

■ PlusServer AG | Product Description

# Managed Monitoring

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

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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 the perfect service level for his individual hosting solution. The product variants called Basic are automatically included in every server offer.

## 2. Product Description

A steady and error-free operation of each critical business application proves its success. Outages must be identified and resolved immediately in order to assure the desired availability. Therefore, in the framework of Managed Monitoring, PlusServer runs an infrastructure for uninterrupted monitoring of customer servers in order to support the customers in reaching this goal.

Our technicians monitor the infrastructure of our clients 24 hours a day, 365 days a year and assert themselves in the scope of Managed Admin to resolve problems pro actively should they appear. If immediate solutions are not possible, we shall contact the customer in order to work together for a solution to the problem.

The Managed Monitoring products include the following services:

- Setup of the monitoring
- Installation of necessary agents
- Monitoring of the defined services 24 hours a day, 365 days a year
- Running and maintenance of the monitoring infrastructure
- Proactive error management in the case of an emergency
- Proactive trouble shooting in the scope of Managed Admin

### 2.1. Technical Description

The monitoring system is centrally run on the infrastructure of Plusserver and is maintained by its staff. Depending on the product level, external checks are run on the client infrastructure or data is provided by installed agents on the system.

All checks are performed around the clock at a pre-arranged interval. Should a system check reveal an error, the interval is decreased and after three errors in a row, an alarm is sent. This alarm is followed by a ticket in the central support system of PlusServer and is handled by the support department.

Direct notifications to the customer are not sent through this error system.

If the outage can be resolved by the support department, the customer shall receive a written notification about the temporary outage. If a resolution to the problem is not immediately possible based on the provided information, the customer is contacted through the saved contact data in order to fix the problem together.

In the scope of the product Managed Monitoring Basic, PlusServer reserves the right to deactivate certain system checks if there are excessive false alarms until a permanent solution to the problem(s) is arranged by the client.

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## 2.2 Product Versions Managed Monitoring

In the context of monitoring the customer can choose for each server between Managed Monitoring Basic, which comes for free, or Managed Monitoring Premium, which comes tailor-made according to individual customer demands. The products are provided with the following specifications:

<b>2.2.1. Managed Monitoring Basic</b>	Description:	Monitoring of the basic OS functionality Detection of hardware problems
	Interval:	5 minutes
	Services:	Hardware health, ICMP ping, availability monitoring agent, Raid status (software and hardware Raid)
<b>2.2.2 Managed Monitoring Premium<sup>1</sup></b>	Description:	Individual monitoring plan for each server or server group Configuring of an unlimited number of required external and enhanced checks for smooth operation
	Interval:	5 minutes
	Services:	e.g. Hardware Health: ICMP ping, availability monitoring agent, Raid status (software and hardware Raid) Hardware Performance: CPU idle utilization, free memory, free swap, number of processes, load, uptime, free disk space, free inodes External Checks: SSH, HTTP, HTTPs, SMTP, IMAP, POP3, FTP, PLESK (web interface) Advanced Checks: e.g. DNS zone check, e-mail sending (SMTP) and receiving (IMAP, POP3), MySQL availability/replication check, HTTP with return check

## 3. Billing of incurring work times

Any failures that are monitored by Managed Monitoring are fixed pro-actively 24/7 by the PlusServer support team. If the customer chooses Managed Monitoring Premium, all work carried out is billed within the context of the product Managed Admin Premium. This is due to the fact that PlusServer has to deal with individually different server configurations and complexities as well as failure frequencies. In doing so, PlusServer is able to perform an unlimited number of checks very cost-efficiently.

## 4. Configuration Setup

Configuration and administration of the Monitoring will be the sole responsibility of the PlusServer staff. For this, an initial meeting between the customer and a PlusServer Technical Consultant will be arranged. If the client requires changes to be made to the Managed Cluster, a change request needs to be submitted by the client and approved by PlusServer. Once approved, the requested changes will be carried out by PlusServer.

## 5. Service Level

A Service Level Agreement is offered for PlusServer Managed Mailfilter. 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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<sup>1</sup> Only available in combination with „Managed Admin Premium“ or higher.

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## 6. Service Management and Support

### 6.1 System Monitoring

PlusServer maintains a Support and Service Center for proactive monitoring, which is staffed by experienced system administrators around the clock (24 hours per day, 365 days per year). If the Support and Service Center identifies a service failure, arrangements to resolve the failure will be conducted immediately.

### 6.2 Hotline

PlusServer is available for its customers 365 days a year around the clock through its hotline. All necessary information about the hotline is provided to the customer after the service has been provisioned. PlusServer confirms incoming failure reports by customers in general within 60 minutes and informs the customer at short notice about the troubleshooting status.

### 6.3 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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