

Managed Hosting Services: Tasks Detail

MANAGED HOSTING SERVICES	ON DEMAND	LEVEL 1 MAINTENANCE	LEVEL 2 MAINTENANCE	LEVEL 3 MAINTENANCE	ADMINISTRATION
SERVICES DETAILS	"Eyes and Hands" hosted equipments visual check On demand interventions 24/24H 7/7D	Monitoring contract for listed resources	Operational readiness contract for a stabilized environment Working days and hours	Operational readiness contract for a stabilized environment 24/24H 7/7D	Changing environment adaptable contract for systems and networks administration
Contact procedures 24/24H 7/7D	✓	✓	✓	✓	✓
Resources configuration : OS - middleware - network		✓	✓	✓	✓
Resources tests 24/24H 7/7D		✓	✓	✓	✓
Resources status 24/24 H 7/7D		✓	✓	✓	✓
Automatic alerts 24/24 H 7/7D		✓	✓	✓	✓
Analysis and diagnosis			✓	✓	✓
Anomalies correction			✓	✓	✓
Corrective and preventive security updates			✓	✓	✓
On demand day -1 server restoration			✓	✓	✓
Performance reports			✓	✓	✓
Dedicated consultant					✓
Sytems and networks change management					✓
Platform improvement advices					✓
Quarterly management committee					✓
Customised activity reports					✓