Rackspace Technology

Investor Presentation
Spring-Summer 2022

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Disclaimer

Forward-Looking Statements

Rackspace Technology has made statements in this presentation and other reports, filings, and other public written and verbal announcements that are forward-looking and therefore subject to risks and uncertainties. All statements, other than statements of historical fact, included in this document are, or could be, “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995 and are made in reliance on the safe harbor protections provided thereunder. These forward-looking statements relate to anticipated financial performance, management’s plans and objectives for future operations, business prospects, outcome of regulatory proceedings, market conditions, our ability to successfully respond to the challenges posed by the COVID-19 pandemic, and other matters. Any forward-looking statement made in this presentation speaks only as of the date on which it is made. We undertake no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise. Forward-looking statements can be identified by various words such as “expects,” “intends,” “will,” “anticipates,” “believes,” “confident,” “continue,” “propose,” “seeks,” “could,” “may,” “should,” “estimates,” “forecasts,” “might,” “goals,” “objectives,” “targets,” “planned,” “projects,” and similar expressions. These forward-looking statements are based on management’s current beliefs and assumptions and on information currently available to management. Rackspace Technology cautions that these statements are subject to risks and uncertainties, many of which are outside of our control, and could cause future events or results to be materially different from those stated or implied in this document, including among others, risk factors that are described in Rackspace Technology, Inc.’s Registration Statement on Form S-1, Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, and other filings with the Securities and Exchange Commission, including the sections entitled “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” contained therein.

Non-GAAP Measures

To provide investors with additional information in connection with our results as determined in accordance with generally accepted accounting principles in the United States (“GAAP”), we disclose Non-GAAP EPS, Non-GAAP Operating Profit, Non-GAAP Net Income, and Adjusted EBITDA as non-GAAP financial measures. These non-GAAP financial measures are not measures of financial performance in accordance with GAAP and may exclude items that are significant in understanding and assessing our financial results. Therefore, these measures should not be considered in isolation or as an alternative or superior to GAAP measures. You should be aware that our presentation of these measures may not be comparable to similarly-titled measures used by other companies. Reconciliations of each non-GAAP financial measure to the applicable most comparable GAAP measure can be found in the Appendix.

We present these non-GAAP financial measures to provide investors with meaningful supplemental financial information, in addition to the financial information presented on a GAAP basis. Rackspace Technology management believes that excluding items such as the impacts from foreign currency rate fluctuations on our international business operations or certain costs, losses and gains that may not be indicative of, or are unrelated to, our core operating results, and that may vary in frequency or magnitude, enhances the comparability of our results and provides a better baseline for analyzing trends in our business. Rackspace Technology management believes the non-GAAP measures provided are also considered important measures by financial analysts covering Rackspace Technology as equity research analysts continue to publish estimates and research notes based on our non-GAAP commentary.

Amounts on subsequent pages may not add due to rounding.

Agenda

RXT overview

Financial overview

Concluding Remarks and Q&A

Rackspace Technology

A leading end-to-end multicloud technology services company

- NASDAQ: RXT
- Market Cap: ~$1.9B
- LTM Q1 2021 Revenue: $3.1B
- 6,600 employees
- Presence in 120 countries

Well positioned in the large, attractive and growing multicloud services market

Winning differentiators, including proprietary automation technology, deep multicloud expertise, comprehensive partnership ecosystem and fanatical customer experience

Demonstrated track record of execution to drive growth and efficiency

Capital allocation discipline with a focus on organic growth, selective M&A and balance sheet deleveraging

Strong financial model supporting growth across all metrics, including revenue, operating profit, EPS and cash flow

Rackspace Technology transformed

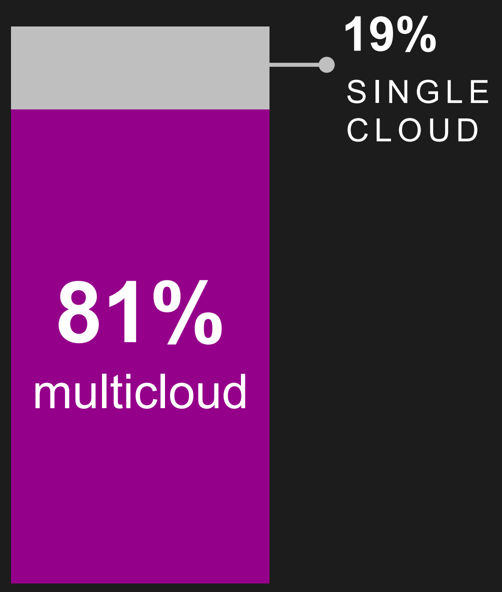
	At LBO	Today
Market positioning	**Competitor** to public cloud	**Partner** to cloud ecosystem
Core offerings and services expertise	**Managed hosting, OpenStack public cloud**	**A leader in end-to-end multicloud solutions**
Revenue from segments with attractive growth dynamics	<10% (Cloud Office and Managed Cloud Services, LTM Q3 2016)	94% (Multicloud Services and Apps & Cross Platform, LTM Q1 2022)
Core segments revenue growth	0% (Q3 2016, YoY, Excl. Cloud Office and Managed Cloud Services)	14% (LTM Q1 2022 Excl. OpenStack)

Note: Refer to Appendix for more information on how we define Bookings and Core.

