netshop
Data Center Services

Premium SLA

Advanced Monitoring & Server Administration Services

Premium SLA Packages

Premium SLA

- 24x7 Support via Email, Skype, Phone

- Standard Monitoring Service
  - CPU, Network, Memory, Storage, Ping
  - Email Alerting

- 2 Hours Hands-on Assistance per month
  - Security Hardening, Malware Scanning/Removal
  - OS Updates (Hypervisors, Windows and Linux Servers)
  - 30 min Guaranteed Response Time
  - Disaster Recovery / Backup Planning & Execution

Monthly: **€99 per server**

Premium SLA Plus

- 24x7 Support via Email, Skype, Phone

- Advanced Monitoring Service
  - CPU, Network, Memory, Storage, Ping + more
  - Email, SMS, Phone Call Alerting + more
  - Auto-Remediation & Custom Workflows

- 2 Hours Hands-on Assistance per month
  Everything from default package, plus:
  - Database Clustering
  - Application Performance Audit & Optimization
  - DevOps Assistance (Workflow setup, Scripting, etc)

Monthly: **€199 per server**

★ ★ ★ ★ ★

❝ *I wanted a good solution for UAE server and I find the best one. The support is excellent, they respond very fast and they can help you with everything.*

ACTION
GLOBAL COMMUNICATIONS

Advanced Monitoring & Alerting

All features included in **Plus** package

Multi-source, Instant Problem Detection

✓ Server performance problem detection in real-time

✓ Network anomaly detection

✓ Database performance issues detection

✓ Metrics collection from cloud services, containers, hypervisors, network devices, log files, websites, external API end-points and more!

✓ Server performance problem detection in real-time

Multi-channel Alerting & Auto-Remediation

✓ Get alerted on critical issues via multiple channels such as:
- SMS
- E-mail
- Phone Call
- Slack, Telegram, Rocket.chat, MS Teams and more
- Opsgenie, SIGNL4, Pagerduty and more

✓ Programming of automatic remediation of issues such as:
- Automatic Service Restart
- Automatic Resource Scaling
- Custom remediation and escalation flows

Hands-on Assistance

What's Included

— OS Troubleshooting (Linux / Windows)

— Setup & Configuration/Settings Changes on OS-level

— Firewall Setup & On-going Management

— Operating System Updates (Hypervisors/Linux/Windows)

— Security Audit, Virus/Malware Scanning and Removal

— Web Server & CMS Optimization **Plus**

— DNS Management & Assistance

— SSL Installation Assistance

— Setup & Management of Private vLAN(s)

— Management of VPN, Site-to-site tunnels & Cross-connects

— Network Devices Troubleshooting, Setup & On-going Management

— Database Installations

— DB Clusters Setup **Plus**

— Migration of Databases and other Applications from 3rd-party providers

— DevOps Assistance (Workflow setup, Scripting, etc) **Plus**

— Network Devices Troubleshooting, Setup & On-going Management

— Technical consulting

— Setup & Configuration of Backup/Recovery and/or Disaster Recovery Solutions

+ *anything else which is related to your hosted infrastructure with NetShop ISP*

Contact Info

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