

■ PlusServer AG | Product Description

Managed Content Distribution

Germany, Version 1.0-EN, as of November 5, 2009

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1. Introduction

This service offers a readily configured platform for distributing content. This content can be made available by means of different streaming protocols or over http. This service is addressed to customers, who host their servers in the PlusServer data center, as well as other providers' customers.

2. Product Description

The product Managed Content Distribution offers a very efficient and redundant infrastructure that enables you to make any content available for download. The complete administration and maintenance of the platform are carried out by PlusServer. This service covers the hardware, maintenance and administration of the software, connection to the PlusServer IP network and all services related to Managed Content Distribution. Moreover, customers can make use of the PlusServer Support.

Managed Content Distribution spans the following services:

- Consulting (technical specification of the individual service)
- Initial configuration of the platform access
- Customization of technical parameters in coordination with the customer
- Documentation of the services and configuration
- Maintenance and monitoring of the infrastructure by PlusServer

2.1. Technical Description

PlusServer runs a central and redundant infrastructure for delivering content in the context of the product Managed Content Distribution. It consists of multiple streaming (based on the Wowza Media Server) and web servers, which are highly scalable and laid-out for downloading up to 10 GBit/s.

2.1.1 Supported Formats

The following streaming formats are supported:

- Video formats (.flv, .f4v, .mov, .mp4v, .3gp, .3g2)
- Audio formats (HE-AAC, .mp4, .m4a, .mp3, .ogg)

The following streaming formats can be "re-streamed" over the platform:

- .MP3, .OGG
- AAC + audio streams

All known download formats are supported, e.g.:

- .exe
- .zip
- .msi
- .iso
- and many more

2.1.2 Token Authentication

To protect the content from unauthorized access or to guarantee that downloads can not be made without a prior visit to the website, a token authentication is offered. Thus, a token can be generated by means of a defined interface, which limits access to the content.

In the area of streaming a static token is arranged by the content provider and PlusServer. This token is placed in the PlusServer infrastructure and is used for the authentication of the respective streams. By integrating the token in the player used by the content provider it is granted that clients have no immediate access to the content.

Since there is no player used for the download platform, a dynamic token authentication is offered here. This token is generated in real time or ahead by a defined API interface. With this generated token a special link is created for downloading the desired content.

2.1.3 Storage

The content is held ready on scalable and powerful storage. Both the provision of small volumes and of several hundreds of terabytes are possible. By default, the data is secured by Raid level 5; however, in addition the data can be mirrored to another independent storage. Moreover, an intelligent cache system ensures that frequently requested content is held ready on the download servers in extremely fast and efficient storage.

2.2. Product Types Managed Content Distribution

The product's volume is adjusted individually for every customer in order to meet all requirements in an optimal way. Thus, it is possible to choose either a pay-as-you-go model or a more favourably priced model with minimum commitments. Parameters for calculation in each case are the used volume on the storage system and the volume of requested content. Storage that is held ready redundantly is calculated with double volume.

3. Configuration Settings

The configuration and administration of the entire platform is carried out exclusively and completely by PlusServer. Customers get an account for uploading their data and a URL is made known to them, under which their data is provided. If token authentication is used, further configuration parameters are to be agreed upon by both parties.

4. Service Level

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

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5. Service Management and Support

5.1. 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.

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 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 on short notice.

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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Sales Tax ID:

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