



Cavecreek Managed Services.

What are Managed Services?

Managed services are additional hosting duties performed by Cavecreek's staff of trained Linux and Windows System Administrators at the customer's request.

Available Managed Services

For all dedicated or colocation hosting clients, several tasks are performed by Cavecreek staff free of charge. These **complimentary services include:**

- **Server monitoring.** Servers running Windows or Linux are monitored in Cavecreek's Big Brother system and our 24/7 in-house team of system administrators responds to any issue. This response could include following custom escalation procedures.
- **Non-urgent reboot requests.** These will be handled within four hours of the request. If a reboot is needed sooner, please call Cavecreek's NOC, or note it in your request. Unless otherwise specified, all reboot requests will be treated as an emergency and subject to managed service fees.
- **Critical software updates.** When there is a critical system update available on Cavecreek's preinstalled configuration, it is applied free of charge.
- **Leased hardware repairs.** If your leased Cavecreek server or appliance has hardware failures, we will repair it at no additional cost.
- **Purchased hardware repairs.** If your purchased Cavecreek server or appliance has hardware failures, we will repair it at no cost per terms of the warranty. All Dell servers purchased through Cavecreek come with a three year warranty.

For the best in system care and maintenance, our **Managed Services Plan** is available for an additional fee. You can either prepay for a block of time at a negotiated rate or pay-as-you-go through an hourly charge (details below). The Managed Services Plan includes all of the complimentary services, plus those shown below, to address any corresponding issues.

Server behavior

- **Reboots.** If your server is not behaving properly, and a reboot is urgently needed, our staff will respond as soon as possible following your ticket submission or call to the NOC.

Software performance and functionality

- **Non-standard software installation.** Should you need additional/other functionality from your system software, our staff will install third-party software.
- **Software troubleshooting.** Software performance has a big impact on your business. Rather than hire your own administrator, Cavecreek staff will investigate and determine solutions to third party software issues.
- **Software upgrades.** Perhaps your current configuration is unable to keep up with demands. When this occurs, we will install any upgrades to the best of our ability.

Hardware performance and functionality

- **Hardware upgrades.** To meet increased network demands, sometimes the best solution is a hardware upgrade. We can do this using parts provided by you, or our own parts.

- **Customer owned hardware repairs.** Getting hardware support from the original manufacturer can sometimes be challenging. Our staff can repair the equipment for you as necessary.

Network management

- **Remote hands.** Our system administrators will serve as the physical support staff for customers that remotely manage their equipment.
- **Security troubleshooting.** Our experienced staff is prepared to handle security breaches and making recommendations for fixing them.
- **OS reformat.** If your server becomes inoperable, our staff can reformat it with a different operating system.

Managed Services Charges

If you decide to take advantage of our Managed Services Plan offering, there are a couple of options available to you regarding billing.

1. You prepay for a negotiated block of time at a discounted rate
2. You pay for the services as you need them at the standard rate of \$150 per hour, billed in 15 minute increments

To learn more about prepay rates, call your Cavecreek sales representative.

*Note: Charges do not apply to any of the complimentary services outlined above.

Data Center Escort Services

To maintain our high data center security standards, Cavecreek requires clients wishing to visit their servers be accompanied by a member of our staff. These services are not included as part of any Managed Services charges.

If possible, 24 hour advanced notice is desired when requesting a visit. However, we can accommodate visits with less notice at an additional charge.

When you visit one of our data centers, tools will be made available for your use and our system administrators are able to assist you as needed.

- **Server monitoring.** Servers running Windows or Linux are monitored in EC Suite's Big Brother system and our 24/7 in-house team of system administrators responds to any issue. This response could include following custom escalation procedures.
- **Non-urgent reboot requests.** These will be handled within four hours of the request. If a reboot is needed sooner, please call EC Suite's NOC, or note it in your request. Unless otherwise specified, all reboot requests will be treated as an emergency and subject to managed service fees.

Data center escort charges

- Data center escort - **\$75 per hour**
- Data center escort with less than 24 hour notice - **\$125 per hour**, with a one hour minimum appointment time
- Scheduled data center escort conducted more than 30 minutes before or after your pre-appointed time - **\$125 per hour**
- Scottsdale data center re-entry – **Free unlimited access with full cabinets**