

Managed Cloud



The HOSTING Managed Cloud is comprised of core hosting services designed to help you and your team with the foundational issues of systems management.



EXPLORER

Explorer includes all of the managed cloud fundamentals necessary to support a growing business, including round-the-clock support, platform and solution component monitoring, a fully managed infrastructure and file system backup.



VOYAGER

Voyager frees IT staffs from the drudgery of managing cloud environments and includes all of the components of Explorer, plus dashboards and performance monitoring, application-level backup and recovery, and co-administration of three different server types.



PIONEER

Pioneer is our most advanced cloud offering – perfect for companies looking to electrify their bottom-line revenues by focusing on their core competencies (and outsourcing their IT burdens). It includes all of the components of Explorer and Voyager as well as an advanced monitoring detailed solution runbook and full administration of web and app framework software.



On the following pages are the individual components included in each service level (marked with appropriate icons to indicate which tier the component belongs to).

Support

24 x 7 x 365 Phone & Ticket Support

Access to the HOSTING Support Team at any time of day or night via phone and ticket system.

Pre-sales Solution Consultant

A dedicated Solution Architect to lead the development and execution of the vision into the solution.

Named Engagement Manager

A dedicated Engagement Manager to proactively assist a customer with its environment, manage the flow of information and direct operational resources to support the customer solution.

Cost Optimization Review

HOSTING works with customer to understand business objectives and current and planned utilization. We map those objectives to the utilization plans and identify changes to the infrastructure that will result in cost reduction. Upon customer approval, HOSTING will implement the changes.

Named Engagement Architect

A named technical resource tasked with support, review and guidance in customer environments, including risk assessment and mitigation recommendations. The customer will provide guidance on high level business objectives to be addressed via technology, such as compliance/security, performance and costs.

Monitoring

Platform and Solution Component Monitoring

Platform and solution component monitoring provides automated, real-time visibility into TCP port status. After setup, it automatically polls at regular intervals to verify that the server is responding correctly. If the server does not respond correctly, HOSTING support experts are notified immediately to address the issue. In addition, ping monitoring, TCP port monitoring, and HTTP checks are used to monitor device availability.

HOSTING configures monitoring metrics for customers. We provide current and historical data in the HOSTING Customer Portal™. Additionally, HOSTING responds immediately to infrastructure outages and issues, networking issues (with shared or customer components), as well as resource utilization (capacity) problems and trends for shared infrastructure. We notify the customer whenever their involvement is necessary to mitigate excessive utilization. The customer will respond to excessive utilization that HOSTING cannot solely mitigate. The customer will respond to any issues arising from problems on the server (other than infrastructure or networking).

Pre-built Monitoring Dashboards

Dashboards that are accessible through the HOSTING Customer Portal display all availability and performance monitoring metrics in real time and shows historical trends. HOSTING also verifies configured devices display metrics.



Capacity, Performance and Application Monitoring

The Capacity Monitoring Solution delivers at-a-glance visibility in a powerful dashboard. Easily accessed through the HOSTING Customer Portal, it displays CPU, firewall sessions, disk and memory utilization metrics, graphs and operating system data.

Application Monitoring provides customers with deep visibility into the infrastructure stack, allowing control of thresholds for metrics such as memory usage, disk space and bandwidth so that performance issues are intercepted as they occur. Companies can then use historical data and extensive libraries of metrics to make data-driven decisions about application infrastructures.

The high level of monitoring that HOSTING provides enables us to respond to potentially dangerous utilization levels (and notify customers as necessary). Our data collection also allows us to continually analyze the environment to identify problems at the most nascent stages possible. The customer retains responsibility for excessive utilization that HOSTING cannot mitigate on its own.

It is important to note that customers with application monitoring on MySQL servers will need to create an account in MySQL with minimal privileges to allow the collection of data. Customers in need of collection methods that require login credentials will need to provide those credentials.

Detailed Configuration Catalog

HOSTING creates and maintains a catalog of all software installed on each device (and dates of install), all processes running (and memory used per PID), all Windows services running, and all current port assignments.

Leaderboard Dashboards

HOSTING builds and monitors the Leaderboard, Firewall and Basic App Dashboards for customers. We can also provide the development and monitoring of advanced application dashboards, SAN dashboards, event correlation dashboards, vCenter dashboards, AWS / Azure dashboards and custom dashboards.

