

Leadership and Award Facts

1. Rackspace is recognised by Unisys as the top service organisation in the UK, 2005
2. Rackspace was winner of the Business to Business Category in the 2005 Unisys/Management Today Customer Service Excellence Awards
3. Rackspace was winner of the Small Business Category in the 2004 Unisys/Management Today Customer Service Excellence Awards
4. Rackspace was winner of the Learning Organisation Category in the 2003 Unisys/Management Today Customer Service Excellence Awards
5. Rackspace was audited and approved by one of the world's top four audit firms. We are now their preferred hosting supplier.
6. SAS 70 security will ensure our premises remain some of the most secure in the world.
7. Rackspace is the only American Express approved hosting provider in the UK
8. Deloitte & Touche USA LLP ranked Rackspace the No. 73 fastest growing company on Deloitte's Technology Fast 500
9. Rackspace host 1% of the internet and have capacity to host 2%
10. Rackspace won the Linux Format Magazine Editors Choice Award in 2004 for best ISP/Host
11. Rackspace won the Linux Format Magazine Readers Choice Award in 2005 for best ISP/Host
12. Rackspace was voted in the top 20 best place to work in the UK for 2 years running (2005 and 2006) by the Financial Times and Best Place to Work Institute
13. Rackspace was voted 6th in the Sunday Times 100 Best Small Companies to work for annual award
14. Rackspace received the Microsoft Hosting Partner of the Year Award in 2003 and 2005

Partnership Facts

15. Rackspace has more Red Hat Engineers than any other hosting company in the world
16. Rackspace has the highest RHCE pass rate of any company in any industry, world wide
17. Rackspace Intensive hosting division is Microsoft Gold Certified, providing recognition of our high quality delivery of solutions built on Microsoft technology and framework
18. Rackspace is the only MySQL certified hosting partner in the world
19. Rackspace is Red Hat's only recommended Advanced Hosting Partner in Europe
20. Rackspace is the first and only JBoss certified hosting partner
21. Rackspace offer Dell Servers for Intel and HP Servers for AMD processors to give our customers even greater choice for super resilient Servers

Financial Facts

22. Rackspace has grown from 100 to 5,000 servers in 5 ½ years
23. Rackspace has grown from zero to £33 million in 5 ½ years
24. Rackspace is the fastest growing hosting company, with revenue growth of 84% in 2005

51. Rackspace technical staff are all level 3 (Level 3 is the top level of technical ability in hosting).
52. Rackspace Zero Downtime Network™ has delivered over 5 years without network downtime
53. World's most fattening home-made chocolate cake offered to all visitors. (recipe withheld)
54. 21 languages spoken fluently at Rackspace
55. Nominate an employee once a month who will be recognised as Fanatic of the month by wearing a strait jacket
56. 85% of our resources go direct to providing Fanatical Support™
57. Every employee at Rackspace knows what a RAID array is
58. 99.4% of all support calls in the UK were answered in 5 seconds (Q4 2004)
59. All servers are built within an average of 7 hours
60. Rackspace has developed and delivers its own unique PrevenTier anti-DDoS technology (98% DDoS mitigation)
61. 99% of EMEA transactions are error free
62. 97% of customers in Q1 2005 rated support tickets as good of which 62% rated them Fanatical!
63. Employees are encouraged to submit ideas for improvement through "The Bulb", these ideas are displayed and tracked on a board for all to see. The best idea in each month and quarter wins £50
64. Average ticket response time is 59 seconds
65. Average ticket resolution time is 19 minutes

Employee Motivation Facts

66. Every Rackspace employee has an extra day's holiday on their birthday
67. Free Starbucks coffee for all visitors and staff
68. Rackspace offers free Gym membership to all employees
69. Rackspace provides free food once a month to all employees
70. Rackspace provides free refreshments including breakfast everyday for all employees for a fanatical start to the day
71. The average age within Rackspace is 29 years
72. Employees wear Hawaiian Shirts to celebrate pay day
73. Employees get gift vouchers when they are recognised by customers for outstanding customer service
74. Every new employee gets a specially assigned buddy to help introduce them to the Rack
75. Rackspace has a yearly bring your child to work day
76. Committed coffee offers to provide 115% more caffeine in our coffee than regular brands – to keep staff awake on the nightshift
77. Sales executives ring a bell every time a sale is made
78. Birthday cards are sent to employees, signed by everyone in the company
79. Every new starter receives a welcome card, signed by everyone in the company
80. Monthly dress up smart days

81. Quarterly employee happy checks
82. Discounted massages are available every month for employees
83. Employees are encouraged to go ahead and implement new ideas costing under £100
84. Dental and Healthcare schemes subsidised by Rackspace for all employees
85. Flexible Working hours are available for all our staff
86. Rackspace benefits equate to more than £500 per month per employee
87. If you refer a prospect to Rackspace and they join you get a referral fee
88. The Fanatic of the quarter gets a weekend away in Europe
89. We move desks once a quarter, to make new best friends (or get away from old ones)
90. We have a wall of fame with quotes from delighted customers about employees
91. We have a games area where we have a Sega rally, table football and table tennis
92. New employee lunch once a month so find new ideas to make the company better
93. Rackspace has an online benefits scheme enabling Rackers to customise which benefits suit their lifestyle
94. Rackspace University looks after all our training needs and the induction of new starters

Miscellaneous Facts

95. Rackspace Managed Hosting manages over 303,274 domain names
96. 50% of all employees have Learner and Achiever strengths
97. Rackspace is a hosting company with the most South African employees
98. Rackspace employs people from 5 continents
99. Rackspace has an active charity group, raising money for different charities each year (For Cystic Fibrosis in 2004 we made £4k; for Dr Grahams Holmes in 2005 we made £5k)