The multicloud ecosystem is a large and growing market

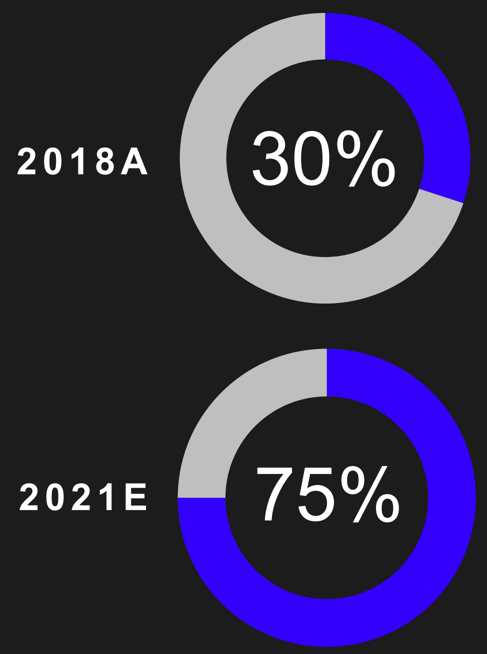
Businesses recognize the benefits of multicloud strategies › Leading to complexity and driving demand for multicloud services › Creating a large market opportunity

% of cloud users working with two or more cloud providers



Gartner, 3 Critical Success Factors for Building Multicloud MSP Solutions, April 2020

% of enterprise customers seeking multicloud managed IaaS and PaaS will require multicloud capabilities from MSPs



Gartner, Forecast Analysis: Infrastructure Services, Worldwide", September 2019

Managed services and cloud infrastructure market by 2023 (8% CAGR)

Gartner, "Forecast: IT Services, Worldwide, 2018-2024, 4Q20

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Our robust portfolio powers the future of innovation

Multicloud

Cloud strategy

Cloud adoption and migration

Managed services

Cloud optimization

Applications

Cloud-optimized COTS apps

SaaS products

Cloud native applications

End-to-end IoT solutions

Data

Data engineering and strategy

Relational and next-gen DBs

Analytics and business insights

AI/ML-enabled apps and insights

Security

Data governance and security

Security design and strategy

Managed security

24x7x365 SOCs

At-scale capabilities across all clouds and everywhere in between

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Our proprietary technology is at the center of our multicloud capabilities

Rackspace Fabric™

9 years
of development

$1B+
invested in Rackspace Technology IP

12M+
hours of development to date

Automation

Solution automation
Reduced manual onboarding, provisioning, and admin tasks

Intelligent automation
More than 75% of Multicloud workloads automated

AI automation
1B+ actions per month automated

Fanatical Experience™

Our people bring the deep technical expertise necessary to deliver solutions across customers' multicloud journeys

2,800+ Cloud certified professionals

400+ Cloud-native application development and migration experts

Best Multicloud approach – right workload on right cloud

Global 120 countries

Leader Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide

Top tech talent

Gartner MAGIC QUADRANT LEADER FOR PUBLIC CLOUD INFRASTRUCTURE MANAGED SERVICE PROVIDERS, WORLDWIDE

2018 Google Cloud Partner of the Year

FROST & SULLIVAN Top Asia-Pacific Managed Cloud Services Provider

Nonprofit & Corporate Philanthropy AWARDS

THE STEVIE® AWARDS FOR WOMEN IN BUSINESS

Red Hat NORTH AMERICA MSP OF THE YEAR AWARD

Wellbeing

USO Pathfinder USO TRANSITIONS

CRN 100 COOLEST CLOUD COMPANIES 2020

everbridge CEM Impact Awards

BEST PLACES TO WORK 2021 for LGBTQ Equality 100% CORPORATE EQUALITY INDEX

Great Place To Work Certified AUG 2020–AUG 2021 USA

Best Workplaces HK 2020

Best Workplaces MX 2020

Great Place To Work Certified JAN 2021–DEC 2021 INDIA

Best Workplaces NL 2020

Great Place to Work Certified SG 2020

Best Workplaces UK 2020

CERTIFICATIONS*	Partner	
2,300+	aws	• One of the leading AWS consulting partners with 15 competencies
1,000+	Microsoft Azure	• Expert partner • Fastest-growing CSP • Five-time Hosting Partner of the Year
850+	Google	• First Premier Services Partner • Partner of the Year
400+	vmware	• Partner of the Year • VMware Cloud on AWS Partner • VMware Cloud Verified Partner
600+	Red Hat	• Partner of the Year
750+	ORACLE	• Nine-time Partner of the Year • Platinum Partner

* Numbers vary by quarter based on partner program modifications.

