



Managed Services

PhoenixNAP offers a full suite of managed services. These services are delivered by our 24x7x365 global technical support team and the specialized expertise of our technology partners. Our technical experts quickly address the security, performance, scalability and availability of your environment with knowledgeable and unparalleled support.

Managed Servers

- Windows (2008/2012), Linux (CentOS, Ubuntu, Debian), ESXi
- Hardware and operating system issues
 - 'How to' questions
 - Password resets
 - System/Network up down issues
 - Rack and Stack requests
 - HDD diagnostics utilizing SMART diagnostic tools
 - RAID diagnostics using vendor defined RAID tools
 - Frontend and backend port configurations
 - Update and / or repair file system issues
- Control panel issues (cPanel/Plesk)
 - Control panel configuration updates
- LAMP stack
 - OS level issues, Web application stack issues, HTTP response analysis and / or debugging
 - Caching / load balancing issues
 - Apache setup and configuration issues
 - Vhost configuration issues
- Network connectivity issues
 - Speed / duplex synchronization
 - VLAN setup
 - Frontend / Backend port configuration
 - Frontend IP addressing
 - Frontend OSPF
- Server / network latency issues
 - Traceroute analysis
 - ICMP packet analysis
- Remote Hands Support

Monitoring Services

- Monitor managed devices, various performance metrics, application services and availability via ICMP pings, host agents and SNMP trap collection.
- 24x7x365 device monitoring
- CPU, memory, disk, system load
- System Uptime
- Basic Up/Down ICMP pings
- Port monitoring

Managed Firewall

- User creation and permission management
- Connection configuration (assign public IP's)
- Private network configuration
- Object creation
- Basic NAT setup and configuration
- Basic security policy setup
- Critical firmware updates
- Maintain current and 3 previous device configurations

Services Continued on Next Page >



Patch Management

- Operating System critical and / or critical security patches
- Operating systems (Windows 2008 / 2012, CentOS, Ubuntu, ESXi)
- Applications (Apache / IIS, cPanel / Plesk, PHP, MySQL, Java, Tomcat)
- Patch identification and download
- Patch deployment in client production environment during pre-defined maintenance window
- Client notification upon completion
- Rollback using commercially reasonable efforts when necessary

Managed Switch

- User creation and management
- SSH management connection setup
- Management connection configuration
- Basic network management
 - Add / remove IP's
 - Add / remove VLAN's / VE's
 - Add / remove static routes
- Port related issues (errors, bouncing, protection)
- Critical firmware updates
- Maintain current and 3 previous device configurations

Domain Name Services & SSL Certificate Management

- Domain name registration and management served from PhoenixNAP's DNS servers
- External name resolution issues
- External reverse lookup resolution issues
- SSL registration and management
- Domain and SSL renewals



Expertise



Supportive



Agile

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