UK Sovereign Services team and is restricted to UK sovereign and security cleared engineers. The environment maintains its own domain, separate to the Rackspace corporate domain with strict role-based access control in place to minimise permissions for engineers while working within the environment. All activity is logged within a dedicated SIEM solution, which is monitored 24x7. All customer support activity is conducted via RSSC “edge node” servers, positioned in the customer network and subject to all relevant customer security policies.

All support tooling hosted within RSSC is fully tenanted, which allows Rackspace to maintain data separation between customers, as required by NCSC guidance. By using a tenanted approach to tooling, Rackspace can also support different customer configurations without causing impact across the customer tenants.

2. Rackspace Sovereign Cloud

Rackspace Sovereign Cloud is the suite of solutions that have been specifically designed to meet the security and compliance needs of any UK public sector body or company requiring sovereign services in the UK.

This service description outlines Rackspace private cloud service. An equally secure public (and/or hybrid) cloud implementation is available and details can be provided on request.

2.1. Rackspace Sovereign Cloud Hosted in UK

Many public sector organisations want to leverage the power of public cloud services as a means of removing capital costs and support overhead associated with maintaining on-premise IT solutions. However, a number of these organisations process data that is extremely sensitive and so need higher levels of assurances on data security than they feel they can obtain from moving everything to the public cloud.

Rackspace Sovereign Cloud is designed to address these challenges by providing an assured, secure, and fully managed solution capable of hosting highly sensitive data. Rackspace has designed a secure template, one that meets vendor and NCSC requirements for processing data classified up to OFFICIAL.

The Rackspace Sovereign Cloud solution currently supports five physically separate and isolated security domains (or pods), as listed in section 1.1. These pods ensure that customers will only ever share services with others in their specific community:

- Healthcare Cloud
- Police Cloud
- Defence Cloud
- Government Cloud
- Public Sector Cloud

Within each pod, customers can choose from multiple standard configurations, from fully dedicated to entirely multi-tenant infrastructure. These configuration options can be used on their own or combined with one another, to help meet a range of compute, storage and network processing requirements.

Rackspace Sovereign Cloud is hosted in two Ark Crown Hosting data centres (in Corsham and Farnborough). These data centres are connected via high speed / low latency connections so that they can deliver regional separation, active / passive as well as active / active services.

Rackspace Sovereign Cloud is hosted in locked secure and dedicated equipment cabinets and is supported by fully managed service wrap that is fully aligned to ITIL, NCSC 14 Cloud Security Principles and Check tested annually. **Rackspace Sovereign Cloud is designed to provide public sector departments and providers with a purpose-built solution in which to host critical, highly sensitive and secure public sector services.**

2.1.1. What does Rackspace Sovereign Cloud Provide?

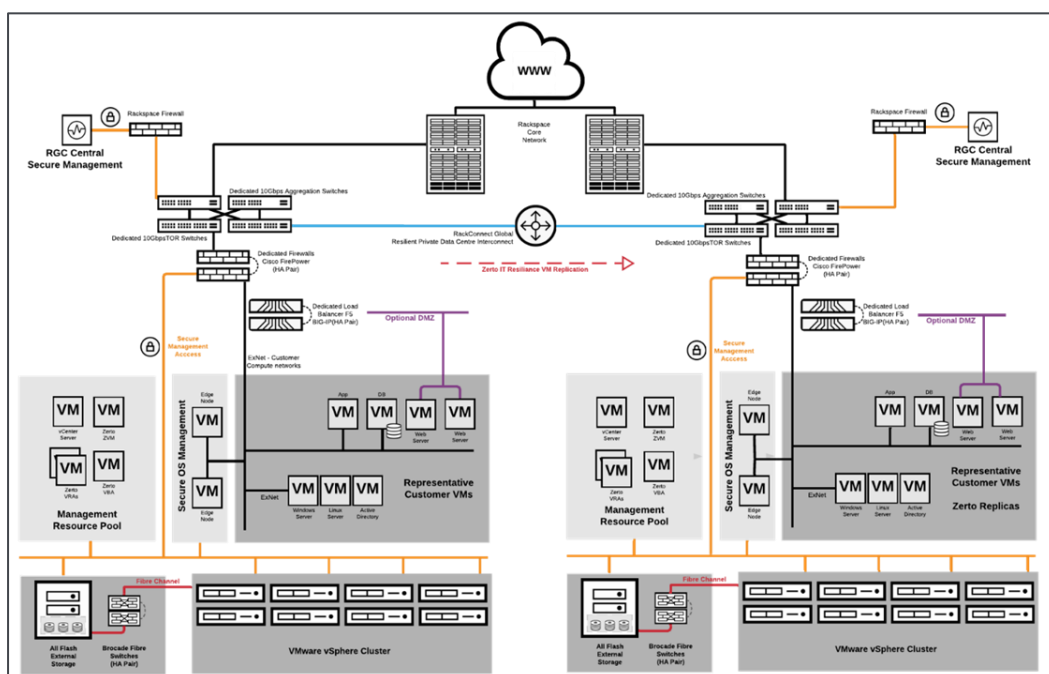
At a high level, solutions are made up of the following core elements:

- **ITIL-aligned IT service management**
- **NCSC-compliant environment**
- **Single-Tenant:**
 - Dedicated infrastructure and storage
 - Dedicated cabinets with full access management and auditing
 - Fully resilient dual-DC design with fully managed disaster recovery
 - Fully configured and hardened PP Compliant (EAL4+) firewalls
 - NCSC-compliant AD policy with OS hardening as standard
 - Automatic enrolment of all VMs in management tooling
- **Multi-Tenant:**
 - Choice of dedicated or shared hypervisors (within the same security domain)
 - Shared storage with the same security domain
 - Dedicated cabinets with full access management and auditing
 - Fully resilient dual-DC design with fully managed disaster recovery
 - Fully configured and hardened PP Compliant (EAL4+) firewalls
 - NCSC-compliant AD policy with OS hardening as standard
 - Automatic enrolment of all VMs in management tooling
- **Proactive UK Sovereign Operational Management:**
 - Firewall management
 - Security incident logging
 - Guest OS support
 - Backup & recovery
 - Disaster recovery
 - Vulnerability scanning & remediation
 - Anti-virus & malware endpoint protection
 - Workload performance and capacity monitoring
 - System patching
 - Host-based Intrusion Prevention System (additionally costed option)
 - Engineer session recording (additionally costed option)
 - SIEM Service (basic included, enhanced additionally costed option)
 - SOC Service (additionally costed option)
 - Cyber Recovery (additionally costed option)

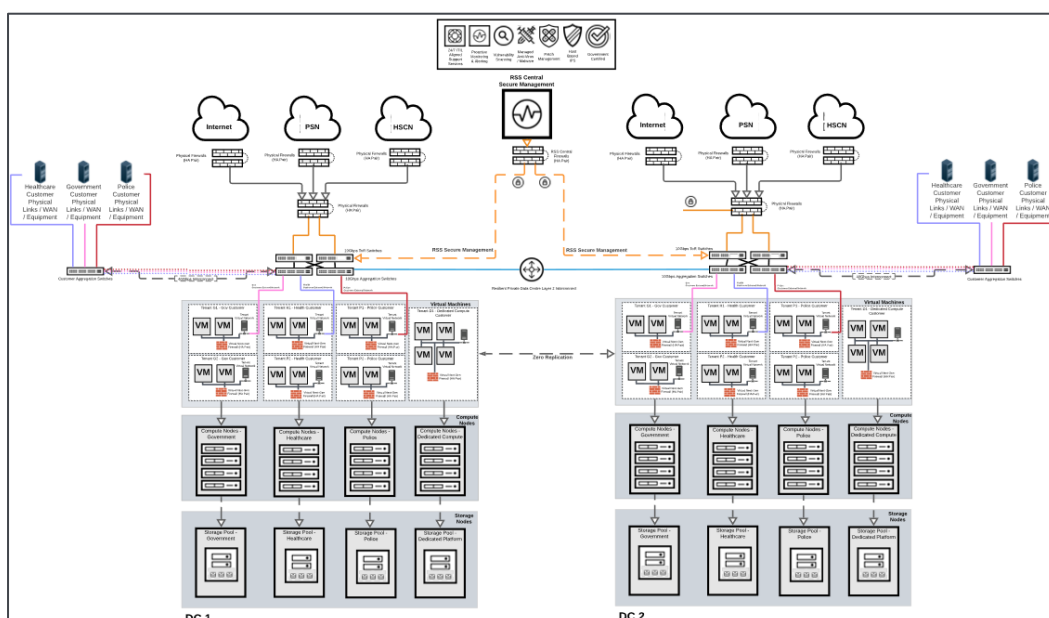
2.2. Technical Overview

Rackspace Sovereign Cloud services are designed to be flexible in terms of capacity and compute resources, while providing complete service resilience and data security. The diagram below outlines the standard design of the solution with the various standard configurations available. More detailed information would be provided as part of a customer design document that would reflect the individual requirements of each customer.