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Strategy to accelerate long-term growth

Technology footprint expansion

Cloud-native app development and modernization

IoT, Edge, SaaS, security, and big data

Leveraging of partner network

aws, Microsoft Azure, Google Cloud, vmware, CLOUDFLARE, ORACLE, DATADOG, PLATFORM9, Akamai, sitecore, intel, cisco, NetApp, RSA SECURITY, Hewlett Packard Enterprise, SAP

Sales execution

Increased sales force investment and productivity

Stronger enterprise focus

Larger deal sizes

Geographic expansion

- Canada
- Japan
- Middle East
- LATAM
- Europe

Strategic M&A

ONICA

BRIGHT SKIES

JUST ANALYTICS Engage.Execute.Exceed.

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Rackspace Technology: A Socially Responsible Investment

ESG report published November 2021

Documents Rackspace Technology's long-term commitment to its employees, customers, business partners, communities, and shareholders.

Available on our website at www.ir.rackspace.com

Environmental:

- Rackspace Technology has completed an annual greenhouse gas emissions inventory every year since 2008
- We are committed to achieving carbon neutrality 5 years ahead of the Paris Accord schedule.

Social:

- The company sponsors Racker Resource Groups for members of the LGBTQ+ community, women, and black, African and African American cultures, among others.
- All Rackers are provided with a minimum of 40 hours of paid volunteer time off so they can donate their time and talent to their local communities

Governance:

- All employees must acknowledge The Rackspace Technology Code of Conduct and Business Ethics by signature when they join the company and complete a yearly Code of Conduct training program to ensure continued awareness and compliance with these policies.

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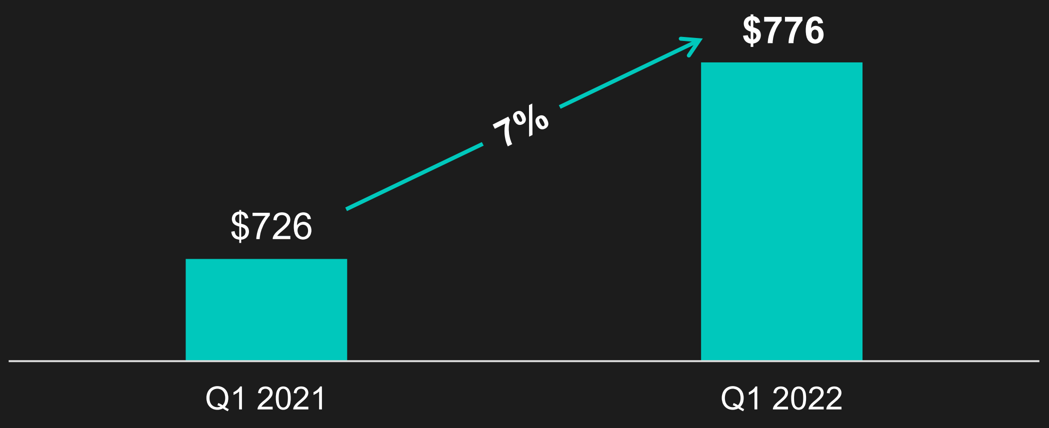
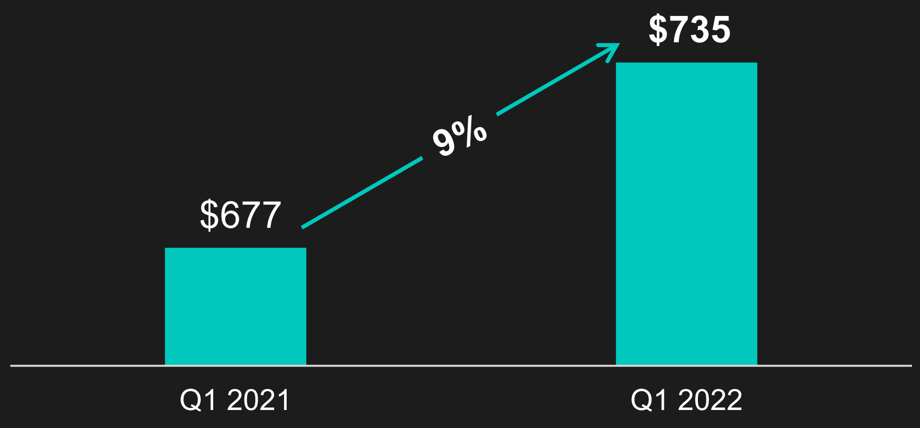
Q1 2022 Financial Highlights

