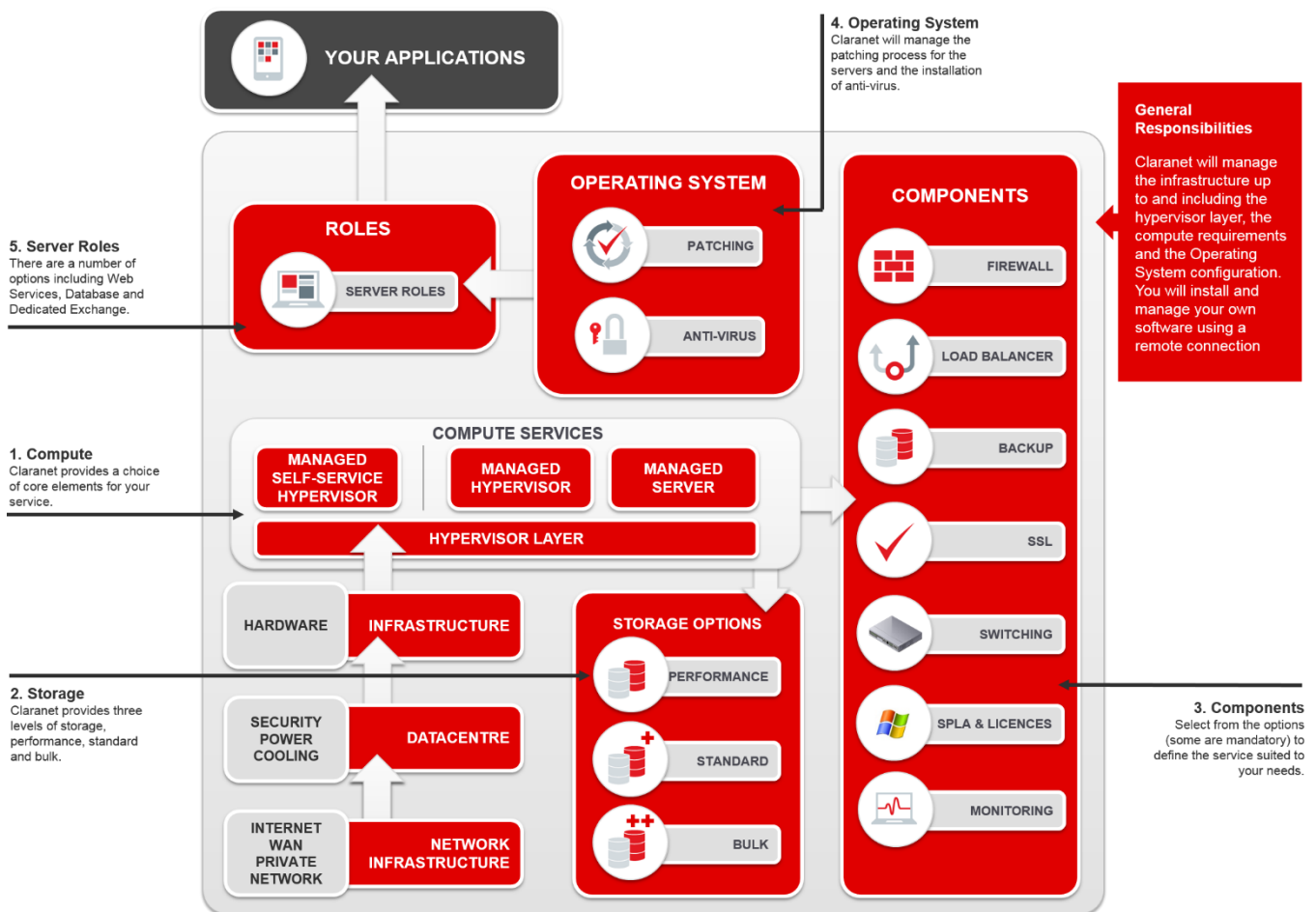


Managed Hosting

Our proven service methodology starts with understanding your business needs, progresses through design and build of your solution, to the management and continual improvement of your in-life Managed Hosting Service.

Setting up your Managed Hosting Service



What Claranet will do

Design it with you: Allocate a Solutions Architect to your project to ensure that the design of your Managed Hosting service is the right one to suit your business needs.

