

■ PlusServer AG | Product Description

# Managed Update

Germany, Version 2.0-EN, as of March 4, 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 from multiple options to achieve the perfect service level for his individual hosting solution.

## 2. Product Description

The operation of large web applications becomes more complex from year to year and reflects a growing number of programs and applications. One of the most challenging tasks of administering your own infrastructure is to maintain system redundancy and ensuring each individual program is kept up-to-date. Old versions are often at risk after a few weeks resulting from security holes and it is only a matter of time until a hacker gains access to the server and applications. Besides the implementation of firewall isolation techniques, organised management of software updates is a key part of each individual security concept. PlusServer offers individual solutions, which adhere to the different complexities presented in software installations.

### 2.1. Technical Description

All updates are performed manually and monitored by our system administrators. The processes and procedures are documented in the system documentation by our consultants in collaboration with the customer.

The system and security updates offered by PlusServer only include the software packages that are part of a Major Release. If furthermore e.g. a Major Release of the OS should be considered necessary by PlusServer, PlusServer will inform the customer in writing and suggest respective actions.

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## 2.2 Product Versions Managed Update

The following variations are offered for Managed Update. The availability of each package for your specific server installation has to be checked by our consultants before your order. If your software installation should be changed occasionally, the availability may be different as well. Any incurring work units are billed individually in the context of our Managed Admin products.

### 2.1.1. Managed Update Premium<sup>1</sup>

- Testing of available updates in a particular test environment
- Weekly update of all important system components
- Manual installation of the updates by experienced system administrators

### 2.1.2. Managed Update Individual<sup>2</sup>

- Individual notice on upcoming updates
- Individual selection of update timeframes even outside normal business hours
- Individual update workflow as discussed with customer
- Individual update cycles
- Further options on request

## 3. Billing of incurring work units

Individual server configurations require different efforts regarding software updates. In order to embrace the respective complexity, incurring work units are billed in the context of the Managed Admin Premium package, which is a prerequisite for ordering Managed Update Premium.

## 4. Service Level

A service level agreement is offered for PlusServer Managed Update. Operational availability guarantees, maximum restore efficiency and service creation times are specified there.

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<sup>1</sup> Only available in combination with Managed Admin Premium or higher.

<sup>2</sup> Only available in combination with Managed Admin Premium or higher.

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## 5. Service Management and Support

### 5.1 System Monitoring

PlusServer maintains a support and service center for active monitoring, which is staffed by experienced system administrators around the clock (24 hours a day, 365 days a year). If the support and service center identifies a failure of service, the customer is contacted, even when failures are without notice to the customer.

### 5.2 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.

### 5.3 Scheduled 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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**Trade Register:**

HRB 58428, Local Court Cologne

**Sales Tax ID:**

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