2.2.1. Single-Tenant



2.2.2. Multi-Tenant (Shared & Dedicated Hypervisor)



3. Infrastructure as a Service (IaaS) – Compute



As a leader in hybrid cloud and AI solutions, we provide vendor agnostic private, public and hybrid cloud services. **Our IaaS compute services can be delivered on our customers' preferred platforms.** Our private cloud is hosted in secure Crown Hosting data centres and in the case of hybrid or public cloud services, using AWS, Azure, or Google Cloud Platform (GCP), or combinations of these hyperscalers.

3.1. Virtualised x86

Rackspace provides a flexible, secure and high performance virtualised x86 compute service designed to support a broad range of public sector workloads. Virtual compute is delivered on enterprise grade infrastructure within a UK sovereign environment (where this is available from the hyperscalers) and is available in multiple sizing profiles to ensure optimal workload alignment.

3.1.1. General Purpose

Designed to support day to day business applications with balanced CPU to memory ratios.

Suitable For

- Line of business applications
- Web servers and application servers
- Small databases
- Utility workloads requiring predictable, stable performance

Key Benefits

- Flexible instance sizing
- Balanced performance for diverse workload types
- Efficient cost to performance positioning

3.1.2. Compute Optimised

High CPU density virtual machines built for workloads requiring sustained compute throughput.

Suitable For

- High transaction applications
- API endpoints and middleware
- Batch processing
- Analytics and transformation functions

Key Benefits

- High CPU clock speeds
- Optimised for CPU intensive workloads
- Lower latency and faster processing times

3.1.3. Memory Optimised

Designed with expanded memory allocations for data intensive and in memory workloads.

Suitable For

- In memory databases
- Data caching layers
- Analytics engines
- Complex BI workloads

Key Benefits

- Large memory footprints
- Reduced swap utilisation
- Optimised for workloads with high RAM consumption

3.2. Accelerated - GPUs

GPU accelerated compute provides industry leading performance for parallel processing, AI workloads and advanced data computation. GPUs can be provisioned as part of virtualised workloads or as dedicated instances depending on customer requirements.

Suitable For

- AI/ML model training and inference
- Image, video and geospatial processing
- Complex simulation and modelling
- Virtual desktops requiring high end graphics (e.g. TGX / RGS, CAD / CAM)

Key Features

- High performance NVIDIA GPUs
- Multi-GPU configuration options
- Virtual GPU (vGPU) partitioning available
- Support for ML frameworks and GP GPU processing

Key Benefits

- Significant acceleration of parallel workloads
- Increased model throughput and reduced training time
- Enables next generation AI and graphics-intensive use cases

3.2.1. Bare Metal

Bare Metal compute provides dedicated, single tenant physical servers offering maximum performance, isolation and compliance. The service is provided without a hypervisor for workloads that cannot be virtualised, or require guaranteed access to all system resources.

Suitable For

- High performance databases
- Low latency transactional systems
- Security sensitive applications
- Legacy workloads not suited to virtualisation
- Performance critical workloads such as scientific computing or large scale simulation

Key Features

- Fully dedicated CPU, RAM, storage and network
- Customisable hardware profiles (standard or high density)
- Ability to run hypervisors, container platforms or OS directly on hardware
- High bandwidth, low latency connectivity

Key Benefits

- Maximum performance and predictable resource availability
- No noisy neighbour contention
- Enhanced compliance for highly regulated environments
- Supports workloads with specialised configuration requirements

3.3. Container and Serverless Compute

Rackspace container and serverless compute service provides a modern, cloud native execution platform for applications that require elastic scaling, microservices architecture or event driven design. This enables organisations to run workloads without managing the underlying compute infrastructure.

Managed multicloud Kubernetes platform offers unparalleled strategic flexibility to run Kubernetes on Rackspace sovereign private cloud services. It helps to meet data sovereignty requirements, provide connectivity for applications, support high performance analytics, address low latency requirements and overcome data gravity issues.

Our service provides platform tools and frameworks that can be leveraged to:

- Enable automated pipelines and micro services
- Simplify deployments
- Improve your operational performance

Our service includes provisioning and configuring of a Docker orchestration platform. Options include Kubernetes, ECS, EKS, AKS, GKE and Rancher.

3.3.1. Containers

Delivered through a managed Kubernetes based service, enabling automated orchestration, scaling and lifecycle management.

Suitable For

- Cloud native applications
- Microservices architectures
- CI/CD driven deployments
- Rapid scale workloads
- Modernisation and application re platforming

Key Features

- **Better economics:** Customers see experience savings versus building and operating their own container orchestration platform. Rackspace also offers customers on-demand access to SMEs in all areas of container enablement to reduce technical debt and accelerate the economic benefits.
- **Proven operational experience at scale:** Rackspace Technology brings millions of server hours of experience managing infrastructure at scale.
- **Provider agnostic approach:** The managed platform supports multicloud capabilities out-of-the-box, which enables complete lifecycle management of containerised applications on private cloud, as well as hosted Kubernetes clusters (e.g. EKS, AKS, GKE).

3.3.2. Serverless Engine Compute

Rackspace delivers vendor-agnostic private, public and hybrid cloud services, enabling us to recommend the most suitable platforms for each customer's needs.

Our serverless delivery model helps customers move beyond server constraints and focus on building and running applications. With serverless computing, you can deploy and operate applications, functions and event-driven workloads with automatic scaling and dynamic resource provisioning.

Through our hyperscaler partners, we provide technologies for running code, managing data and integrating applications without the need to manage servers. Serverless solutions offer built-in high availability, automatic scaling and a pay-as-you-use pricing model, improving agility and cost efficiency. By removing the burden of infrastructure management – such as capacity planning and patching, our customers can concentrate on delivering value to their end users.

4. Infrastructure as a Service (IaaS) – Storage



Rackspace delivers enterprise grade, fully managed IaaS storage services. The solutions offer file, block as well as resilient object / bucket storage. All platforms support deep automation, strong security, advanced data protection features and non-disruptive growth.

In common with our IaaS compute services, our IaaS storage services can, where appropriate, be delivered using our customer's preferred architecture and platforms, on either private cloud, public cloud, or hybrid cloud.

The combined architecture ensures:

- **High availability** through node-level redundancy, erasure coding and cluster wide resilience
- **Strong security** including encryption at rest & in transit, MFA, RBAC, immutable snapshots and S3 versioning
- **Simple operations** via automation, self-healing, monitoring and policy-driven management
- **Massive scale** for both performance and capacity
- **Built-in data protection** supporting snapshots, replication, DR and geo-replication

4.1. Object / Bucket Storage

Our object service is located in hyperscaler cloud-adjacent data centres that offer low latency connections into the major hyperscale cloud providers' local onramps. Leveraging our backbone, customers may attach these cost-effective pools of high-performance storage to their compute environments within Rackspace sovereign private or public third party clouds.