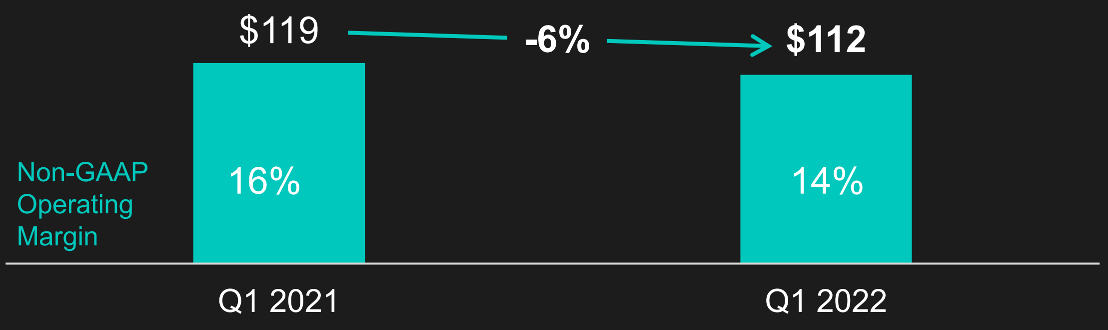
Revenue ($M)



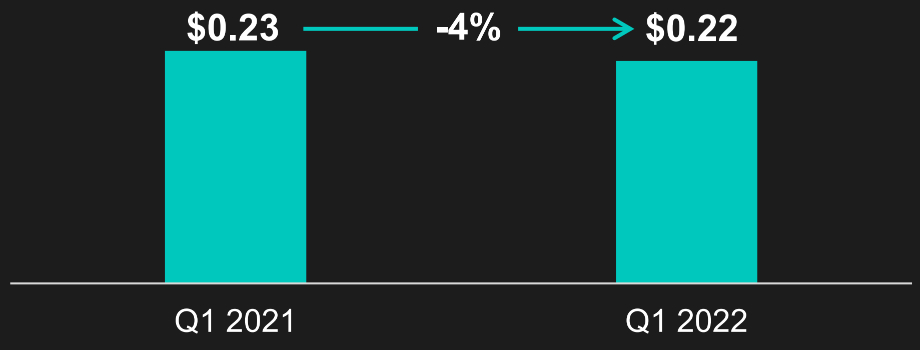
Core Revenue ($M)



Non-GAAP Operating Profit ($M)



Non-GAAP EPS



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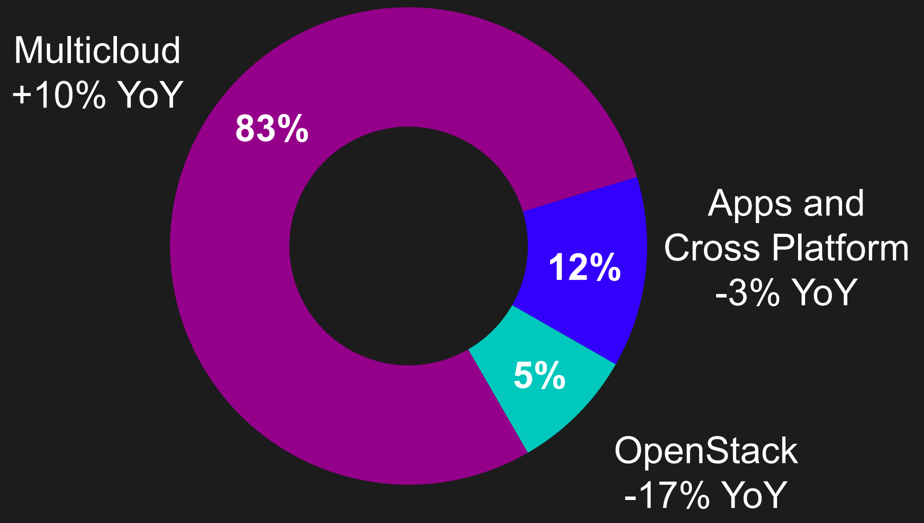
Note: Refer to Appendix for more information on how we define Core.
Also refer to Appendix for a reconciliation of Non-GAAP Operating Profit and Non-GAAP EPS to the most comparable GAAP measure.

