

## Server Care Management

Take the hassle and worry out of server management by signing up for our **Server Care** package. We'll keep your cloud and dedicated servers running smoothly, 24x7 so you can focus on your core business.

Adhost's systems administrators will deploy agents that run on managed devices to monitor and report on the health of the systems. These agents interface with our server management and security systems via a secure communications channel and have a negligible impact on server performance.

Adhost Advantages*	Cloud and Dedicated Servers	Cloud and Dedicated Servers with Server Care
24x7 toll-free telephone or email support	✓	✓
Administrative root-level access**	✓	✓
Offsite monitoring	✓	✓
Ability to install any software	✓	✓
Remote desktop administration	✓	✓
1000 Mbps fully burstable switch port	✓	✓
Server reachability testing		✓
Disk utilization tracking and analysis		✓
Memory utilization tracking and analysis		✓
Processor utilization tracking and analysis		✓
Up to 5 URLs monitored per server		✓
Up to 4 additional monitoring points per server		✓
Application maintenance		✓
Server load balancing maintenance		✓
Firewall maintenance		✓
Security logging		✓
20 GB of secure online backups		✓

\*See page 2 for detailed descriptions of our Server Care features.

\*\* Some conditions may apply.

## Server Care Features

- ✓ **Server reachability testing**
  - Via Internet Control Message Protocol (ICMP) tests to the server IP address
- ✓ **Disk utilization tracking and analysis**
  - Total capacity per disk/disk array/slice
  - Capacity management with the default alarm set to 80% utilization to accommodate disk defragmentation
- ✓ **Memory utilization tracking and analysis**
  - Total memory used
  - Utilization management with a 90% utilization alarm threshold
- ✓ **Processor utilization tracking and analysis**
  - CPU load with 5 minute averages
  - Utilization management with a 90% utilization alarm threshold
- ✓ **Up to 5 URLs monitored per server**
  - Round-trip response time with alarming at greater-than a specified time
  - HTTP status code with alarming in the event of an unexpected response
  - Alarming if no response received
- ✓ **Up to 4 additional monitoring points per server**
  - Customer specified and configured by Adhost on a per-server basis
- ✓ **Application maintenance**
  - Install, configure, monitor and maintain all core operating system components and all secondary components installed by Adhost to support management functions.
  - Perform updates to commonly used base software packages such as WordPress, Joomla, Drupal, etc. at the customer's request. Custom configuration issues, either before, during or after any upgrade are the Customer's responsibility (Adhost may agree to address such issues on a time and materials basis with Customer approval).
- ✓ **Adhost Support response**
  - Respond to server events on a 24/7 basis.
  - Work to repair any issues related to the base operation of the server. If Adhost cannot repair an issue because it is outside of the scope of managed services, Adhost will inform the customer of the issue. Adhost may perform additional troubleshooting assistance at the Customer's request on a time and materials basis.
- ✓ **Server load balancing**
  - Where applicable, manage, monitor and maintain load balancing between servers. The customer is responsible for determining what is required of their application to support a load-balanced configuration. Set-up fees may apply.

- ✓ **Firewall configuration**
  - Manage and monitor a stateful-inspection firewall in front of managed servers. Adhost will also configure site-to-site VPN connections as well as mobile VPN settings. Set-up fees may apply.
- ✓ **Security logging**
  - Provide security logs to the customer for analysis. Adhost will respond to security events and repair issues as possible with base server and services installations. Security issues related to the customer's custom applications or configurations will be referred to the customer for additional troubleshooting.
- ✓ **Secure online backup**
  - 20 GB of server data will be encrypted before transmission to a world-class infrastructure on the East coast where it's stored securely yet accessible to you at any time.

## Server Care Pricing

\$100/mo account fee plus \$75/mo per server.

## Custom Server Management

For services which are not included with the Server Care package, custom server management is available with a consulting contract. Custom server management covers the following services:

- **SQL database management** – database administration tasks such as log management, indexing and installation and configuration of SQL tasks.
- **Custom code issues** – trouble shooting issues arising from custom or customized code beyond the default installation of common applications.
- **Custom configurations** – custom server configurations in support of non-default software installations
- **Additional monitoring points** – configuration of additional monitoring points beyond those specified above
- **Intrusion detection and protection systems (IDS/IPS)** – setup and monitoring
- **Load balancing setup** – hardware or software options available (Windows, FreeBSD, F5)
- **Firewall installation and configuration** – set-up rules to inspect and filter traffic to and from your servers. Experience with Cisco, WatchGuard and other brands of firewalls.

Pricing for custom Server Management will be determined after reviewing your requirements.

**To sign-up or for questions on our Server Care package or custom Server Management, contact Adhost Sales at 1-888-234-6781 or email [sales@adhost.com](mailto:sales@adhost.com).**