Our object storage service is scalable, compatible using S3 and suitable for unstructured data (logs, backups, media, large datasets).

Key Features

- Multi-tier, cost-efficient S3-compatible storage scaling to multiple petabytes
- Direct connectivity via our backbone network for low-latency access to clouds like AWS, Azure, and GCP
- No egress, retrieval, or API transaction fees on our service, saving over 80% compared to hyperscale egress
- Fully managed to include provisioning, maintenance, patching and troubleshooting
- Multisite asynchronous replication
- High-performance tier options
- Protect your information: software-defined encryption
- Seamlessly replicate data across multiple data centres
- Guarantee quality of service by selecting from multiple performance levels – as performance needs change, customers can migrate between tiers with minimal downtime

Use Cases

- Hybrid, public or private cloud workload storage

- Transactional workloads
- Environments requiring strong data protection and fast recovery

4.2. Block Storage

Rackspace block storage is ideal for applications that require speed and low latency. It can also provide the flexibility as your storage needs grow without reducing performance. A high-performance, low-latency storage service designed for structured data workloads such as databases and virtual servers or bare metal.

Key Features

- Multi-tier block storage using fibre channel infrastructure
- Scale from 250GB to multi-PB multi-tenant environments
- Crash-consistent snapshots for ransomware recovery and rollback
- Asynchronous replication between data centres
- Encryption for security

Use Cases

- High-performance databases
- Hypervisor datastores
- Transactional workloads
- Environments requiring strong data protection and fast recovery

Key Benefits

- **Ransomware readiness:** Easily restore files and directories from crash-consistent snapshots, strengthening your business continuity.
- **Optimise cost:** Take advantage of fixed monthly subscription costs with no egress fees or retrieval fees at all service levels eliminating billing surprises.
- **Safe and secure:** Only hosts zoned to the platform have access to the array and only authorised hosts can see the storage devices and data assigned through Logical Unit Number (LUN) masking.
- **Multi-tier performance levels:** Guarantee quality of service by selecting from multiple performance levels.

4.3. File Storage

Rackspace delivers high performance, storage using leading hardware vendors. This provides a unified filesystem with linear performance and capacity scaling across flash, hybrid and archive tiers. The service presents centralised storage over file protocols including NFS and SMB/CIFS. The performance tier can be upgraded / downgraded on the go, non-disruptively. Similarly, capacity can be increased non-disruptively on the go.

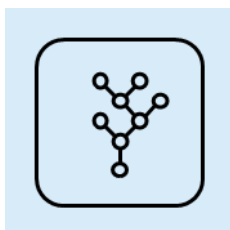
Key Features

- Multi-tenant architecture with Gold, Silver, Bronze tiers
- QoS enforced via IOPS per GB, e.g.:
 - Gold – 10 IOPS/GB
 - Silver – 5 IOPS/GB
 - Bronze – 1 IOPS/GB
- Cross site replication capabilities
- Deploy from 100GB upwards
- The option for direct connection to Rackspace and third party clouds

Use Cases

- File sharing
- Directory services
- Application shared storage (e.g. collaboration platforms, CMS)
- Enterprise lift-and-shift workloads
- Multicloud architectures needing centralised file shares

5. Platform as a Service (PaaS) – Artificial Intelligence



Rackspace Sovereign AI is a **high-performance platform optimised for AI workloads**, enabling organisations to leverage advanced AI capabilities. This solution empowers customers to harness the full potential of AI, while ensuring the highest levels of data security and privacy.

Additionally, Rackspace also offers AI services built from our customer's preferred cloud architecture, be that private, public or hybrid cloud.

5.1. AI Lifecycle Overview

Rackspace delivers a complete end-to-end AI lifecycle through our **Foundry for AI by Rackspace (FAIR) operating model**. This structured approach ensures **safe, responsible and repeatable AI adoption** aligned to public sector requirements.

FAIR follows a proven, staged methodology:

Ideate

- Conduct AI discovery workshops
- Identify and score use cases against impact, effort and readiness
- Assess feasibility, data availability and governance considerations
- Shape an AI roadmap aligned to organisational strategy

Incubate

- Build rapid prototypes and proofs of concept
- Validate solution feasibility, risks, data quality and early performance
- Embed agency SMEs for hands on capability building

Industrialise

- Develop production ready AI solutions
- Deploy models securely with ATOM (AI Target Operating Model)
- Implement monitoring for accuracy, latency, drift and transparency
- Integrate with existing applications and secure platforms

Operate & Scale

- Ongoing model monitoring and optimisation
- Quarterly improvement cycles
- Governance oversight using FAIR guardrails
- Continuous risk, performance and compliance review

5.1.1. Responsible AI Embedded in Every Stage

FAIR enforces responsible AI principles throughout the lifecycle:

- Symbiotic
- Secure
- Sustainable
- 250+ automated guardrails covering safety, privacy, access control, evaluation and auditability

5.2. Rackspace Sovereign AI

Rackspace Sovereign AI is a high-performance platform optimised for AI workloads, enabling organisations to leverage advanced AI capabilities within our secure data centres. This solution empowers customers to harness the full potential of AI while ensuring the highest levels of data security and privacy.

Built on the robust foundation of leading hardware vendors with high performance GPUs, our platform excels in three critical areas: inferencing, fine-tuning and training. This versatility allows organisations to build, adapt and deploy custom AI applications using state-of-the-art machine learning and deep learning algorithms, all within our controlled environment.

Our solution streamlines AI operations by incorporating advanced tooling as add-ons. This integrated approach facilitates continuous development, testing and deployment of AI models with reduced maintenance overhead, all managed within our secure facilities.

Designed for enterprise-grade performance and scalability, Rackspace Sovereign AI offers organisations the power to drive innovation while benefiting from our expertise in managing complex AI infrastructure. By hosting your AI workloads in our data centres, we ensure optimal performance, security and support, allowing you to focus on developing and implementing AI solutions tailored to your specific business needs.

Key Features

- High-Performance computing Infrastructure:
 - Flexible configuration options (4-GPU or 8-GPU systems)
 - Industry-leading GPU memory capacity
 - Enterprise-grade power management and redundancy
- Advanced interconnect technology:
 - Fourth-generation GPU connectivity with up to 900 GB/s bi-directional bandwidth
 - High-speed GPU-to-GPU communication through GPU switching technology
 - PCIe Gen 5 support for optimal CPU-GPU interaction
 - Unified memory architecture for seamless data handling
- Core platform:
 - Dedicated, single tenant compute, network and storage
 - High performance storage
 - Storage / management networking
 - All Rackspace supported physical firewalls options
 - Kubernetes
 - GPU choices are available based on customer needs

5.2.1. AI Business Management Hosts

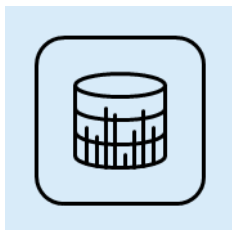
At the core of our AI solution is a highly available Kubernetes master cluster, providing the foundation for orchestrating and managing your AI workloads. This management infrastructure consists of a dedicated three-node master cluster setup for Kubernetes control plane operation ensuring high availability and fault tolerance.

Features

The Kubernetes master cluster enables:

- Efficient scheduling and deployment of AI workloads across the compute nodes
- Automated scaling and load balancing of resources
- Streamlined updates and patches to maintain system integrity
- Centralised monitoring and logging for enhanced observability

6. Platform as a Service (PaaS) – Data Management



Rackspace provides a **comprehensive suite of database management, database hosting, data services and operational support** designed for public sector workloads requiring resilience, compliance and sovereign control. These services span fully managed database platforms, proactive database administration, backup, disaster recovery, system patching, monitoring and secure OS level management for customer database servers.

This service supports both modern cloud databases and traditional VM based database servers hosted on Rackspace Sovereign Cloud infrastructure or in public or private clouds.