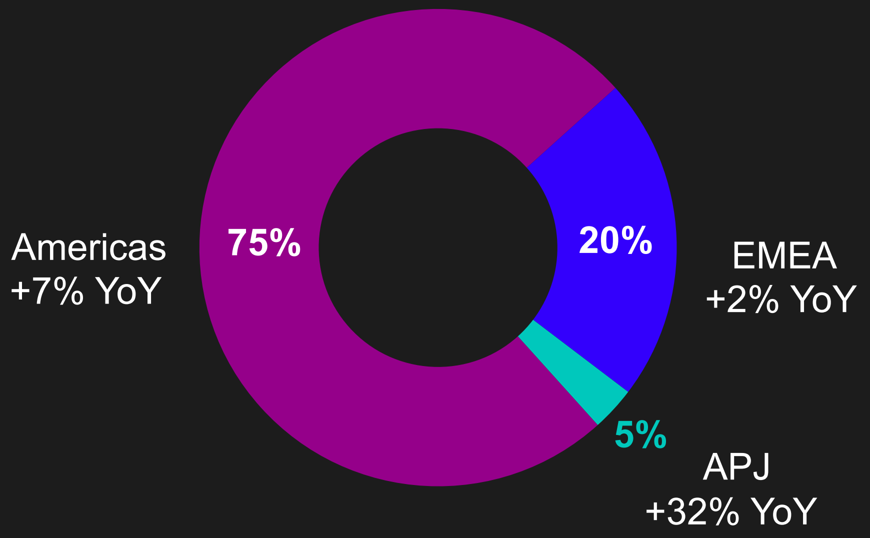
Q1 2022 Revenue Detail

Revenue by Segment



GROWTH IN MULTICLOUD DRIVEN BY PUBLIC CLOUD BUSINESS; APPS & CROSS PLATFORM FLAT AFTER NORMALIZING FOR DISCONTINUANCE OF A NON-CORE LINE OF BUSINESS

Revenue by Geography



BROAD BASED GROWTH ACROSS ALL GEOGRAPHIES

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Cash flow and balance sheet metrics

Cash Provided by Operating Activities **$65M**	Total Capital Expenditures **$31M**	Cash Capital Expenditures **$19M**	Cash & Cash Equivalents **$269M**
Free Cash Flow **$45M**	Total CAPEX Intensity **4%**	Cash CAPEX Intensity **2%**	Undrawn Revolving Credit Facility **$375M**

- ✓ Strong first quarter operating and free cash flow
- ✓ CAPEX intensity in line with expectations
- ✓ $644 million of liquidity at quarter end

Note: Refer to Appendix for more information on how we define capital intensity.
Free cash flow is a Non-GAAP metric and is presented as cash flow from operations less cash paid for purchases of property, equipment and software. Refer to Appendix for a reconciliation of Free Cash Flow to the most comparable GAAP measure.

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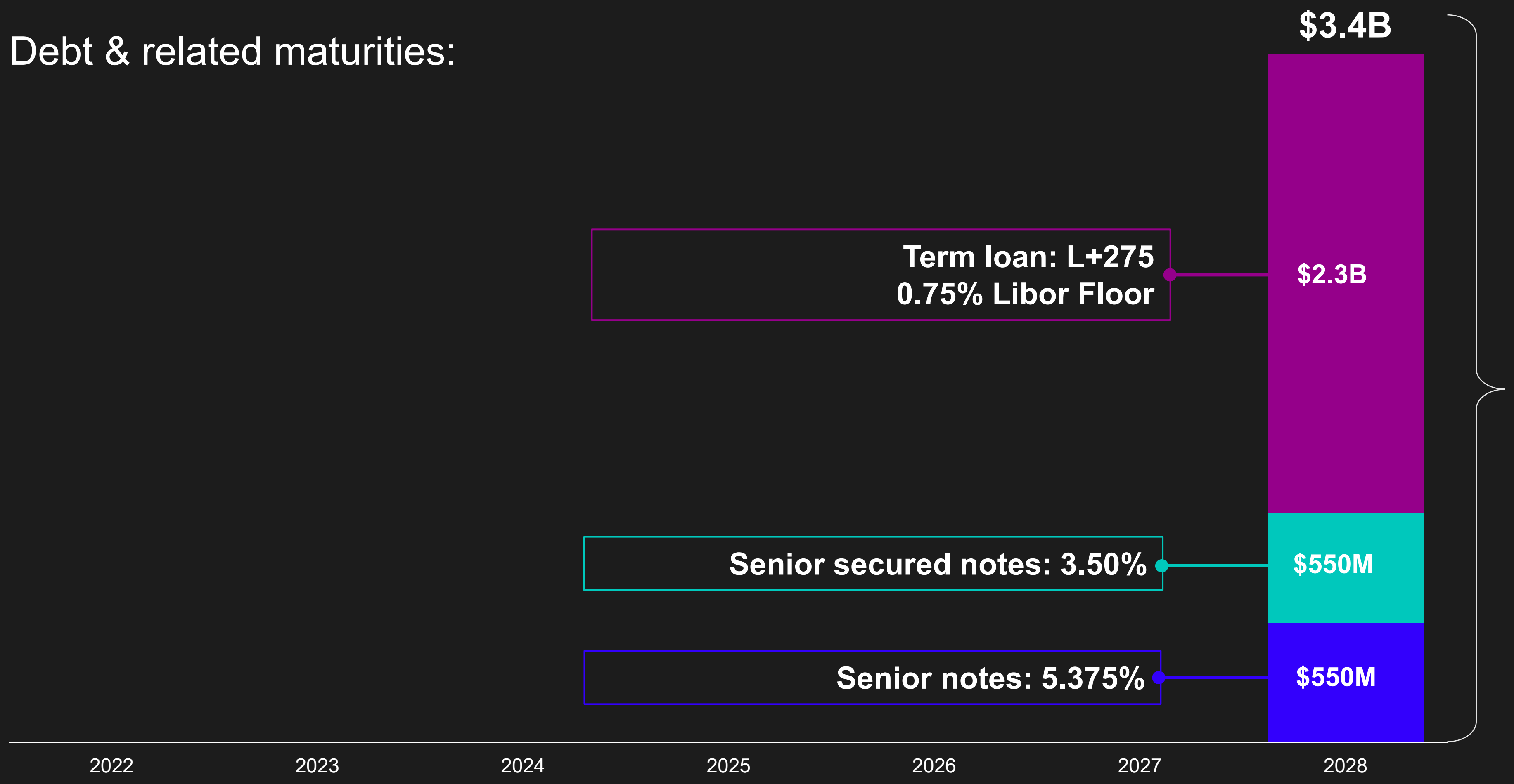
Debt structure highlights

