CWCS MANAGED HOSTING

Server Management Plans

LET CWCS TAKE CARE OF SERVER MANAGEMENT, SO YOU CAN LOOK AFTER YOUR BUSINESS

✓ 24/7 On-site Support

✓ Security Patching

✓ Managed Backups

✓ Advanced Monitoring

✓ Security Audits System

✓ Administration

SUPPORT PLANS TO MEET ALL BUSINESS NEEDS. BE AS HANDS ON OR OFF AS YOU WISH

Standard	Silver	Gold	Platinum
For companies who have access to professionals that have time and the skills to manage a server, but just need a little assistance now and then.	Aimed at organisations that have time to handle the normal day to day tasks but would prefer to leave the security patching and backups to us.	For companies who do not have access to professionals to manage a server, and need assistance with server patching, backups and ongoing technical support.	Ideal for mission critical systems and is strongly recommended for anyone that has limited technical expertise or experience working with servers, as well as those that would rather allocate their internal IT resources to other projects.

Standard Includes:

✓ 24/7 Supreme Support
✓ 90 min response
✓ Free server reboots
✓ Reinstall of OS
✓ Basic ping monitoring
✓ Control panel support
✓ Annual security scans
✓ Service Level Agreement

Silver Includes:

✓ Everything in Standard
✓ Managed security patching (Windows and CentOS)
✓ 75GB FTP backup space

Gold Includes:

✓ Everything in Standard
✓ Managed security patching (Windows and Linux)
✓ 175GB image backup space (7 day retention)
✓ 1 test restore per quarter on request
✓ Enhanced 45 minutes response
✓ 30 minutes monthly SysAdmin allowance
✓ Security investigation -operating system and control panel
✓ Quarterly security scans on request
✓ Advanced pro-active server monitoring(CPU, RAM, HDD & services)

Platinum Includes:

✓ Everything in Standard
✓ Managed security patching (Windows and Linux)
✓ 350GB image backup space (30 day retention)
✓ 1 test restore per month on request
✓ Enhanced 15 minutes response
✓ 120 minutes monthly SysAdmin allowance
✓ Security investigation -operating system and control panel
✓ Monthly security scans on request
✓ Advanced pro-active server monitoring (CPU, RAM, HDD & services)
✓ Technical Account Manager

SUPREME SUPPORT TAILORED FOR ALL

SOCOTEC CERTIFICATION INTERNATIONAL | ISO 27001 | UKAS MANAGEMENT SYSTEMS 0063

HM Government G-Cloud Supplier

"Excellent"
TRUSTPILOT
★★★★★

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General

24/7 Supreme Support is included*, with response times starting from 90 minutes**. Contact us via phone, ticket or live chat. Our 3rd line system administrators are also available to you, and an allocation of time per month is included with out gold and platinum plans. A Technical Account Manager (TAM) will be assigned with platinum, who will understand your hosting needs and be there for you when required.

Operating System & Control Panel

We have many years experience of supporting Linux and Windows operating systems, and both Plesk and cPanel/WHM control panels. Depending on the support plan we will patch these systems for you***

Software Installation

We can install 3rd party software that is supported by the operating system, however we do not provide ongoing support.

Security

Security scans are on request and in line with the support plan frequency. Operating system and control panel security investigations are included with gold and platinum and can be purchased as a special request for standard and silver customers if required.

Backups

Standard support customers will need to ensure backups are in place. For silver customers we will provide FTP storage for you to backup files to. With gold and platinum an image backup solution is included that allows the restoration of a full image or individual files. The backup quota is dependent on the management plan****. The time to backup and restore can vary due to various factors. Test restores are included within the support plans on request.

Service Level Agreement (SLA)

CWCS offers an SLA with all servers, including a financially backed 100% network uptime guarantee. All dedicated servers include 1 hour hardware replacement and cloud servers have built in redundancy in case of a hardware failure.

*Second-line support 24/7/365. Non emergency third line support from Administrators is usually only available between 09:00 and 17:00 Monday to Friday excluding public holidays

**We aim to meet response times in at least 95% of cases during core hours (core hours defined as between 09:00 and 17:30). For immediate response to critical issues please call the support line

***We will only support up to date Operating System and software, any End Of Life Operating Systems and software will not be supported

****Applications that come with the operating system, and those that the technical staff are familiar with - we do not support 3rd party software

*****Additional storage can be purchased at a cost of £5.00 per month per 45GB