6.1. Database Management Systems

Rackspace provides database-as-a-service in a PaaS model, where we manage:

- Infrastructure
- Operating system
- Database engine installation
- Patching and updates
- DR, Backups and scaling

This leaves our customers free to focus on application logic, schema design, data and queries.

Supported Database Management Systems

- MongoDB (NoSQL document store)
- Elasticsearch (search & analytics)
- Redis (In-memory key-value)
- MS SQL
- Oracle
- PostgreSQL
- MariaDB
- MySQL
- CockroachDB
- Couchbase

Rackspace takes the burden of database strategy, planning, management and administration away from our customers, so they can focus on their core operations.

The platform provides fully managed, automated and highly available databases supported by DBAs and customer data engineers. Customers get instant access to production-ready instances of the latest database technologies, elastic resources to shrink and grow capacity and performance based on their needs and a secure platform monitored and maintained round-the-clock by our database experts.

Key Features

- Industry-leading data technologies
- Automatically scales up and down: based on needs, with built-in failover and backed by a uptime guarantee
- Fully managed daily backups: with appropriate retention periods
- Lightning fast, highly performant: infrastructure optimised for database environments with high performance, low-latency networking and SSD storage
- Security best practices: with SSL/TLS, IP whitelisting, user authentication, at-rest encryption, role-based access control and multi-factor authentication
- 24x7 monitoring and support: ensures that the database is active, operating and performing correctly with proactive response to avoid potential issues, resolves active issues and provides feedback as performance improvement changes are needed

Key Benefits

- Reliability and expertise: database experts are available whenever you (or your database) needs them.
- Smart scalability: database engineers and administrators anticipate future data needs and apply deep data-industry understanding to scale smoothly, rapidly and safely
- Performant platform with global reach: data is as close to your application as possible for lightning-fast speed with a widely distributed architecture, cloud options and global data centre connectivity
- Lower TCO and increased business agility: economies of scale yield operations savings with infrastructure costs included, as well a team of highly qualified experts available 24x7 and access to best fit technology without significant investment

6.2. Database Administration and Development

Rackspace provides proactive and advanced database management services, including:

6.2.1. Proactive DBA Services

Offloads the day-to-day management tasks of operating your databases to ensure databases are always healthy, available, backed up and secure. Service includes:

- Daily database health checks
- Monitoring and incident response
- Backup validation
- Patch guidance and best practice configuration
- Administrative support for migrations and implementations

6.2.2. Advanced Database Tuning

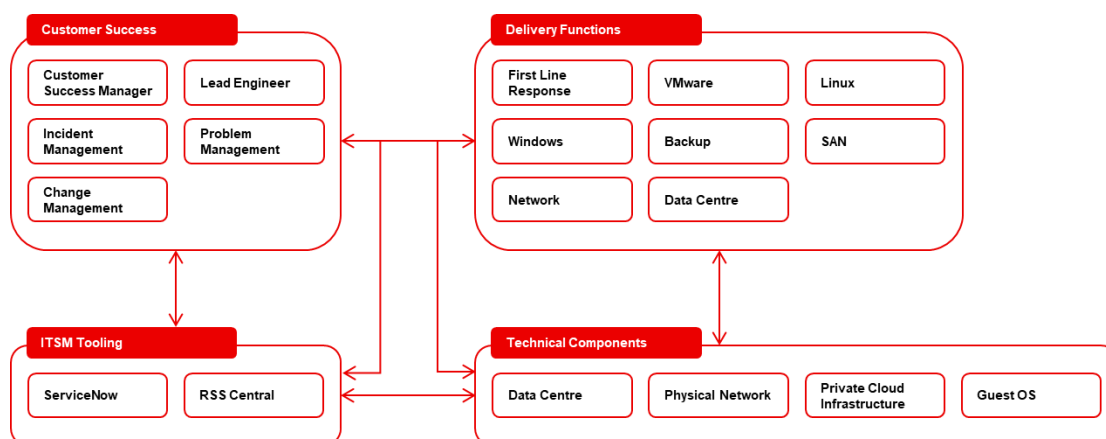
Augments your team with experienced and certified DBAs that can fully tune and optimise your databases for performance. Service includes:

- Query optimisation
- Performance tuning for complex workloads
- Schema and indexing optimisation
- Root cause analysis of performance bottlenecks

If additional services are required, we can add dedicated DBA resources to your service model to support these services

7. Rackspace Sovereign Service Overview

Rackspace Sovereign Cloud is a fully managed solution that aims to reduce the risk, time and costs required for design, deployment, and continued support of a secure private cloud environment. Rackspace Sovereign Cloud is a fully managed solution that aims to reduce the risk, time and costs required for design, deployment and continued support of a secure private cloud environment.



7.1. ITIL-Aligned Service Management

Rackspace Sovereign Cloud in whichever configuration or specific security domain, is delivered as a fully managed solution, designed to allow Rackspace to provide security and compliance assurances to public sector customers. As such, the service management functions are aligned with ITIL best practices and includes the following elements, all dedicated to Rackspace's UK public sector customers:

- UK Sovereign Change Management Team
- UK Sovereign Problem Management Team
- UK Sovereign Incident Management Team
- UK sovereign and secure instance of ServiceNow

The solution also allows for named account management resources to be assigned to oversee the service provision to each customer. This account management team will provide single points of contact for service provision and technical requirements or issues:

- Named Customer Success Manager
- Named Customer Lead Cloud Engineer

7.2. NCSC-compliant Stack

Rackspace Sovereign Cloud provides a templated deployment of a secure-by-design solution that exceeds NCSC guidance for supporting customers working at data classification of UK OFFICIAL, OFFICIAL-SENSITIVE and up to NHS Class V.

Rackspace assures the design of each deployment of Rackspace Sovereign Cloud and Rackspace will maintain every deployment to the security requirements laid out by NCSC. Each customer is separately responsible for conducting its own CHECK / CREST test on its environment, which Rackspace will support and then conduct any remediation work identified as part of the service provision.

7.3. Proactive Operational Management

Rackspace Sovereign Cloud is a fully managed solution and includes several additional service components, when compared to other managed service offerings.

7.4. Network Firewall

7.4.1. Single-Tenant

The customers' dedicated Rackspace Sovereign Cloud is protected by Common Criteria 'PP Compliant' (EAL4+) firewall pairs to provide a hardened boundary within our secure DCs. The firewalls are fully managed by Rackspace to ensure network traffic always follows the pre-defined routing within the environment and that the firewall configuration is maintained to comply with NCSC guidance.

7.4.2. Multi-Tenant

Within the top level of the multi-tenant environments, firewalls that separate the customer domains and customers from each other are physical, multi-tenanted devices deployed to control access. Multiple fail-safes are in place to ensure there is no possibility of cross talk between tenants. The top level platforms are protected by Common Criteria 'PP Compliant' (EAL4+) firewall pairs to provide a hardened boundary within our secure DCs. The firewalls are fully managed by Rackspace to ensure network traffic always follows the pre-defined routing within the environment and that the firewall configuration is maintained to comply with NCSC guidance.

Within each of the customer tenants, a dedicated software firewall is provided as standard (upgradable to a physical device if required), fully managed and pre-templated with EAL4+ standards.

7.5. Security Event Logging (SIEM) / SOC

Rackspace Sovereign Cloud variations include comprehensive security event logging for all elements of the supported environment. Rackspace can provide these logs to the customer's own Security Incident and Event Monitoring (SIEM) solution to support security incident investigation and remediation activities. As part of the service, the SIEM logs are retained for a minimum of 12 months and are available for forensic analysis. As part of an additional costed option, a fully searchable SIEM and managed SOC service is available.

Rackspace can also provide detailed optional administration session recording if required, although this does use customer storage due to the security design of Rackspace Sovereign Cloud; this option will be offered during onboarding.

