

■ PlusServer AG | Product Description

Managed Admin

Germany, Version 2.0-EN, as of March 3, 2010

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Germany

■ Managed Admin



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1. Introduction

PlusServer Managed Hosting products offer a multitude of solutions that help to increase the overall availability of server infrastructures, so that customers can concentrate on their core business. The customer can select from multiple options to achieve the perfect service level for his individual hosting solution. The product variants called Basic are automatically included in every server offer.

2. Product Description

Successful offers require room for growth in order to adapt to more complex infrastructures. Inappropriate solutions will often fail the prerequisite resources that are upmost important for the stable operation of the desired platform. PlusServer's System Administration exists after many years of fine tuning and experience in the administration of projects carrying large and complex infrastructures. Customers can fall back onto this knowledge and experience in which ever distinctive package they are looking at implementing.

2.1. Technical Description

PlusServer offers its customers the opportunity to receive help from the experienced PlusServer system administrators. Within the scope of the products Managed Update and Managed Monitoring they carry out software updates or trouble shooting.

Moreover, it is possible to order installations or optimization of the current infrastructure. All work performed within this context is cleared in 15-minute intervals and set off against the included working hours of your booked packages. Not used working hours expire at the end of each month.

2.2. Product Versions Managed Admin

The following versions are available for Managed Admin (the availability of each package for your individual software installation has to be checked by our consultants first).

2.2.1. Managed Admin Basic

- Telephone advice
- Trouble shooting

2.2.2. Managed Admin Premium

- Telephone advice and support
- Trouble shooting
- Change requests for all installed services

2.2.4. Managed Admin Individual

- Software updates (see Managed Update)
- Proactive handling of monitoring notifications (see Managed Monitoring)
- etc.

When Managed Admin Premium is booked, the customer defines, together with the PlusServer consultants, the expected amount of working units (15 minutes) per month, and selects one of the predefined and discounted packages of working units. For servers that are supposed to be taken into service level Managed Admin Premium, at least one working unit per month must be ordered. All working units exceeding the respective package are billed according to the current price list.

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3. Configuration Settings

The configuration and administration is completely taken over by PlusServer. Additionally, there shall be an initial-setup consultation between the customer and the PlusServer Technical Consulting. Any later arrangements can be requested via a "Change Request" sent to PlusServer. The modifications shall be made after confirmation by PlusServer.

4. Service Level

A service level agreement is offered for PlusServer Managed Admin. It contains service availabilities, maximum recovery times, and maximum response times. The Service Level Agreement is provided as a separate document.

5. Service Management and Support

5.1. System Monitoring

The PlusServer Support and Service Center is working 24 hours a day on 365 days a year. If the Support and Service Center detects a failure in the services, arrangements to correct the failure will be initiated immediately.

5.2. Hotline

PlusServer is available to its customers 24 hours a day, every day of the year, through our Hotline. Information for the Hotline is provided after the service has been provisioned. PlusServer usually confirms incoming error reports from customers within one hour, and informs the customer on short notice about the troubleshooting status.

5.3. Maintenance

PlusServer announces scheduled maintenance, which may impact a customer's service, at least three business days in advance. Scheduled maintenance is normally performed between midnight and 6 am CET.

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