

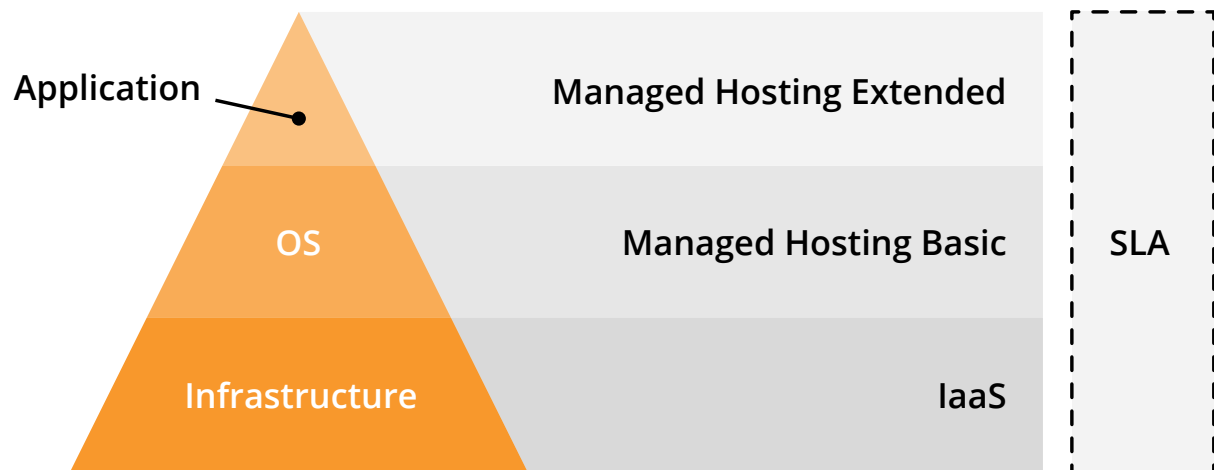
MANAGED HOSTING SERVICES



OVERVIEW AND PRICING

Managed hosting is all about peace of mind and comfort in knowing that infrastructure experts look out for your company's most critical assets at all times. It keeps you and your staff focused on innovating and growing your business while we make sure that your IT-infrastructure is secure and at optimal performance.

Our Extended SLA offers an improved uptime guarantee and includes an on-call service for clients running business critical IT-infrastructure in any of our data centers. For clients looking to offload their IT organization we offer a basic and extended level of Managed Hosting.



SLA – OVERVIEW

Extended SLA offers an improved uptime guarantee of 99,99% and includes a 24/7 on-call service for clients running business critical IT-infrastructure in any of our data centers.

	BASIC	EXTENDED
Uptime (SLA)	99.95%	99.99%
Availability	Business Hours	24/7
First Response Time	4h	2h
Phone Support	✓	✓
VIP Phone Support		✓
E-mail Support	✓	✓
Social Media Support	✓	✓
	Included	1495 SEK /Month

MANAGED HOSTING – OVERVIEW

	BASIC	EXTENDED
OS Administration	✓	✓
Vulnerability Scanning	✓	✓
Monitoring & Reporting	✓	✓
Backup Management	✓	✓
Dedicated Support	✓	✓
OpenStack Support	✓	✓
Network Administration	✓	✓
Architecture Planning	✓	✓
Web Server Administration		✓
Database Administration		✓
FTP, DNS, SSL management		✓
Extended Monitoring		✓
Alerts	24/7	24/7
Solving Alerts	Business Hours 995 SEK /h Off Hours 1595 SEK /h	Included*
	795 SEK /Month	1295 SEK /Month

*Fair Use Policy

CUSTOM SOLUTION

Customized Managed Hosting for clients using operating systems or applications that are not supported by default. Contact us to start a pre-study to determine the complexity of the elements involved in your IT-infrastructure.

BASIC MANAGED HOSTING – DETAILS

We take on the role as your server administrator and ensure that your IT-infrastructure environment is online and healthy. Our dedicated team of professionals provide pro-active support with vulnerability reports, scans, backup and monitoring of your environment.

Operating System	Installation, configuration, updates and troubleshooting of the following operating systems Windows, Centos, Ubuntu, Debian, Fedora, Red Hat, and Suse.
Vulnerability Scanning	We scan your server for vulnerabilities and deliver monthly reports.
Monitoring	Installation and configuration of monitoring using "City Monitor" which includes alerts sent to you.
Backup	We install and setup backup schedules for Virtual Servers in City Cloud (Snapshot). We also offer installation and configuration of our backup service "Online Backup" as an addon service.
Dedicated Support Organization	You gain access to a dedicated support organization and also up to two hours of planned work per server and month.
Network Administration	Installation, configuration, updates and troubleshooting when it comes to load balancers, routers, firewall rules and networks in OpenStack or Baremetal/Dedicated Server.
Architecture	We can offer guidance on how to design your environment to ensure maximum availability and security.
OpenStack Support	Technical support of Openstack services and features.
Alerts	You have the option to let City Network handle your alerts 24/7. You pay for the time that we spend taking care of the issues causing the alert.

EXTENDED MANAGED HOSTING - DETAILS

Includes all levels of management and support from Basic Managed Hosting and adds application support and advanced monitoring of your IT-infrastructure.

Web servers	Installation, configuration, updates and troubleshooting of Apache, IIS and Nginx.
Databases	Installation, configuration, updates and troubleshooting of MySQL and MSSQL.
FTP	Installation, configuration, updates and troubleshooting of FTP/SFTP.
DNS	Installation, configuration, updates and troubleshooting of DNS (domains where City Network acts as domain registrar).
SSL certificates	Management of SSL certificates.
Extended Monitoring	Custom monitoring using our op5 installation.
Alerts	We take all alerts from your environment 24/7 and continuously handle any alerts coming in. All so you can sleep through the night knowing that experts are watching your systems day and night.

ABOUT CITY NETWORK

City Network is a leading provider of infrastructure services in Europe with over 30 000 customers and data centers in 27 locations around the world.

We provide public, private and hybrid cloud solutions based on OpenStack and are certified according to ISO 9001, 14001 and 27001 – internationally recognized standards for quality, information security and sustainability.

Through our industry specific IaaS we can ensure that our customers can comply with demands originating from specific laws and regulations concerning auditing, reputability, data handling and data security such as Basel II and Solvency II.

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