7.6. Guest OS Support

Rackspace Sovereign Cloud services include full OS management for the customer workloads, covering a wide range of Linux and Windows operating system versions. In some circumstances, Rackspace will provide reasonable endeavours support for OS versions that are no longer in mainstream support, but this will be dependent on the customer taking out extended support options where available.

7.7. Backup and Recovery

Rackspace Sovereign Cloud includes a fully managed backup solution. As standard, Rackspace offers a range of standard backup policies that can be selected as the 'default' policy for the customer workload, or a bespoke policy can be developed during onboarding, if operational constraints dictate. All requested VMs are enrolled for image-level backups as part of the commissioning process.

7.8. Disaster Recovery

Rackspace Sovereign Cloud includes a fully managed Disaster Recovery solution, the product is delivered as default in dual data centres and virtual machines nominated for Disaster Recovery are replicated to the second site. Rackspace Sovereign Cloud includes a fully managed disaster recovery solution; the product is delivered as default in dual data centres and virtual machines nominated for disaster recovery are replicated to the second site. A tiered service is offered based on RTO and RPO requirements, defined during customer onboarding.

7.9. Vulnerability Management

Rackspace Sovereign Cloud includes a comprehensive vulnerability management solution as standard. Rackspace will configure monthly scans, with reports provided as part of the monthly service review. The account Lead Engineer is responsible for managing scans and remediation work, as well as advising the customer on exposure and risk in response to GovCERT or CareCERT alerts, or zero-day vulnerability announcements.

7.10. Anti-Malware Protection

Rackspace uses an enterprise-level, anti-malware protection tool that is automatically deployed to all supported VMs. The tool will deploy an agent to each VM that checks for updates on an hourly basis and can work in isolation should circumstances require. Alerts generated by the service are monitored 24x7, with alerting configured to meet NCSC security monitoring standards. Rackspace will review all alerts and instigate recovery procedures as required, including triggering Rackspace's major incident management process if customer systems are at risk of compromise.

7.11. Workload Monitoring

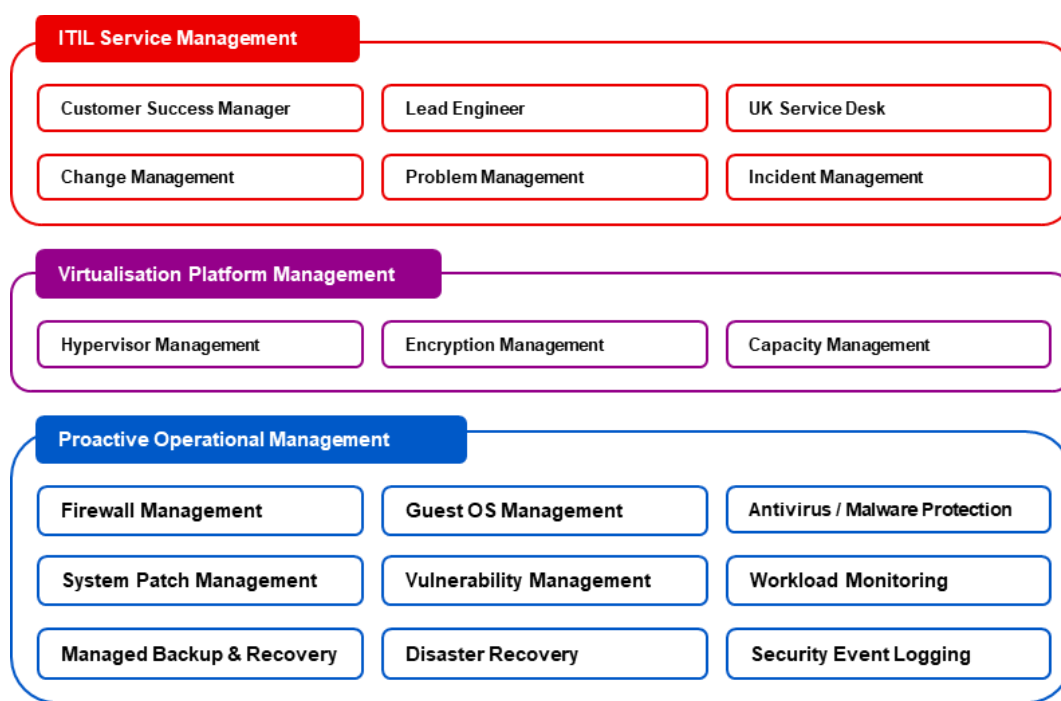
Rackspace Sovereign Cloud includes comprehensive performance and capacity monitoring for the customer workload VMs. Rackspace will deploy a standard monitoring configuration but can support customer-specific configurations if needed. Any change to standard monitoring may incur additional setup costs and on-going management charges.

7.12. System Patching

Rackspace is responsible for maintaining patch levels on all supported elements within the customer workload. Rackspace Sovereign Cloud includes a comprehensive patching solution that can be configured to meet individual customer operational restrictions. As part of onboarding, Rackspace will work with the customer to design suitable maintenance schedule, making sure that patching does not interfere with critical operations. Rackspace will respond to any critical 'out-of-band' customer patch requests that are driven by NCSC, or vendor alerts, but this may require the waiver on relevant SLAs if deployment timelines mean that standard patch testing cannot take place.

8. Rackspace Sovereign Cloud Managed Services

The following section provides detailed information on the managed service elements provided as part of the Rackspace Sovereign Cloud standard support solution. The individual components of the service are outlined in the diagram below.



8.1. ITIL Service Management

The managed services included in Rackspace Sovereign Cloud are all designed to align with ITIL best practices. As such, there are several distinct components of the solution that will meet public sector customer expectations for an ITIL-aligned service.

8.1.1. Customer Success Manager

As part of the Rackspace Sovereign Cloud managed service, the customer will be provided with a named Customer Success Manager (CSM). This role will be accountable for all aspects of a customer's support during the term of the contract.

The governance model followed by the CSM is designed to achieve the following guiding principles:

- Promotion of trust through transparency and bilateral communication
- Maintaining the strength of the relationship between the customer and Rackspace as a critical success factor for both
- Alignment of both parties' business and IT objectives
- Development of a customer specific runbook to highlight specific operational requirements and details
- Itemising relevant customer service innovation or expansion priorities
- Establishment of a shared organisation and structure to streamline day-to-day management and administration of the outsourcing relationship
- Allowing customer and Rackspace management teams to focus on strategic issues

- Optimising customer and Rackspace expertise to provide the most effective IT Services to Service recipients
- Ensuring overall monitoring of contract performance on service levels, financials, deliverables and customer satisfaction
- Ensuring that potential issues are investigated, resolved and/or, if necessary, escalated

8.1.2. Overall Partnership Governance Structure

The purpose of service delivery governance is to establish effective means for managing the delivery of Rackspace services and innovation as determined by the customer's business objectives. This is a joint framework managed equally by Rackspace and the customer.

The three-tier governance model (Operational, Programme and Strategic) is used to account for priorities, planning, oversight, recommendations and approvals, as well as risk, action, issue and dependency management:

Governance effectiveness is measured throughout the process with a joint scorecard that considers the parties' business objectives narrowed down in terms of IT priorities. The categories and variables are jointly defined by Rackspace and the customer. The joint scorecard is broken into three sections:

- Operational performance as viewed by the services consumer (e.g. line of business / department)
- Innovation and transformation as viewed by the services consumer
- Realisation of innovation and transformation objectives as viewed by the customer Executive Steering Committee

8.1.3. Account Reviews

To provide oversight of the governance of services, the assigned Rackspace CSM will provide regular reviews to analyse the performance of the customer's environment and provide recommendations for service improvements and cost optimisations. This includes recommendations for the use of reserved instances, root causes of alerts and investigation for performance improvements coupled with reporting data from Rackspace system monitoring tooling.

