

■ PlusServer AG | Product Description

Managed Content Delivery Network (CDN)

Germany, Version 3.1-EN, as of April 1, 2009

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■ Managed CDN



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1. Introduction

Managed CDN allows customers to distribute all kinds of digital content to different locations worldwide in order to ensure fast and reliable access. Hence, the content is stored on worldwide distributed cache servers of PlusServer and distributed from the server that is accessible fastest by the customer.

2. Product Description

The PlusServer Managed CDN is promoted through a number of worldwide caching-servers, which are run and maintained by PlusServer. The content that is provided only requires to be copied onto a central storage unit and is then automatically distributed worldwide.

The use of a CDN makes a lot of sense in order to offer large files, such as media files, but also to make sure that your data is accessible and presented quickly to the entire world. For instance, transatlantic connections will not influence the download speed.

Besides the distribution of static content, it is also possible to send live streams through the CDN. Streaming can be done via Windows Media or Flash.

PlusServer Managed CDN includes the following services:

- Consulting (technical specifications of the individual service)
- Creation of a FTP/NFS accounts on a central storage unit
- Provisioning of a customer interface for detailed statistics and download volume
- Management of the entire PlusServer CDN infrastructure

2.1. Technical Description

All data distributed through the CDN must be copied to the central storage unit. This can be performed via NFS or FTP, and automated using scripts.

For downloading files through the CDN, a specific URL is used. As soon as a customer requests a file through the CDN, this file is copied in the cache of the CDN server that is located closest to the customer and stored there for a few minutes. All upcoming requests can then be served from the cache directly. Files with a very high access volume perform best when being delivered through a CDN.

PlusServer works together with its partners Level 3 and Edgecast to provide the Managed CDN and chooses the right solution for each individual customer demand.

2.2. Product Versions Content Delivery Network

The following options are offered

2.2.1. Managed CDN Medium

1,000 GB Storage
600 GB Traffic Volume

2.2.2. Managed CDN Large

2,500 GB Storage
1,500 GB Traffic Volume

2.2.3. Managed CDN Individual

individual quotas for storage and traffic volume

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3. Service Management and Support

3.1. System monitoring

PlusServer maintains a Support and Service Center for proactive monitoring and 24/7 support, which is staffed by experienced system administrators. Even when a service failure goes unnoticed by our customer, our Support and Service Center will contact them.

3.2. 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 achieves a high quality of service to customers through our issue resolution process. Service issues are addressed and the customer is contacted within one hour, while statuses are given every two hours as necessary.

3.3. 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 a.m. CET.

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