



The leader in protecting your *pretty* important data

## Dedicated Managed Hosting

### What Is Managed Hosting?

Ugly Data Inc. provides an outsourced solution for companies who require control over their applications but insist on 100% uptime reliability from their hosting environments. Our clients lease dedicated and virtual servers to run their applications, databases and other hosting requirements. They manage their applications and databases but delegate their hardware and operating system maintenance, bandwidth, network, security, disaster recovery planning, and site monitoring to our team of professionals.

In a managed hosting environment, your provider owns and is responsible for the data center, network, devices, operating system and application infrastructure components, providing a stable operating environment for your applications. Your IT organization manages your applications and maintains full control over the operating system and application infrastructure.

Managed hosting provides more value than colocation and dedicated hosting because it frees more of your IT personnel from mundane infrastructure related tasks, personnel that can now be reallocated to understanding and supporting your business more effectively. Managed hosting also provides greater responsiveness than fully outsourced solutions because it emphasizes a flexible bottom-up approach to delivering value that puts you fully in control of your OS, application infrastructure and application. Ugly Data Inc. delivers a number of key services designed to keep your applications secure, stable and responsive to your changing business needs.

We offer a managed hosting package second to none that includes services that typically are optional or not provided with other hosting companies. As your company and hosting requirements evolve, our support and services scale to meet your needs while still maintaining the uptime, responsiveness and control that you require.

Our managed hosting package includes:

- A knowledgeable and professional staff providing rapid response and resolution to issues identified through monitoring alerts and customer requests
- Certified expertise on a range of technologies
- Access to people, systems and tools you need to accomplish your goals
- Choice of OS - Linux or Microsoft Windows
- Suite of managed services available
- Emergency ticket response
- Access to live support personnel 24x7x365
- Multiple bandwidth providers
- Managed multi-homed network.
- Data centers with redundant power and HVAC systems
- Full customer portal access
- Remote console access
- Remote customer power cycling
- Offsite backups

#### Performance SLA

- 100% network uptime SLA
- 1-Hour hardware replacement
- Application infrastructure uptime SLA

#### Customer Care Services

- Account management and business development consulting
- Ongoing needs analysis and consulting by technical staff
- 24x7x365 support of platform, OS, database and application layers by experts
- Escalation to key vendors
- Custom deployment project management
- Implementation and migration planning and assistance
- Monthly account consultation
- Change management coordination for configuration changes

Layers	Business Process				●
	Application				●
	Application Infrastructure			●	●
	Operating Infrastructure			●	●
	Device		●	●	●
	Networking	●	●	●	●
	Data Center	●	●	●	●
Areas of responsibility	Colocation	Dedicated Hosting	Managed Hosting	Fully Outsourced	
	Type of Outsourcing				

## Dedicated Managed Hosting

**Monitoring & Issue Response**

- Standard monitoring (ports and services)
- Custom monitoring of all elements impacting uptime SLA
- Immediate response to monitoring down events
- Email/pager alerts
- Notification preferences and standard response specifications
- Advanced performance monitoring to proactively identify issues
- Predictive failure monitoring
- Detailed run book established during implementation consultation

**Reporting**

- Online ticketing
- Monthly support ticket trending
- Backup utilization
- Bandwidth utilization
- Custom monthly trend reporting from monitoring data
- Performance & capacity management

**Server & Device Administration**

- Licensing as needed on all components
- Unlimited sys admin troubleshooting
- High availability server capabilities
- Disk defragmentation management
- Unlimited sys admin troubleshooting

**Managed Security**

- Automated OS patching
- Customized patching and roll-back capabilities
- Managed network-based intrusion detection
- Managed VPN access
- Server compromise checks on demand
- Optional third-party security audit
- Optional dedicated intrusion detection
- Server virus scanning

**Hardware**

- State-of-the-art servers
- RAID disk subsystems
- Hot swappable components
- Redundant Internet connectivity
- 24/7/365 on-call support
- Server-side monitoring
- 100% hardware SLA
- Uninterruptible power

**Standard Included Software (Linux)**

- Apache 2.x
- WebDAV
- PHP 4
- Perl 5.8.x
- AWStats Traffic Stats
- MySQL 4.1.x
- OpenSSH
- OpenVPN
- vsftpd
- (POP3/SMTP)
- qmail
- qmailadmin (web-based email account management)
- Zimbra (webmail)

**Standard Included Software (Windows)**

- .NET Framework
- Active Directory
- Frontpage 2002 Server Extensions
- ASP.NET
- IIS 6.0
- IIS FTP
- IIS SMTP
- IIS WWW Server
- Microsoft Index Server
- Terminal services