managed cloud services

What are managed cloud services? System Source becomes responsible for maintaining and operating your cloud infrastructure:
- at a fixed price
- with a service level agreement
- potentially supplementing existing staff

Data Center Facility	Let Us Manage Hosted Servers	Let Us Maintain Hosted Servers	Let Us Host Servers	Let Us Monitor IT
Public Cloud				
Global Data Centers	X	X	X	X
99.95% Uptime SLA	X	X	X	X
13 Certifications including SOC, HIPPA & PCI 1	X	X	X	X
Private Cloud				
99.9% Uptime SLA	X	X	X	X
Dual factor authentication for entry	X	X	X	X
Redundant Power, Cooling, & ISP	X	X	X	X
Servers & Network Infrastructure				
Support for physical or virtual servers	X	X	X	
Infrastructure up/down monitoring with alerts (24x7)	X	X	X	X
Advanced monitoring with benchmarks and trending (24x7)	X	X	O	X
Capacity planning	X	X	X	X
Bandwidth monitoring and utilization	X	O	O	X
Configuration modification	X	H	H	
Rebuild down systems to server image	X	H	H	
Service packs and security patches	X	X	H	
Backup assistance with off-site storage	X	X	X	
Operating system support	X	X	H	
Security scan & baseline analyzer	X	H	H	
Support for popular applications	X	H	H	
Server administration - user and password setup	X	H	H	
Restore network files	X	X	H	
Server Help Desk				
"How to" support	X	X	H	
Software support and call tracking	X	X	H	
Level 1 support for specialty applications	X	X	H	
Break-Fix			Included with System Source provided hardware	
Parts procurement and return	X	X	H	
Warranty eligibility	X	X	H	
Service labor	X	X	H	
Emergency after-hours support for hardware repair	X	X	H	
Firmware updates	X	X	H	
Administration				
IT management reporting and review	X	X	X	
New purchase recommendation	X	X	X	

X - Included   **H** - Hourly   **O** - Option   Services offered standard business hours EST

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