The review may include the following:

- Support tickets
- Monitoring alerts
- Upcoming maintenance events
- Product roadmap updates
- Potential cost optimisation
- Rackspace best practice recommendations
- Recent environment changes
- Upcoming customer events requiring Rackspace support
- Product announcements
- DR test planning

8.1.4. Service Reporting

The account CSM will provide a monthly service summary report, normally within 5 business days of the close of the month. The report pack will include detailed information on the following service areas:

- KPIs, SLAs and response performance
- Analysis of tickets raised in the previous month
- Analysis of open / closed / new problem records
- Backup performance
- Capacity management review and recommendations
- Security incident review
- Security services performance and status
- Platform roadmap
- Service risk register updates
- Service improvement plan updates
- Active project updates

The content and format of the monthly reporting may be altered to suit individual customer requirements, but the standard report package is aligned to ITIL best practices for service reporting.

8.1.5. Lead Cloud Engineer (LE)

The customer account team includes a named Lead Cloud Engineer (LE), a technical expert who will be responsible for managing the Rackspace technical solution and ensuring customer systems are maintained to the required levels. The LE will be familiar with the customer's technical solution and requirements, allowing them to advise on service improvements and to coordinate support responses to customer queries of system issues.

The LE is responsible for oversight and reporting on all aspects of Rackspace's technical solution, including:

- Capacity Management – advising the customer on potential capacity issues and providing effective solutions
- Performance Management – monitoring the performance of the customer's environment, ensuring resources are applied effectively and advising the customer on resolving potential resource issues
- Patch compliance – coordinating patch deployment with the relevant support teams, liaising with the customer on patch deployment plans and reporting on patch compliance for the supported environment
- Vulnerability Management – managing the monthly scans of the supported environment, advising on suitable mitigation or updates to address identified vulnerabilities and providing monthly reports on vulnerability risk across the supported environment
- Change Management – oversight and review of all Rackspace driven changes and for customer changes where they impact Rackspace supported services

8.1.6. Service Desk

Rackspace Sovereign Cloud is supported by a 24x7x365 service desk based in the secure operations building in Cardiff.

The desk provides the following support:

- Monitoring of systems performance and responding to alerts
- Monitoring of A/V solution and responding to alerts
- Telephone support for customer incident logging
- Triage of incidents and creation/assignment of support tickets
- First line support for customer issues
- Coordination of second- and third-line support activities
- Maintenance of customer runbooks and service-specific operation guides

The Sovereign Government Cloud service desk also manages the Sovereign Services ITSM tool, a UK-hosted instance of ServiceNow which is dedicated to Rackspace's UK sovereign & public sector customers. Access to the ticketing tool is controlled by the government operations team and is subject to staff being UK based and having obtained the relevant security clearances.

8.1.7. Change Management

Rackspace Sovereign Cloud standard service includes a dedicated and UK sovereign and security cleared change management team, responsible for all Rackspace generated changes that affect the customer's supported environment.

Rackspace's change management team will provide the following:

- Management of all Rackspace logical and physical changes to the supported customer environment
- Provide 24x7x365 change management support
- Defined standard and emergency change processes, including escalation / approval paths for out-of-band or emergency changes
- Participation in the customer's change advisory board (CAB) to present Rackspace changes as required
- Full support for customer driven changes, where they impact Rackspace support operations
- Cooperate with any third parties to deliver externally driven changes on the supported environment platform
- Agreed maintenance windows and change freeze periods to minimise impact to customer operations

While agreed maintenance windows are preferred, all Rackspace driven changes will be subject to customer approval and will be scheduled in conjunction with the customer to minimise impact wherever possible.

Rackspace's Change Management team will provide regular reporting on change implementation success and failure, as well as managing a forward schedule of change to meet the customer's operational requirements.

The customer is expected to fully participate in the Rackspace change management process to ensure changes are dealt with efficiently. The Rackspace Change Management team will liaise fully with the relevant customer change team but will expect the customer to:

- Provide advance notice to Rackspace of:
 - Proposed change freezes, which are times when no changes can be made to the customer environment
 - High-priority, business-driven events

- Any other of the customer's operational factors that impact the scheduling of change implementation
- Agree exceptions to change freezes, high priority business driven events and any other than the customer's operational factors that impact on the scheduling of change implementation
- Participate in change advisory board (CAB) and emergency change advisory board (ECAB)
- Participate in post implementation reviews for all large-scale or high-risk changes

8.1.8. Problem Management

The Rackspace Sovereign Cloud managed service includes a problem management process, with dedicated problem managers assigned to identify the root cause of incidents. Where applicable, the problem manager raises change requests or known errors, as required and manages them through to a permanent resolution of the identified issue.

Rackspace problem management for Rackspace Sovereign Cloud will:

- Implement ITIL best practice approach to problem management
- Assign a member of the account team to act as a problem manager
- Chair monthly (or more frequent as agreed by both parties) joint problem management forums with the customer incident and problem management team
- Document actions as tickets on the UK sovereign ServiceNow ITSM tool
- Proactively analyse problem records, identify trends and recommend and/or implement service improvements
- Work with the LE to conduct proactive technical reviews and provide recommendations for potential service improvement at the regular service review meetings
- Create a known error database to support the problem management function
- Monitor and report updates to the known error database
- Add known errors to the customer runbook

The customer is required to engage with the Rackspace Problem Manager to:

- Provide resource to assist in the coordination of a problem management investigation and co-ordinate actions with its third party suppliers
- Provide resource to assist in the coordination of a problem management investigation and coordinate actions with its third party suppliers
- Provide points of escalation for the Rackspace Problem Manager

8.1.9. Incident Management

Rackspace provides incident management across all aspects of the Rackspace Sovereign Cloud solution. Minor incident management is a separate responsibility of the service desk team leader. A dedicated Incident Manager will be assigned in the event of a major incident, or on the request of the customer if an incident is seen as critical to the maintaining business operations.

The Rackspace fully managed service for Rackspace Sovereign Cloud will:

- Provide incident management 24x7x365
- Provide 24x7x365 technical support available via telephone
- Log incidents raised by telephone
- Establish incident management escalation paths to either the customer or any nominated third parties
- Investigate the incident following Rackspace incident management processes
- Prioritise incidents based on a pre-agreed customer priority and impact matrix
- Review incidents to identify trends and areas of continuous service improvements
- If applicable, monitor, maintain and report on incident backlogs
- Manage and track incidents through to resolution
- Review instructions on the customer account (documented via the account runbook and account management guidelines)
- Collaborate with the customer and any nominated third parties
- Communicate regularly with the customer throughout the incident, detailing findings and actions taken
- Escalate the incident at any time until resolution is achieved
 - This escalation may be hierarchical (to a more-senior engineer or the Customer Success Manager) or functional (involving specialised technical expertise from other functional groups or partner cloud teams)

Where an incident causes a significant business impact, it is classed as a major incident. The following is a non-exhaustive list of occurrences Rackspace classifies as major incidents:

- Total loss of service, such as the failure of a major site or data centre application, at critical times
- Significant degradation of the delivered service or a major element thereof
 - For example, loss of a critical application or a major degradation to system functionality, such as a slow network or system response
- Incident severely affecting the business
- Risk to the customer or Rackspace (such as a suspected or actual loss of data, security)

For major incident management, Rackspace will:

- Provide major incident management 24x7x365
- Deliver ITIL best practice approach to major incident management
- Assign a Major Incident Manager in the event of an incident
- Escalate to nominated customer personnel or third parties in the event of an incident
- Escalate to relevant technology or service vendors in the event of an incident
- Implement a three-tier major incident management communications strategy
- Resolve incidents or provide the customer with acceptable workarounds as soon as feasible

- Advise of any commercial implications prior to implementation of any workarounds to resolve incidents
- Provide root cause analysis (RCA) reports within 10 business days of major incident resolution

The customer is expected to play an integral part of incident management. Rackspace will work with the customer on all aspects of incident resolution but does require the customer to be proactive in raising a major incident.

