

## Datasheet: Managed Server

# Ensure maximum uptime for your server environment

*“This ControlCircle managed service for servers provides you with a simple approach to ensuring your server environment is fully managed to ensure maximum uptime and provide engineers on standby to solve efficiently.”*

### Service overview

Server hardware provides the platform for essential business application software. Errors within the operating system layer could cause unwanted downtime.

This ControlCircle managed service for servers provides you with a simple approach to ensuring your server environment is fully managed to ensure maximum uptime and provide engineers on standby to solve issues efficiently.

### Service summary

The service monitors the availability of a server operating system. Our systems will ensure all aspects of the operating system and hardware elements are running within acceptable thresholds not to cause any loss of service.

### Service detail

The service support includes the following elements:

- 24x7 troubleshooting of availability and performance issues
- Customer requested or essential power recycles
- Diagnostic monitoring of the operating system
- Connectivity to the network
- Connectivity to NAS or SAN storage and shares
- Patching and updates
- Hardware replacement and liaison with vendor support





## Service advantages

### No stress implementation

- All aspects of a server environment design, high availability, performance, scalability, installation and deployment. Plus ongoing management and patching.

### Skills and experience

- Qualified engineers with experience of managing server operating systems

### 24x7 monitoring and management

- Network Operations Centres (NOCs) react to alerts generated from our advanced monitoring systems. Escalations go to core specialist engineering teams for fault resolution, all backed by an industry leading Service Level Agreement.

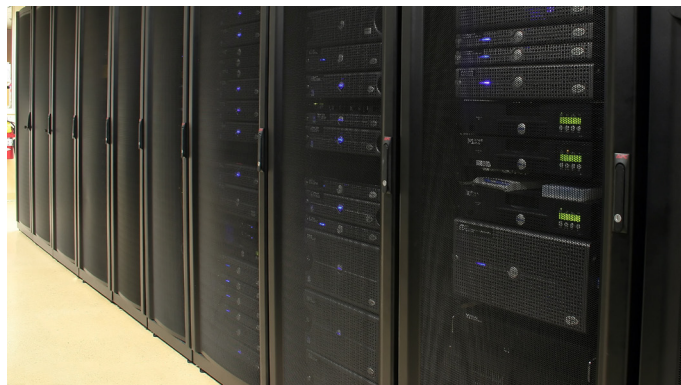
### SLA 99.999%

- Industry leading Service Level Agreements (SLAs) with an impressive five nines of assured network uptime.

*“Network Operations Centres (NOCs) react to alerts generated from our advanced monitoring systems. Escalations go to core specialist engineering teams for fault resolution, all backed by an industry leading Service Level Agreement.”*

## Service benefits

- Highly skilled engineers provide proactive troubleshooting, ongoing support and maintenance of operating systems
- Monitoring of the server environment
- Bespoke design, implementation, and management tailored to your business
- Clients technical staff can focus on business development freeing up resources and saving money



## About ControlCircle

ControlCircle is a privately owned company, founded in 2001 to provide solutions ranging from secure hosting and global connectivity to managing all security, networking, server and database technologies covering a full range of market sectors. The company offers highly skilled and vastly experienced data specialists who design and support resilient enterprise hosting solutions, built on highly available platforms backed by ultra reliable support.

Customers include many of the World's largest online businesses and blue chip companies in the banking, legal, accounting and commercial sectors. They rely on our industry knowledge, technical expertise, innovation, accuracy and skilful team management.

### Get in touch

For more information, please visit [www.controlcircle.com](http://www.controlcircle.com)

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