

# 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
<b>Public Cloud</b>				
Global Data Centers	X	X	X	X
99.95% Uptime SLA	X	X	X	X
13 Certifications including SOC, HIPPA & PCI I	X	X	X	X
<b>Private Cloud</b>				
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
<b>Servers &amp; Network Infrastructure</b>				
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	
<b>Server Help Desk</b>				
“How to” support	X	X	H	
Software support and call tracking	X	X	H	
Level I support for specialty applications	X	X	H	
<b>Break-Fix</b>			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	
<b>Administration</b>				
IT management reporting and review	X	X	X	
New purchase recommendation	X	X	X	