In the event of a major incident, the customer should:

- Notify Rackspace via telephone as soon as an incident is identified
- Invoke the major incident process based on incident criteria agreed during the onboarding process

Management of incidents is handled with the restoration of affected services as the primary objective. Rackspace endeavours to restore normal service as quickly as possible when a problem or incident occurs. To assist this aim, the customer must not unreasonably disagree with changes that are proposed to resolve the incident.

Rackspace will apply the following consistent approach to all incidents:

- All incidents will be logged in tickets accessible via the dedicated UK sovereign public sector ServiceNow portal
- Rackspace support teams will investigate the incident in accordance with the severity level once logged
- Support suitable escalation of response priorities should a customer encounter a performance-impacting incident
 - Incidents logged with a specific priority are not changed to another priority without the agreement of all parties involved
- Review instructions on the customer's account as a 'first step' investigation of the incident
- Collaborate with the customer, as well as with any third parties the customer nominates as technical contacts to resolve the incident
- Ensure relevant support teams communicate regularly with the customer throughout the incident, detailing their findings and any actions taken
- If a Support Engineer is unable to resolve an incident, he or she may escalate the incident at any time until resolution is achieved
 - This escalation may be hierarchical (to a more senior engineer) or functional (involving specialist technical expertise from other functional groups or from the vendor)

The action required to resolve an incident may vary depending on investigative findings. In some cases, a proposed solution may be complex or cause additional disruptive impact to the customer's environment. In these cases, the incident is handled as a change through the Rackspace change management process and the customer is consulted to determine the time window during which the solution or change may be implemented. Alternately, the customer may be required to take action to resolve the incident, which is communicated should such need occur.

An incident will be deemed closed only when the customer confirms that it is resolved. This is normally achieved through the incident ticket being set to "Solved" status. At this point the customer may agree to close the ticket or respond with feedback if further work is required.

9. Appendices

9.1.1. Appendix A: Service Elements

Standard Rackspace Sovereign Cloud support services deliver a fully managed and inclusive service for secure and compliant public sector workloads.

The following table details the various support elements that are included in the standard support model for Rackspace Sovereign Cloud.

ITIL-Aligned Service Management	Standard Support
Named Customer Success Manager A named Customer Success Manager to serve as the primary point of contact for any service-related issues or requirements; works with your service management team to review service performance in regular reviews.	✓
Named Lead Engineer A named technical resource manager with detailed understanding of your environment to assist in resolving technical issues and provide advice on system improvements; also participates in your change advisory boards and service reviews.	✓
Service Desk 24x7x365 service desk with direct access to Rackspace support engineers to support escalations for incidents, using customer-specific support runbooks.	✓
Change Management ITIL aligned change management processes with 24x7x365 access to Rackspace support engineers to manage configuration changes for your environment.	✓
Problem Management ITIL aligned problem management of recurring incidents to remediate underlying issue.	✓
Incident Management 24x7x365 service desk with direct access to Rackspace support engineers to manage the identification and remediation of issues from monitoring alerts.	✓
24x7x365 Infrastructure Management Rackspace engineers available 24x7x365 for configuration, monitoring and ongoing management of your infrastructure.	✓

10. Social Value

10.1.1. Kickstart Economic Growth

At the core of every Racker is a drive to leave the world better than we found it. Our commitment to kickstarting economic growth takes many forms:

Community Donations and Support

- Donated over 1,500 computer monitors, 2,000 chairs and hundreds of desks to local charities and schools during our headquarters relocation
- Provided 168 refurbished laptops to community and educational partners
- Donated more than 1,200 devices to the Turing Trust, helping educate 10,000 people in Africa and bridging the digital divide
- Fed 500+ San Antonio families through our Thanksgiving Food Drive
- Rackers donated \$18,000 to global food banks in 2024
- Raised \$5,800 for flood relief in Kerr County, Texas and provided 275 pounds of food and over 100 pounds of cleaning supplies for relief efforts

Rackspace Foundation

Since its founding in 2009, the Rackspace Foundation has raised over \$8 million and supported more than 10,000 students in underserved schools near our global headquarters in San Antonio. The Foundation takes a 'place-based' approach to community investment, providing holistic support including academic programmes, enrichment activities and family engagement in our adopted schools.

We also support global STEM education through partnerships with Code.org, FIRST Robotics and the 1,000 Dreams Fund.

Delivery of our services also contributes to kickstarting economic growth through productivity improvements, supporting innovation and strengthening supply chains. Rackspace enables customers to adopt digitally optimised, consumption-based solutions. This helps improve business efficiency and reduces operational overhead. We encourage new technology adoption and such as AI and have a responsible, transparent supply chain governance.

10.2. Make Britain a Clean Energy Superpower

At Rackspace Technology, sustainability is a long-term priority that shapes how we think, build and support our customers. Our environmental strategy is straightforward: we aspire to give more than we take from our planet and support innovative technologies that drive positive change in the energy industry. We achieve this through renewable energy initiatives, conservation efforts and advocacy, as outlined in our Environmental Policy.

Progress on Our Journey

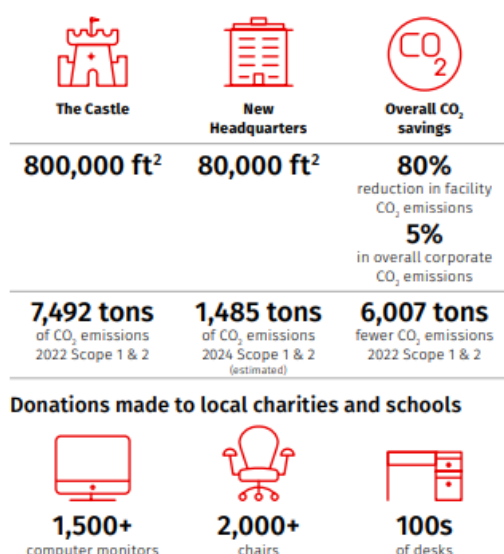
Since 2008, we have taken progressive action to reduce our carbon footprint, enhance energy efficiency and promote sustainability. In 2024-25, we strengthened our emissions data infrastructure, completed both a double materiality assessment and a climate risk assessment and expanded our work in Responsible AI—each representing a critical building block toward a more sustainable future. Following our 2020 IPO, Rackspace Technology committed to achieving net zero carbon emissions by 2045. In 2025, the Science Based Targets initiative

(SBTi) validated our greenhouse gas emissions reduction targets, confirming our commitment to limiting global warming to 1.5°C.

In 2024, our progress was recognised with an improved Carbon Disclosure Project (CDP) score—advancing from a C to a B-. This reflects our increased transparency, stronger climate governance and enhanced emissions management. We invested in a core carbon accounting platform for auditable performance tracking, engaged third party auditors to validate our emissions baseline, and integrated sustainability into enterprise risk management and long-term planning. We invested in a core carbon accounting platform for auditable performance tracking, engaged third party auditors to validate our emissions baseline and integrated sustainability into enterprise risk management and long-term planning.

We have begun the process of automating our large facilities with smart, energy-saving features. We have assembled a cross-functional team to define our ESG-related goals more clearly so we can better measure our impact in the future.

We have also invested in and are deploying smart building automation systems in several locations globally and three data centres, including London. These systems will drive reduced energy consumption in each of these locations, through building control systems that provide the ability to efficiently manage light, heat and cooling zones based on operational demand.



Last year (2024), the highest impact initiative is the move to a new corporate headquarters, which is estimated to reduce our HQ facility footprint and carbon emissions by around 80%. Details of this can also be found in our ESG report. This new location was also chosen with our employees, or 'Rackers', in mind, offering a shorter commute for most. Additionally, we continue to work with our partners to drive the use of renewable energy in our data centres and facilities worldwide. We estimate that 80% of energy usage is supplied by renewable sources.

We take a proactive approach to supporting environmental sustainability, operating with ethics and integrity and helping to ensure that

our suppliers do the same. To recognise our commitment to sustainability, we created a new leadership role and have appointed Ben Blanquera, Vice President of Sustainability and AI. Working alongside our key functional leaders, with board oversight, Ben Blanquera drives our initiatives, merging innovation with sustainability in a vision that is both progressive and responsible.

