Partner-at-a-Glance
Rackspace Inc.
North America

Industry
Managed Cloud Services Provider

Website
www.rackspace.com

Sophos OEM Solutions
Sophos Managed AV

Sophos Customer
Since 2007

Rackspace Managed Antivirus Solution Powered by Sophos.

Sophos Antivirus wages sustained warfare against viruses, malware, spyware, and Trojans before they reach Rackspace customers and their sensitive data.
Since 1998, Rackspace has delivered enterprise-class hosting solutions and support for businesses of all sizes and kinds around the world. It is the number one managed cloud company and a leader in hybrid cloud solutions that are a best fit for a customer’s unique IT needs, across multi-tenant and single-tenant platforms.

Key challenges

The company’s core objective was replacing poorly performing legacy AV on Linux servers. Many security vendors treat non-windows systems as second class citizens wherein signature updates are not rolled out at the same time as Windows. What Rackspace was looking for was proactive, sustained protection against viruses, worms, Trojans, spyware and other malware in one solution.

Positive outcomes with Sophos

Apart from getting the ultimate level of protection, Rackspace customers got one step closer to achieving necessary compliances like PCI and HIPAA. What’s more, Rackspace engineers no longer had to waste valuable time removing malware from servers of customers who previously may have opted out of virus protection; this resulted in time and cost savings for Rackspace.

Sophos Solution

The Sophos managed AV was a perfect pick for Rackspace as it met the performance requirements of its customers while delivering consistent protection across all platforms Sophos supports. When Sophos publishes protection against new malware, all GSees we support are protected at the same time with the same priority level.

Rackspace and Sophos

The world is witnessing a rampant rise in malware and its growing sophistication. Millions of new pieces of malware are created every year, which includes malicious software and computer viruses. Legacy Antivirus solutions can no longer protect organizations from advanced malware attacks that are growing in volume and which are targeting sensitive data. Sophos Endpoint Security, is an integral part of the security and compliance solutions that Rackspace deploys for Managed Hosting. Integrated with the Sophos Behavioral Genotype™ technology, it delivers excellent protection without the complexity and overhead of separate software, agents, license keys, management consoles and multiple vendors.

Sophos delivers time-tested and proven technology that avoids the risks of “next-gen” solutions and their potential for high rates of false positives, lack of visibility into the full spectrum of threats, or small resources of a start-up that simply cannot meet the demands of Rackspace and its customers.
Business Challenge

Rackspace is the largest managed hosting provider and is known for providing ‘Fanatical Support®’ to their customers, leaving no stone unturned to resolve questions or problems. With the option for 100% uptime SLAs for end customers, the company, also wanted to deliver the ultimate level of protection to its Windows and Linux servers to avoid infections from viruses, spyware, adware and potentially unwanted applications (PUAs).

Rackspace was using a legacy antivirus solution for its Linux servers, which was performing poorly. The problem with many security vendors is that they treat non-windows systems as second class citizens. Virus signatures for Windows might be published right away and signatures for the same malware on other operating systems such as Linux, Mac, or UNIX, are published much later.

There are also some vendors that deliver products with completely different virus engines and therefore need to build unique signatures for each platform they support. When something goes wrong with a signature on a given platform (e.g. Linux), their priority to fix it could be lower than for the most popular platform they support (e.g. Windows).

This time lag between publishing a malware signature update has the potential to adversely impact the security of the servers being protected, leaving them exposed to hacking, viruses, worms, Trojans, spyware and other malware, a risk Rackspace can ill afford.

Rackspace was also looking for a solution that gave it better control over updates and their management, especially during the commercially important holiday season. This flexibility would give them added impetus to their 100% uptime SLA commitment.

‘As we continue to help our customers maximize the business potential of next-generation technology, we continue to offer them Managed Antivirus from Rackspace powered by Sophos. Sophos Anti-Virus is an advanced protective barrier against next-generation threats that doesn’t slow down our customers or their businesses. What’s more, it perfectly aligns with our managed hosting business.’

Jason Wolford
Product Manager, Rackspace
The Rackspace Managed Antivirus Solution Powered by Sophos

The solution is Sophos Endpoint Security software which protects a significant number of Windows and Linux servers for Rackspace’s Managed Hosting customers and has been deployed in production since 2007.

Salient Features
Our solution was the right pick for Rackspace customers’ Linux servers because we have made meaningful contributions to the Linux community by sharing our expertise in protecting the OS. In 2004, we developed a high performance kernel file hook mechanism for Linux (called TALPA) and donated it to open source. TALPA provides superior on-access scanning throughput and as a side benefit, when used in Sophos products, automates any re-compilation needed during kernel updates. Competitive products for Linux protection used either Dazuko or their own proprietary mechanisms which typically did not perform as well. Sophos has been instrumental in working with the broader Linux community to help develop FANotify, an alternative API for file interception, and this is also a supported option for our customers who need it.

This solution later expanded to be offered on Windows servers as well, as it demonstrated excellent and efficient performance and also its ability to seamlessly address Rackspace’s security needs.

The key benefits it brings to the table for Rackspace customers include

- Provides proactive, sustained protection against viruses, worms, Trojans, spyware and other malware in one solution.
- Uses Behavioral Genotype Protection™ to provide zero-day protection by proactively identifying malicious programs before they execute.
- Protection identifies malicious code on file servers and deletes it before it executes.
- Provides 24x7x365 protection by SophosLabs, Sophos’s global network threat analysis centers, which means it aligns itself with Rackspace’s commitment to Fanatical Support.
- Meets Rackspace’s unique needs for strict change control.

Additional Benefit: Allows Rackspace Customers to Meet Regulatory Compliance Needs

One of the 12 requirements that comprise the PCI DSS (Payment Card Information Data Security Standard) is to “use and regularly update anti-virus software.” Rackspace installs and supports Managed Antivirus on customers’ servers, helping them get one step closer to achieving PCI mandate. HIPAA also requires entities to implement “procedures for guarding against, detecting and reporting malicious software.” Again, the Rackspace Managed Antivirus solution powered by Sophos helps customers meet this important requirement.

For more information
Please visit Sophos.com/oem

OEM Contact
Email: oem.sales@sophos.com

© Copyright 2017 Sophos Ltd. All rights reserved.
Registered in England and Wales No. 2096520. The Pentagon, Abingdon Science Park, Abingdon, OX14 3YP, UK
Sophos is the registered trademark of Sophos Ltd. All other product and company names mentioned are trademarks or registered trademarks of their respective owners.
17-02-10 PCS-NA (PC)