Cloud & Dedicated Server Management Definition

At SimpleServers we provide comprehensive managed hosting solutions tailored to your business needs. Our fully managed cloud & dedicated servers offer a complete package of features and services, ensuring optimal performance, security, and reliability.

This document is a description of what we manage, and how we manage it. Our agreement.

Our Managed Service includes:

- ✓ Management of server, OS (Operating System), and core services (See "Definition of")
- ✓ Proactive monitoring and alerting of issues (See "How we monitor systems")
- ✓ Automatic OS updates (See "How we update systems")
- ✓ Scheduled backups (See "How we take backups")
- ✓ 1 Hour of admin time per month (on an ad-hoc, best-effort only basis)
- ✓ 24x7 Proactive response to alerts <15min response time to critical tickets
- ✓ 24x7 real person support via Telephone or LiveChat

Definition of server, OS (Operating System) and services:

"Server" refers to a host device, physical or cloud. Consider our expertise the datacentre, power, network, and server. Yours is the configuration and management of your services.

"OS" refers to the Operating System, for which we cover RHEL/CentOS, Alma Linux, Cloudlinux, Debian/Ubuntu and Windows (In-support versions only). If the operating system is functional and updates are applied correctly and within the agreed patch cycle (or as otherwise previously agreed and documented), our management is fulfilled. Changes made to the OS by the customer after we provide the system to them do not fall under our managed agreement. If your Operating System subsequently needs to be replaced with a different Operating System, or if you decide / or need to change Operating Systems, then our team will be able to advise and help you. This will be a managed process, and be carried out with your agreement in writing.

"Core services" refer to applications running on the server that existed on the host at the point we handed the service over to the customer, typically this will be HTTP, FTP, MySQL, cPanel/Plesk. Services installed by the customers after the fact do not fall under our managed agreement, and admin time spent on them would be best effort and chargeable (or use allocation). *See what we do not cover at the end of this document.*

Coverage:
We support only the latest major version of software; old versions will be deemed out of remit. Likewise, we cannot support end user issues relating to non-current client software.

We provide service updates on a "machinery only" basis, meaning if code/applications/services break because of the version upgrade, the customer takes responsibility for that, and any costs, associated with the issue.

Major version upgrades are not supported *in-situ*, in these cases we can provide a free of charge service for 1 month to allow careful and planned migration, further assistance with a migration is chargeable at the usual administration rate of £120 per hour.

Migrations are carried out on a best-effort basis only. We cannot guarantee migration will be successful and, in any event, can only be undertaken after a pre-migration survey during which we will make every effort to determine if the migration may be successful, or what issues may occur, and then advise you as to the time, administrative effort and any cost that may be required or incurred.

Security of the provided server and the data held therein is that of the user who should perform such backups and maintenance of software/service as to maintain its integrity.

Where root access is provided to the server, administration should be performed through the installed control panel (cPanel/Plesk), if applicable. Issues arising from use/misuse of the root account by the user are not covered under this agreement and would be chargeable.

Management does not extend to the instruction of server administration to the user; users are expected to familiarise themselves with control panel and Operating System usage.

Caveats:

All tasks performed consume a minimum of one hour of admin time.

If admin time is consumed addressing a problem caused by user error, admin time will be either consumed from allocation, or billed to the user once the work is complete.

If admin time is repeatedly used for tasks that remain unaddressed by the user (disk usage/expansion or any other monitored service) then an increase in resource will be allocated and billed accordingly or monitoring for that service removed entirely (at our discretion).

- ✓ Management does not extend to the configuration of services on the behalf of the customer.
- ✓ Dedicated server OS re-installs are FOC in the first instance, chargeable at £120 thereafter.
- ✓ Backup restores are FOC in the first instance, chargeable at £120 thereafter.
- ✓ Network interruptions outside of our reasonable control (i.e. DDoS) are not covered under SLA.
- ✓ Changes to server configuration or security policies that are requested (but deemed not advised by our staff) will only be performed subject to prior confirmation in writing that any adverse effects will render the service outside management and may result in extra charges.

Service Level Agreements (SLA):

For details on our SLA Details and claim process – please see our terms and conditions.

- ✓ 100% Uptime on Power
- ✓ 100% Uptime on Network
- ✓ 4 Hour hardware Replacement SLA (from point of diagnosis, not alarm)
- ✓ 24x7 Support Staff online via Telephone or LiveChat (whichever is available) and Ticket
- ✓ SLA credit can be claimed against downtime (see terms)

Our Managed Incident Response Process:

- ✓ Investigate: Staff member logs in to identify the cause –
- ✓ Decided if issue can be fixed without consultation.
- ✓ If yes - fixes issue and raises ticket, explaining incident and remedy.
- ✓ If no, and the solution requires further customer input...
    - o Approve: Staff member explains the problem to the customer, the time it will take to fix & requests approval
    - o Perform: Staff member fixes the issue for the customer
    - o Follow-up with the customer.