Monitors

Using web content monitors, HOSTING has the capacity to check an expression on a website. If the expression is not found, an alert is raised. HOSTING can also monitor watch-system processes and Windows services and sound alerts if either of these processes fails. We also have monitors that track round-trip email and alert if email is either not received or delayed beyond threshold. Lastly, we can monitor the use of SOAP/XML or build even more complex content monitors with custom headers.

Reporting

HOSTING will provide regularly scheduled and automated reports detailing assets, capacity and performance. Customers can also receive advanced reporting on dynamic applications.

Topology Diagrams

HOSTING provides customers with a nested topology diagram in dashboards. Dependent on customer need, HOSTING can build topology based on an initial reference diagram of the environment. HOSTING can also provide topology diagrams showing assets in multiple clouds, as well as topology diagrams showing heirarchical structure of vCenter environments.

In addition, HOSTING can deliver custom-built topology with custom relationships.



Event Correlation Dashboards

The security and compliance experts at HOSTING create a dashboard with correlation rules needed to monitor and identify patterns of security events. The dashboard allows HOSTING to monitor, analyze and correlate events from all sources to detect security events across systems, applications and network devices.

Workflow Automation Services

On failure, HOSTING will provide automatic restarts of Windows service and associated processes. Customized automation scripts can be provided as necessary.

Forecasting

Customers are provided with a forecast dashboard widget to show projected usage estimates based on past usage.

Management/Expertise

On-demand Platform and Application

Expertise

HOSTING provides access to technical experts that hold certifications in compliance, operating systems and applications directly related to the environments they service. In addition, every expert is trained in our proprietary service delivery architecture to ensure a seamless experience.

Fully Managed Infrastructure

Our fully managed infrastructure includes customized components to meet customer needs. Customers receive system health monitoring and problem notification, scheduled maintenance periods per device, reporting on asset lists and device availability, uptime and utilization reporting.

HOSTING also edits TCP/HTTP monitoring checks and thresholds.

Customers have access to our secure web-based portal to modify resources and edit TCP/HTTP monitoring checks and monitoring thresholds per device. The customer will install and manage custom applications, continually configure the environment, and move applications to the cloud as needed.

Support for Self-Service Tools

HOSTING will provide support and training for self-service tools available in the HOSTING Customer Portal or through our vendors and partners.

Co-administration of Operating System

HOSTING offers co-administration of systems including Windows 2008-2012 and RedHat Enterprise Linux.

Monthly Account Report

HOSTING provides a monthly review of environment metrics and utilization, including CPU/RAM/Disk, network, events, software, monitors and optional full server reports.

Annual Business Review

HOSTING delivers annual reviews including in-depth environmental metrics scoring and detailed metrics showing performance, availability, capacity, support and provisioning.

Quarterly Business Review

HOSTING delivers quarterly business reviews (detailing all of the above) to provide continuous, real-time overviews of the accounts.



Solution Runbooks

Solution runbooks include environment documentation, escalation notes and customer notebook reviews. They can also include details at the application level.

Co-administration of OS

With all service packages, operating systems are installed, managed and licensed by HOSTING. Our solution experts and support teams co-administer Windows and Linux-based environments, though the customer retains root access.

Customers are responsible for any configuration beyond ensuring that the service starts as well as any service manipulation. Build-in service control is required.

Co-administration of Web, App and Database Servers

Co-administration requires that HOSTING manages certain tasks and the customer manages certain tasks.

Among HOSTING responsibilities is the implementation of customer-documented and requested configurations, service restarts and basic application troubleshooting. HOSTING also monitors, responds to and troubleshoots HOSTING-implemented applications and configurations, assists with system-level performance settings, and compiles modules for standard software package. It is important to note that the HOSTING service covers base OS management and software included in default distribution, not beta or third-party packages or software.

The customer is responsible for installing and configuring any software not included on the documented list or the OS package. The customer also manages advanced diagnostics and performance associated with code, modules and any unsupported software.

Full Administration of Web & App Framework Software

HOSTING takes on the full administration of customers' web and app framework software, bringing on partners if necessary to provide the best experience and outcomes possible.

Backups

File System Backup

HOSTING provides File System Backup Service with 14-day retention of backup data. We set the backup schedule, install the agent(s), perform backups and restores, and validate. Customers provide any changes to on-premise devices.

Application Level Backup and Recovery

HOSTING provides Application Backup and Recovery Service with custom retention schedules of backup data and multi-site targeting. Similar to the File System Backup process, HOSTING sets the backup schedule, installs the agent(s), performs backups and restores, and validates. In this scenario, the customer is also responsible for any changes to on-premise devices.