10.2.1. Wider Climate Related Initiatives

Company-wide, our additional energy efficiency, environmental and sustainability initiatives include:

- Our efforts are already producing measurable results: 10% reduction in total emissions from 2023 to 2024, 20% reduction in Scope 1 & 2 emissions and 8% reduction in Scope 3 emissions
- Today, approximately 80% of our global data centres are powered by renewable energy and we are advancing toward 100% through new partnerships and ongoing efficiency initiatives.
- We have begun the process of automating our large facilities with smart, energy-saving features. We have assembled a cross-functional team to define our ESG-related goals more clearly so we can better measure our impact in the future.
- We take part in Climate Change Agreement (CCA), which is a UK voluntary scheme for energy-intensive industries.
- We seek to maximise waste through responsibly disposing of data centre assets to provide sustainable materials within our workspaces (for example, we refurbish retired IT equipment for aftermarket use and collect HVAC condensate to maintain landscaping and operate cooling towers).
- We have continued to purchase 100% REGO (Renewable Energy Guarantees Origin) backed energy to cover our consumption in our Slough data centre and our London HQ.
- Energy-saving initiatives include open air free cooling and the ability to manage light, heat and cooling zones based on operational demand.

We further support carbon reduction through:

- Carbon Accounting Data Platform and Analytics offering, which can help unify data to support an organisation's sustainability strategy. An optional service, implemented on request, it helps track carbon usage, by ingesting and integrating data from various data stores, for decisioning and external reporting.
- Inclusion of sustainability as a non-functional requirement (NFR) in our hybrid and multicloud solution designs, depending on the customer's appetite and requirements. We utilise a business and domain-driven architecture framework, using 15+ criteria to guide towards a sustainable distributed cloud architecture, where applicable for the workload.

10.3. Break Down Barriers to Opportunity

Having a diverse workforce, made up of team members who bring a wide variety of skills, abilities, experiences and perspectives, is essential to Rackspace Technology's success. We are committed to the principles of equal employment opportunity, inclusion and respect.

Our Diversity, Inclusion & Belonging Statement

Rackspace Technology is committed to advancing diversity and inclusion at every level in our company. We deliver the future for our customers by creating a culture in which Rackers feel a sense of belonging and can thrive by being their authentic whole selves at work.

Supporting Diverse Communities

We provide equal employment opportunity to everyone who is legally authorised to work in the applicable country and provide reasonable accommodations to individuals with disabilities. Our nine Racker Resource Groups (RRGs) provide professional development, networking, support and belonging for diverse communities, including:

- EAST (Elevating Asian Strengths and Talents)
- POWER (Professional Organisation for Women's Empowerment)
- Together with Pride (LGBTQIA+ support)
- RISE (Black and African Cultures)
- Viva (Hispanic and Latinx culture)
- RackFam (working parents and caregivers)
- RackVET (military veterans)
- NextGen (emerging leaders)
- Rackspace Lavender (mental wellness and physical abilities)

Recognition and Awards

Our commitment to equal opportunities has been recognised by multiple third party organisations:

2025 Recognition

- America's Best Large Employers
- America's Greatest Workplaces for Women
- America's Greatest Workplaces for Diversity
- America's Greatest Workplaces for LGBTQ+
- Human Rights Campaign Leader in LGBTQ+ Workplace Inclusion
- Newsweek Greatest Workplaces in Tech

2024 Recognition

- America's Best Employers for Tech Workers
- America's Greatest Workplaces for Parents and Families
- Great Place to Work certification in Mexico

10.4. Build an NHS Fit for the Future

Rackspace contributes to the NHS's long-term sustainability, efficiency and resilience by strengthening the digital foundations upon which modern healthcare depends. Although our role is primarily technological, the wider social value delivered – through improved patient care, reduced operational burden, workforce empowerment and enhanced digital inclusion – extends far beyond infrastructure. We draw on real outcomes from our work with NHS organisations apply this across our service delivery.

11. Our Experience

Rackspace has built up demonstrable experience and a strong history of delivering cloud, hosting and professional services to customers within the public sector, healthcare, finance and banking and retail and ecommerce industries, comprising a variety of technologies, for many well-known brands. Through our focus in combining integrated multicloud and support capabilities, we have a proven pedigree in providing private and public cloud and professional consultancy services.

11.1. CNWL Case Study

CNWL NHS Foundation Trust meets cost-reduction mandates while innovating in multicloud

Central and North West London NHS Foundation Trust (CNWL) was facing enormous pressure to meet a growing demand for its healthcare services and security for its mounting volume of patient data. It needed modern technological capabilities and greater data security.

Our Customer

CNWL provides integrated healthcare in London, Milton Keynes, Surrey and elsewhere, employing over 8,500 staff to provide more than 300 different health services across 150 locations.

How we Helped

With Rackspace Private Cloud already providing the flexibility, speed and resilience it needed to bring innovation to its services, CNWL also deployed a public cloud on Microsoft Azure to deliver some of its services. To help ensure optimised security for its vast stores of sensitive patient data, Rackspace recommended Rackspace Government Cloud, a fully managed security platform-as-a-service.

CNWL chose Rackspace Government Cloud Solutions because of cost savings and low capex, as well as high level of security, offering built-in security at a government-mandated level.

To support a variety of optimisation projects along its journey, CNWL relied heavily on the expert resources available through Rackspace Elastic Engineering, a model which was very effective in building multidisciplinary teams to deliver the Trust's projects. Rackspace also helped to streamline the Trust's IT Operations with our Service Management and ServiceNow solutions, which improved the end-to-end user journey.

The Obstacles Faced

Just prior to the pandemic, CNWL partnered with Rackspace to implement a long-term digital transformation project. When COVID-19 hit, transformation plans were put on hold and CNWL pivoted to focusing on supporting remote work and new models of patient care.

Following the pandemic, CNWL was ready to resume its digital transformation journey. In particular, it needed modern systems that could support the ever-growing demand for its healthcare services and to overcome problems and constraints with capacity, storage, design and being able to expand and change infrastructure quickly. At the same time, the Trust also needed to be cautious about cloud deployments due to the enormous amount of sensitive patient healthcare data it processes.

What we Achieved Together

Cloud services are increasingly crucial to how the NHS delivers its services throughout England. Since expanding and optimising its multicloud infrastructure, CNWL has gained the agility and speed it needs to innovate. Among its innovations is a digital auditing application that allows clinicians to collect data on their phones or computers instead of using paper and pen. Another innovation is the use of QR codes on high-risk medications, which allows patients to watch videos instead of reading instructions.

Modernising on multicloud helped CNWL reduce costs by 15% to 18%. Rackspace Government Cloud makes it easier, faster and more cost effective for the Trust to be innovative. CNWL found that multicloud provides an IT environment that is an order of magnitude better than its former on-premises environment.

For further information, please see:

<https://www.rackspace.com/en-gb/case-studies/cnwl>

For additional Rackspace case studies, please visit:

<https://www.rackspace.com/en-gb/case-studies>

"For the past three years, we've reduced our footprint, servers and workloads by about 20%. And we've reduced costs between 15% and 18% just through optimisation."

Nigel Tazzyman, Deputy
Director of ICT
**Central and North West
London NHS Foundation
Trust (CNWL)**

11.2. Customers

Some of our customers include:



11.2.1. Contact Details

UK Sovereign Services Sales

Telephone: +44 (0)208 734 8107

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12. Document History

DOCUMENT DATE	STATUS
29 th January 2026	Initial document issue for G-Cloud 15

Table 1 – Document history

This service definition is intended only as a description of Rackspace capabilities with regard to the specified Services. This service definition is not a contract, and nothing in this service definition is or may be construed as a legal obligation on the part of Rackspace or its Representatives. This service definition may change from time to time, at the sole discretion of Rackspace.

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