



ENVISAGENETWORKS

HOSTING | SERVERS | SOLUTIONS

Envisage Networks Management Services

Envisage Networks provides 3 levels of management for our Dedicated Server and VPS customers. The 3 levels are: Unmanaged, Semi-Managed and Fully Managed.

A brief description of each level of management is below.

Unmanaged:

Our unmanaged servers have no associated management services, though we can provide ping monitoring for your server upon request.

Semi-Managed:

Our semi-managed servers are recommended to customers who prefer to mostly look after their own servers, but would like to benefit from a few of our management services. Semi-Managed servers are provided with:

- Event Notifications Package
- 1 Hour Configuration Management & Troubleshooting.

Fully Managed:

Our fully managed servers are recommended to customers who do not have 24 hour IT staffing and need support for all aspects of their server, as well as peace of mind that their server is secure. The following management services are provided:

- Event Notifications Package
- General Management Package
- Security Management Package

The General Management package includes 4 Hours of Configuration Management & Troubleshooting per month.

Management Services

Event Notifications Package

Ping Monitoring - Monitoring is performed via ICMP, if the server fails to respond for a period longer than 30 seconds Envisage is notified via email and SMS services. Monitoring and response is provided 24 x 7.

Service Monitoring – Your server core services (HTTP/HTTPS, SMTP/POP/IMAP, SQL, SSH, FTP) and up to 8 additional ports are monitored individually. In the event of a detected service failure we will log into your server and attempt to restore the service.

System Health Monitoring – Envisage will monitor the load of your server as well as periodically check logs and notify you if there are any issues you should be aware of.

General Management Package

Server Backups – Envisage will provide 50GB of offsite storage space for backups and setup your server to backup daily to its allocated storage space.

Kernel & OS Updates + Patching – Envisage will constantly keep your server up-to-date, which is essential for security. This service ensures that your software is always up-to-date and secure.

Software Firewall Management – Software firewalls are an effective way to limit access to your server and help keep your server secure. Envisage will configure and maintain a software firewall on your server. Any requested changes to your firewall configuration will be performed free of charge.

Configuration Management & Troubleshooting – Envisage will install and configure all supported software on your server. All system wide configuration changes and troubleshooting are included. Supported Services:

- cPanel, Plesk, HsPhere
- IMAP, POP & SMTP Services
- HTTPD(Apache, IIS)
- Apache Add-ons and Modules
- MySQL, PostgreSQL
- Java, JSP, Tomcat
- SNMP
- BIND
- SSH, Telnet, VNC

If a commonly known service is not listed here and you require support for it, then please ask if we support it. Chances are we can support it for you.

Security Management Package

Server Side Virus Scanning – Envisage will install and maintain a virus scanning application on your server. This will help ensure integrity of your data.

Server Security Audits – A quarterly security audit helps keep your server secure and your data safe. A security audit evaluates your server for all known security exploits and checks to see if your server is complying with **Envisage Secured** standards.