Whilst it is exceedingly rare for an issue to fall-outside of our Managed Agreement, it does happen. In cases where some work is chargeable, the process above will include a step to include quote and for the customer to approve the quote before work is carried out. Should an invoice not be paid in good time, then services maybe suspended.

How we monitor systems:

All monitoring thresholds are of sustained usage beyond a 5 min period. Once triggered, our team will investigate and follow the Managed Incident Response Process (as above).

Hardware monitoring:

RAID: Degraded status will trigger alerting; we will be in touch to coordinate a replacement.

Resource monitoring:

CPU: Greater than 75% CPU will trigger alerting.
RAM: Greater than 80% RAM usage will trigger alerting.
Disk Usage: 25% remaining will warn, 10% will trigger alerting.

Service monitoring:

POP, IMAP, HTTP, MySQL, or other monitored services:

- ✓ Timeouts of 3 times within 5 minutes will trigger alerting; we will investigate and resolve.
- ✓ We only monitor "core" services that are present at time of handover.
- ✓ All monitoring thresholds are of sustained usage beyond a 5 min period.

How we update systems:

Operating System (OS) Updates:

Automatic Operating System updates will be configured on the hosted device, these will by default apply to all packages. This is the best way to ensure systems remain as up to date and secure as possible.

If updates cause any problems with the server's core services, we will correct these or roll back to the latest backup. Consequences of the updates, beyond core services are not covered by management.

Unless otherwise specified by the customer, and agreed by us, these will be configured to happen overnight at our discretion (typically 03:00 UTC)

Service Updates:

We can, as part of our service, perform on-request updates to core services. Only minor updates are supported in this manner, major release updates are not supported *in-situ*. In these cases, we would provide a new service/server free of charge for 1 month, with the updated service installed, to allow the customer to migrate from A to B. We can assist with this on a chargeable, and best-effort only basis.

How we take backups:

Daily backups:
As standard, we take (at least) daily backups of the customers managed services. These are automatic and unvalidated, the user should consider these supplementary to their existing backup regime, not a replacement for. Backups are stored on our dedicated backup platform, inaccessible (directly) to the customer, but available upon request.

Backup recovery:
As part of our management we provide assisted backup recovery, meaning we will help you attempt recovery of your data from backup – via roll-back in-situ, or creating a separate service using the backup data to attempt to provide access. We do not guarantee in any way that the data will be usable, as backups are unvalidated, or that the restore will be successful – they are partaken on a best-effort only basis.

Please note full Bare-Metal Restore (BMR) can take a significant amount of time, and have been known to take over 48 hours, depending on the complexity and quantity of the files/file structure. We will keep you up to date during this process.

Additional Available Services.

BitNinja Server Security – Full-stack server protection, harnessing machine learning to identify, neutralise and protect against threats, abusive traffic and more. Can be installed on any server alongside normal managed services. Price on request.

Dell EMC - Avamar - Incremental Backups - Equipped with integrated variable-length deduplication technology, Cloud Backup is an intelligent solution for both physical and virtual environments with application-aware agents deployed regardless of location. Price on request.

What is not included in Server Management?

We find it is good to be clear on what we do – but also what we do not do...

Magento & WordPress & CMS Upgrades.

You will be responsible for upgrading Magento, WordPress or any other Content Management Systems (CMS).

Server Restoration – User Fault.

If you damage/delete any files this will not be covered, we can carry out remedial work based on our hourly rate.

Magento Caching.

If you need us to help diagnose Magento caching issues, then our standard hourly rate of £120 will be charged. This will only be carried out on a best-endeavour basis.

Ad-hoc Site Backup Restoration – (Non-Emergency).

We can provide the tools for you to restore site backups, if you would like us to do this for you it is £120 per restore if it falls outside of the agreed management time per month.

Change of Operating System, including End of Life.

We fully manage your chosen Operating System. Should however, you decide (or need) to change the OS then our team are on hand to advise you. We can also offer a chargeable migration service upon request.

Magento or WordPress Third Party Extension Fault Finding.

If you need us to trouble shoot Magento or WordPress and the issue is caused by a third-party extension, then our standard hourly rate of £120 will be charged.

Website Performance Testing.

If you need us to help diagnose website performance (past the physical server) we would be happy to discuss a potential investigation with you and generate a quote based on your requirements.

Security Hardening for PCI Compliance.

If you need us to help diagnose website performance (past the physical server) we would be happy to discuss a project with you and generate a quote based on your requirements. As an example, our costs start at £360 for initial investigation.

Custom Scripts / Cron Jobs / Unsupported Software / Plugins / Extensions.

Whilst our team are here to help as best as we can, we are Network and Server experts. We will always try to help, but sometimes issues related to software past the operating system, is beyond our knowledge.

SSL Installations or help with Servers external to our business.

We are happy to help you fix issues related to our servers, however, we are not able to setup or configure services on servers external to our business / network / facilities.

Configuration File Changes.

Changes to key configuration with Web Servers, Databases or other KEY configurations are not included as standard, these will be discussed and reviewed before a decision is made on any change. This is to protect your business, and ours.

All prices are exclusive of VAT.