Setup: Provide the platform for your service, allocate the IP addresses if required, purchase any SSL certificates that may be needed and provide an instance of the Operating System(s). We will install and configure any firewalls, install and configure the Managed Backup and any load balancing required. Your storage is assigned at the agreed level.

Support

24x7x365 days per year once your service is up and running.

Claranet Online

View details of your service, your technical metrics and raise support tickets through Claranet Online.

What you will need to do

Information at design: Provide any requested information to allow Claranet to design an appropriate solution including full details of on-going technical contacts within your organisation. This information will form the basis of the Initial Configuration, so it is your responsibility to ensure the information provided is correct and any relevant information added to the 'runbook'.

Once it is up and running

What Claranet will do

Area of responsibility: Manage the infrastructure 24x7x365 up to and including the hypervisor level, the compute requirements if required and the Operating System configuration.

Maintenance: Provide at least five working days' notice of any planned maintenance work wherever possible and we will seek to ensure minimal disruption. In an emergency, changes will be made at periods of low service utilisation. It may be necessary to make changes to the configuration of your service, **without** prior notification to ensure the continued operation of the managed service.

What you will need to do

Change requests: If you wish to introduce changes to the configuration or usage after your initial configuration has been agreed, you may incur an additional charge for design and engineering time.

Installation of 3rd party and bespoke software: Install and manage your own self-developed software and 3rd party applications. Check and verify with Claranet that any agents you wish to install will not adversely affect the operation of any other agent.

Issues arising: You are responsible at all times for issues arising where the suspected cause is your software or your code running on the server. Any support to resolve these issues is provided by Claranet on a reasonable commercial endeavors basis only.

Patching

What Claranet will do

Hypervisor and Operating System: Apply all hardware and hypervisor patches as deemed appropriate and at Claranet's discretion if purchased as part of your service. Claranet will also apply all Operating System patches as deemed to be critical or security related at Claranet's discretion and based on classification by the respective vendor. Patching of the Operating System requires agent software to be installed in the Operating System.

Maintenance windows: Operate a selection of maintenance windows which can be selected for each option to minimise disruption. Your service is typically uninterrupted during these periods.

What you will need to do

Opting out of patching: You can request to opt out of patching, by specifically requesting this during the pre-sales process. You then accept any responsibility for any issues caused by Operating System patches not being applied.

24x7x365 monitoring

Your service is measured on availability and you will be able to see at a glance, through Claranet Online, key aspects of the solution that Claranet provides. A full list of the technical and service metrics that are monitored and with what frequency, can be found in the Service Description along with details of the change management process and ticketing.

What Claranet will do

Installation of a monitoring agent: Install a monitoring agent on to each Managed Server. These agents continually send data to the Claranet Operations Centre and when a threshold is breached, alarms are triggered to alert Claranet support staff to investigate and resolve the issue.

Metrics monitored: Monitor your servers in the areas around general connectivity, memory and CPU utilisation, processor congestion and available disk space to ensure that they remain up and running.

Change requests

You can make change requests or escalate any tickets, through the ticketing system within Claranet Online. It is your responsibility to ensure that any changes that you request will not directly cause a service outage or other disruption of the service.

Managed Backup

This component is mandatory if you select the Managed Server or Managed Hypervisor service. It allows data to be recovered if accidentally deleted and within a certain time window.

SPLA licencing

Claranet provides the necessary SPLA licencing except in the Managed Self-Server Hypervisor where it may be possible to use your own licences.

Service measurement availability (uptime):

Managed Server:	99.5%
Managed Hypervisor:	99.9%
Managed Self-Service Hyp'r:	99.9%
Managed Storage	99.9%
Managed Backup	99.9%

Account review

Claranet will provide you with an annual technical and service review.

Managed services

Claranet will provide levels of availability monitoring and will work alongside you to create a pro-active approach to help you achieve your business outcomes.

Professional services

In addition to further technical, performance and service analysis, Claranet also provide experts in solution design, engineering, security, DevOps, Disaster Recovery, enterprise email migration, cloud transition and Project Management. Please see your Account Manager for further details.