Debt & related maturities:



Total debt $3.4B, Net Debt $3.1B

Manageable leverage ratio of 4.3x

No material debt maturities until 2028

No significant debt covenants

Note: Quarterly principal payments of approximately $5.75 million on the Term Loan are not reflected in the maturity chart.

Outlook

	Q2 2022
Revenue	$780 - $790 million
Core Revenue	$744 - $752 million
Non-GAAP Operating Profit	$93 - $97 million
Non-GAAP EPS	$0.15 - $0.17
Non-GAAP Other Income (Expense)	($49) – ($51) million
Non-GAAP Tax Expense Rate	26%
Non-GAAP Weighted Average Shares	213 – 215 million

NOTE: Refer to Appendix for more information on how we define Core, Non-GAAP Tax Expense Rate, and Non-GAAP Weighted Average Shares. In 2022, Non-GAAP Other Income and Expense is only expected to include interest expense.

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Two Distinct Multicloud Markets With Different Dynamics

Public Cloud

- Secular growth market
- CAPEX light
- Services-centric
- Investments for growth

***Objective: Hypergrowth** across revenue, profit, and free cash flow*

KEY FOCUS:

- Services across infrastructure, applications, data and security
- IP-based service offerings and automation

UNIQUE ATTRIBUTES:

Operating Models

Growth Trajectories

Investment Opportunities

Private Cloud & Managed Hosting

- Mature/low growth market
- CAPEX heavy
- Product-centric
- Investments to optimize/automate

***Objective: Stabilize revenue,** optimize for profit and free cash flow*

KEY FOCUS:

- Infrastructure and infrastructure-as-a-service
- Technology-based solutions and automation

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Rackspace Technology investment thesis

Well positioned in the large, attractive and growing multicloud services market

Winning differentiators, including proprietary automation technology, deep multicloud expertise, comprehensive partnership ecosystem and fanatical customer experience

Demonstrated track record of execution to drive growth and efficiency

Capital allocation discipline with a focus on organic growth, selective M&A and balance sheet deleveraging

Strong financial model supporting growth across all metrics, including revenue, operating profit, EPS and cash flow

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Appendix

Non-GAAP Gross Profit Reconciliation

(In millions)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2020	2021
GAAP Gross Profit	$247.4	$235.3	$235.5	$231.7	$234.3	$984.4	$936.8
Share-based compensation expense	5.9	4.9	4.3	4.0	3.5	14.5	16.7
Other compensation expense	1.0	1.3	0.4	0.4	0.6	5.9	2.7
Purchase accounting impact on expense	1.2	1.2	1.2	1.2	1.1	5.9	4.7
Restructuring and transformation expenses	7.4	7.2	8.7	13.0	6.6	15.3	35.5
Total Adjustments	$15.5	$14.6	$14.6	$18.6	$11.8	$41.6	$59.6
Non-GAAP Gross Profit	**$262.9**	**$249.9**	**$250.1**	**$250.3**	**$246.1**	**$1,026.0**	**$996.4**

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Non-GAAP Net Income Reconciliation

