

Server Management Plans

Everything you need to know about us managing your server.





Contents

- Server Management Plan Features..... 3
- Detailed Features.....6
- Management Tiers and Pricing.....12

Server Management Plan Features

Keep your server online, hassle free!

With our automated management platform, we can manage your server to ensure that it receives the attention it needs. The Servers Australia team can manage your hardware that is in our data centres, or if you are not up to installing your servers, we can manage the infrastructure on a cloud or dedicated server for you!

Server Management gives you:

- 24/7 access to qualified and knowledgeable staff
- 100% Australian Phone, email and live chat Support
- 24/7 hardware monitoring with live graphs in our online portal
- Operating System and Control Panel Management
- Options to add additional managed services

Key Skills and Capabilities

Servers Australia specialises in building and managing highly available, secure and reliable platforms for hosting enterprise applications. Servers Australia has many key skills and capabilities that allow it to deliver these objectives to clients.

Excellence in Design

With many key staff holding Computer Science and Engineering degrees, Servers Australia takes pride in designing robust, high performance and manageable platforms to deliver services to clients. The design process is iterative, open and invites extensive peer review to ensure a usable design. Client objectives of performance, reliability, security and cost-effectiveness are held high during the design process. As a result of this approach, Servers Australia has a modular, scalable network and systems design that is resilient to individual component failure while being consistently easy for engineers to manage securely.

Use and Understanding of Open Source Technologies

Servers Australia has strong involvement and experience in the Open Source community. Apart from basing most of Servers Australia's internal systems and platforms on Open Source; each client deployment and design are influenced by the cost-effectiveness and technical lead achieved with Open Source platforms. Key aspects of the Open Source approach that appeal to Servers Australia's Business and Engineering managers include; secure solutions, flexibility, accessibility to support from a wide community, extensibility with additional development and cost-effectiveness to reduce Total Cost of Ownership (TCO).

Consistency In Delivery through Systems and Processes

Servers Australia's processes have been developed and refined over several years' of customer service and are heavily influenced by formal ISO practices. As new systems, platforms, and clients are brought on board, key account and technical

managers implement extensive documentation to ensure proactive support is easily achieved. A Customer Care system that interfaces with the company Intranet achieves a consistent, accessible and secure documentation platform that is available to all management and engineers. This enables rapid troubleshooting and promotes knowledge transfer between the Servers Australia Support and Engineering teams. Engineers are trained on a regular basis on new processes and documentation that is developed throughout the normal course of the day to day activities.

Proactive Service Oriented Delivery

With a view to delivering excellence in service, Servers Australia takes a proactive approach to liaising with clients. This extends from the initial client liaison, whereby a deep understanding of prospective client needs is sought, through the development of the right product and service mix to achieve a client's' aims, to ensuring clients are constantly updated and informed through deployment and support processes. By allocating an Account Manager and technical account manager to every client with a 'failover' for both roles, Servers Australia takes pride in knowing what clients are doing and what their needs are likely to be, as well as ensuring they do not have to ask to be updated on the progress of an item.

Managed Hosting Inclusions

Fully managed hosting allows outsourcing of the management of your hosting to experts. Outsourcing your server management greatly increases the efficiency and cost-effectiveness of your busy IT team. Servers Australia's managed hosting services deliver outsourcing of infrastructure management as a seamless extension to your company's often-stretched IT resources, freeing them up to better serve more valuable internal development and management requirements. By providing Engineers that specialise in industry best practices and latest load balancing technology, Servers Australia is enabled to assist you in delivering maximum hosting infrastructure uptime and security for your organisation.

All Servers Australia Managed Dedicated Hosting services feature:

World Class Data Centre Hosting

Servers Australia hosts in the latest Data Centre's in Australia, your server can be placed in any of our facilities around Australia and New Zealand depending on your service contract. Up to date copy of all locations and information can be found on our website and in our information pack here: http://info.serversaustralia.com.au/hubfs/INFOPACK_COLO_AUS.pdf

Unlimited Domain Name Management

Ensures your domains are seamlessly transferred, are always available, and that minor but crucial changes are performed promptly and correctly. Requires that managed domains are transferred into and renewed through our registrar system (Servers Australia is an Authorised AU domain reseller).

Servers Australia's Distribution Network & Network Security

Servers Australia's Network has been designed to eliminate single points of failure from the start. Below are some the features which combine to deliver Enterprise-grade reliability and performance to all our clients

Diverse Internet Connections

By sourcing our upstream data from diverse providers, Servers Australia can avoid single provider network outages. Servers Australia is an APNIC member owns its IP space and ASN and participates in Border Gateway Protocol (BGP) routing sessions with all its upstream and peering providers. As a result, Servers Australia's customers enjoy fully automated redundancy at the routing level. Servers Australia has full control over its route advertisement paths and can engineer Inbound paths taken for dedicated clients if required.