(In millions)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2020	2021
Net loss	$(63.8)	$(64.0)	$(36.6)	$(34.8)	$(82.9)	$(245.8)	$(218.3)
Share-based compensation expense	17.7	17.2	20.4	19.1	18.7	74.5	75.4
Special bonuses and other compensation expense	18.4	4.0	3.0	2.1	2.7	37.5	11.8
Transaction-related adjustments, net	11.3	8.4	6.9	6.5	3.9	46.7	25.7
Restructuring and transformation expenses	45.1	38.6	39.1	55.2	28.6	104.8	161.5
Management fees	-	-	-	-	-	8.4	-
Impairment of goodwill	-	-	-	-	52.4	-	52.4
Gain on sale of land	-	(19.9)	-	-	-	-	(19.9)
Net (gain) loss on divestiture and investments	0.2	3.7	(0.1)	-	(0.6)	(0.7)	3.0
Debt modification costs and extinguishment loss	34.5	37.0	0.5	-	-	71.5	37.5
Other (income) expense, net	(2.1)	1.8	(0.6)	(0.1)	(0.1)	(2.5)	1.0
Amortization of intangible assets	44.0	46.4	47.1	43.9	42.3	176.3	179.7
Tax effect of non-GAAP adjustments	(51.7)	(24.1)	(28.8)	(38.3)	(12.1)	(119.4)	(103.3)
Non-GAAP Net Income	**$53.6**	**$49.1**	**$50.9**	**$53.6**	**$52.9**	**$151.3**	**$206.5**

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Non-GAAP Operating Profit Reconciliation

(In millions)	**Q4 2020**	**Q1 2021**	**Q2 2021**	**Q3 2021**	**Q4 2021**	**2020**	**2021**
Income (loss) from operations	$(4.8)	$24.2	$2.9	$(2.9)	$(26.7)	$24.7	$(2.5)
Share-based compensation expense	17.7	17.2	20.4	19.1	18.7	74.5	75.4
Special bonuses and other compensation expense	18.4	4.0	3.0	2.1	2.7	37.5	11.8
Transaction-related adjustments, net	11.3	8.4	6.9	6.5	3.9	46.7	25.7
Restructuring and transformation expenses	45.1	38.6	39.1	55.2	28.6	104.8	161.5
Management fees	-	-	-	-	-	8.4	-
Impairment of goodwill	-	-	-	-	52.4	-	52.4
Gain on sale of land	-	(19.9)	-	-	-	-	(19.9)
Amortization of intangible assets	44.0	46.4	47.1	43.9	42.3	176.3	179.7
Total Adjustments	$136.5	$94.7	$116.5	$126.8	$148.6	$448.2	$486.6
Non-GAAP Operating Profit	**$131.7**	**$118.9**	**$119.4**	**$123.9**	**$121.9**	**$472.9**	**$484.1**

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Adjusted EBITDA Reconciliation

(In millions)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2020	2021
Net loss	$(63.8)	$(64.0)	$(36.6)	$(34.8)	$(82.9)	$(245.8)	$(218.3)
Share-based compensation expense	17.7	17.2	20.4	19.1	18.7	74.5	75.4
Special bonuses and other compensation expense	18.4	4.0	3.0	2.1	2.7	37.5	11.8
Transaction-related adjustments, net	11.3	8.4	6.9	6.5	3.9	46.7	25.7
Restructuring and transformation expenses	45.1	38.6	39.1	55.2	28.6	104.8	161.5
Management fees	-	-	-	-	-	8.4	-
Impairment of goodwill	-	-	-	-	52.4	-	52.4
Gain on sale of land	-	(19.9)	-	-	-	-	(19.9)
Net (gain) loss on divestiture and investments	0.2	3.7	(0.1)	-	(0.6)	(0.7)	3.0
Debt modification costs and extinguishment loss	34.5	37.0	0.5	-	-	71.5	37.5
Other (income) expense, net	(2.1)	1.8	(0.6)	(0.1)	(0.1)	(2.5)	1.0
Interest expense	59.2	52.6	50.5	51.5	50.5	268.4	205.1
Provision (benefit) for income taxes	(32.8)	(6.9)	(10.8)	(19.5)	6.4	(66.2)	(30.8)
Depreciation and amortization	111.1	107.7	107.0	103.1	103.6	466.2	421.4
Adjusted EBITDA	**$198.8**	**$180.2**	**$179.3**	**$183.1**	**$183.2**	**$762.8**	**$725.8**

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Non-GAAP EPS Reconciliation

(In millions)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2020	2021
Net loss attributable to common stockholders	$(63.8)	$(64.0)	$(36.6)	$(34.8)	$(82.9)	$(245.8)	$(218.3)
Non-GAAP Net Income	$53.6	$49.1	$50.9	$53.6	$52.9	$151.3	$206.5
Weighted average number of shares – Diluted	200.7	204.6	207.9	209.3	210.3	179.6	208.0
Effect of dilutive securities	6.2	6.5	5.4	2.6	2.1	3.7	4.2
Non-GAAP weighted average number of shares – Diluted	206.9	211.1	213.3	211.9	212.4	183.3	212.2
Net loss per share – Diluted	$(0.32)	$(0.31)	$(0.18)	$(0.17)	$(0.39)	$(1.37)	$(1.05)
Per share impacts of adjustments to net loss	0.59	0.55	0.42	0.42	0.65	2.21	2.04
Per share impacts of shares dilutive after adjustments to net loss	(0.01)	(0.01)	(0.00)	(0.00)	(0.01)	(0.01)	(0.02)
Non-GAAP EPS	**$0.26**	**$0.23**	**$0.24**	**$0.25**	**$0.25**	**$0.83**	**$0.97**

Free Cash Flow Reconciliation

(In millions)	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2020	2021
Net cash provided by operating activities	$(16.0)	$103.2	$105.7	$102.3	$59.6	$116.7	$370.8
Cash purchases of property, equipment and software	(18.9)	(36.9)	(29.1)	(21.2)	(21.2)	(116.5)	(108.4)
Free Cash Flow	**$(34.9)**	**$66.3**	**$76.6**	**$81.1**	**$38.4**	**$0.2**	**$262.4**

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Definitions

Bookings	We calculate Bookings for a given period as the annualized monthly value of our recurring customer contracts entered into during the period from (i) new customers and (ii) net upgrades by existing customers within the same workload, plus the actual (not annualized) estimated value of professional services consulting, advisory or project-based orders received during the period. “Recurring customer contracts” are any contracts entered into on a multi-year or month-to-month basis, but excluding any professional services contracts for consulting, advisory or project-based work. Bookings for any period may reflect orders that we perform in the same period, orders that remain outstanding as of the end of the period and the annualized value of recurring month-to-month contracts entered into during the period, even if the terms of such contracts do not require the contract to be renewed. Bookings include net upgrades by existing customers within the same workload, but exclude net downgrades by such customers within that workload. Any customer that contracts for a new workload is considered a new customer and the entire value of the contract or upgrade is recorded in Bookings, irrespective of whether the same customer canceled or downgraded other workloads. Bookings also do not include the impact of any known contract non-renewals or service cancellations by our customers, except for positive net upgrades by existing customers. In cases where a new or upgrading customer enters into a multi-year contract, Bookings include only the annualized contract value. Bookings do not include usage-based fees in excess of contracted minimum commitments until actually incurred. We use Bookings to measure the amount of new business generated in a period, which we believe is an important indicator of new customer acquisition and our ability to cross-sell new services to existing customers. Bookings are also used by management as a factor in determining performance-based compensation for our sales force. While we believe Bookings, in combination with other metrics, is an indicator of our near-term future revenue opportunity, it is not intended to be used as a projection of future revenue. Our calculation of Bookings may differ from similarly titled metrics presented by other companies.
Core	Core reflects the results or otherwise pertain to the performance of our Multicloud Services and Apps & Cross Platform segments, in the aggregate. Our Core financial measures exclude the results and performance of our OpenStack Public Cloud segment.
Net Promoter Score (NPS)	NPS is a customer loyalty metric that measures customers’ willingness to not only return for another purchase or service but also make a recommendation to other organizations or colleagues. Net Promoter Score is a number from -100 to 100.
Capital Intensity	Capital intensity reflects capital expenditures divided by revenue for the same period.
Non-GAAP Tax Expense Rate	We utilize an estimated structural long-term non-GAAP tax rate in order to provide consistency across reporting periods, removing the effect of non-recurring tax adjustments, which include but are not limited to tax rate changes, U.S. tax reform, share-based compensation, audit conclusions and changes to valuation allowances. When computing this long-term rate for the 2020 and 2021 interim periods, we based it on an average of the 2019 and estimated 2020 tax rates and 2020 and estimated 2021 tax rates, respectively, recomputed to remove the tax effect of non-GAAP pre-tax adjustments and non-recurring tax adjustments, resulting in a structural non-GAAP tax rate of 26% for both periods. The non-GAAP tax rate could be subject to change for a variety of reasons, including the rapidly evolving global tax environment, significant changes in our geographic earnings mix including due to acquisition activity, or other changes to our strategy or business operations. We will re-evaluate our long-term non-GAAP tax rate as appropriate. We believe that making these adjustments facilitates a better evaluation of our current operating performance and comparisons to prior periods.
Non-GAAP Weighted Average Shares	Reflects impact of awards that would have been anti-dilutive to Net loss per share, and therefore not included in the calculation, but would be dilutive to Non-GAAP EPS and are therefore included in the share count for purposes of this non-GAAP measure. Potential common share equivalents consist of shares issuable upon the exercise of stock options, vesting of restricted stock or purchase under the Employee Stock Purchase Plan (the "ESPP"), as well as contingent shares associated with our acquisition of Datapipe Parent, Inc. Certain of our potential common share equivalents are contingent on Apollo achieving pre-established performance targets based on a multiple of their invested capital ("MOIC"), which are included in the denominator for the entire period if such shares would be issuable as of the end of the reporting period assuming the end of the reporting period was the end of the contingency period.

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