Servers Australia Upstream Connectivity Interfaces at 14+ locations around Australia utilising redundant Routers, core switches & edge switches in each major POP in our national network.

For more information about the connectivity of our primary upstream providers, please see: <https://www.serversaustralia.com.au/our-network.php>

Security

Servers Australia's methodology for securing core and client networks within the hosting facility follows the principle of 'Defence In Depth'. Put simply; we avoid depending on a single technology or service to provide all the security required. The levels of security include:

- Best practice patching, anti-virus and exposure prevention of all infrastructure per Vendor advisories (for example, firewalling or disabling unwanted services from the Internet)
- Firewalling at multiple levels where possible (at Routers and Load-balancer/ Firewalls & optionally at dedicated firewalls)
- Segregated networks, wherein each client is in their VLAN and hence not visible to other clients
- Social Engineering Prevention, by only dealing with authenticated, authorised contacts for security changes and information dissemination and also being ISO:9001 certified to back this up.

Multiple Secure Remote Connectivity Options through Managed Firewalls

Allow your developers, partners, customers and suppliers secure yet flexible connectivity to your web server including SSL, IPSEC or PPTP VPN.

Detailed Features

Features	Description
Control Panel Management:	<p>Servers Australia provides a comprehensive control panel management for those who do not know how, or do not have time to manage their control panel. We support both Plesk under Windows Servers & also cPanel under Linux Servers.</p> <p>Common tasks associated with control panel management:</p> <ul style="list-style-type: none"> ▪ Loading of websites into control panels & creating / restoring of DB. ▪ Creating email accounts & FTP accounts. ▪ Managing Plesk services that control IIS/MSSQL within Window ▪ Resetting account passwords ▪ Restoring backups generated from Plesk & cPanel. ▪ Making php.ini and .htaccess changes ▪ Installing 3rd party software such as Magento, Joomla, Wordpress and more.
Operating System Management:	<p>Picture a team of highly skilled level 3 technicians who have the high-level experience of not just one operating system but all several of them! From Windows to Redhat to Ubuntu you can rest assured our team will take care of all Operating system administration tasks with ease & confidence.</p> <p>Common tasks associated with Operating System Management:</p> <ul style="list-style-type: none"> ▪ User management ▪ Native Operating System features both installation and initial configuration ▪ Operating System native firewall service management ▪ Disk Management ▪ All hardware chipset drivers & corresponding software
Software Updates* & Critical Patching:	<p>Software updates are a crucial part of maintaining the security and complete health of cloud infrastructure running your services. Our staff work with you to prepare and plan for our Puppet™ Orchestration (POP) Platform to execute these to meet your schedule as these updates become available for applications & operating systems</p> <p>Our level 3 engineers will also explain when there is critical patches that have to be rolled out with little notice; these are usually classified critical as they are usually because of a security hole is known as an exploit.</p> <p>In these events, we ensure the patching process provides little to no service interruption by using the best systems available today like our “Rebootless Linux Kernel Patching Service” but in some situations exploits come out that circumvent these systems and an emergency scheduled reboot is organised at the most quietest times after hours.</p> <p>Some key features of our Puppet Orchestration Platform(POP):</p> <ul style="list-style-type: none"> ▪ Servers Australia is subscribed to many operating system vendor security lists to ensure that we are aware of the latest patches before they are released to the public allowing our technicians to gear up before the patch is released publically.

	<ul style="list-style-type: none"> Servers Australia uses a vulnerability matrix to determine if a patch should be applied either Immediately, in the next Servers Australia Maintenance Window or left until a patch scheduled date from the customers agreed patch schedule. Patches that are deemed relevant are first tested on Servers Australia servers and many internal testing Virtual Machines. The server is left to run for at least 24 hours before submitting to the Servers Australia Support Team for Implementation unless the Servers Australia team deem the patch to be of Critical, at which point the patch will be fast tracked to be tested and deployed. <p>*Updates to software are defined below, we only support some third party software as listed and defined below.</p> <table border="1" data-bbox="799 678 1449 954"> <tr> <td>Wordpress Core CMS</td> <td>VMWare</td> <td>CloudLinux</td> </tr> <tr> <td>Joomla Core CMS</td> <td>HyperV</td> <td>IPTables</td> </tr> <tr> <td>Magento Core CMS</td> <td>Onapp</td> <td>PHP</td> </tr> <tr> <td>Microsoft IIS</td> <td>Memcached</td> <td>Apache</td> </tr> <tr> <td>MSSQL</td> <td>NGINX</td> <td>Veeam</td> </tr> <tr> <td>MSSQL</td> <td>Litespeed</td> <td>Malware/Exploit Scanners</td> </tr> </table>	Wordpress Core CMS	VMWare	CloudLinux	Joomla Core CMS	HyperV	IPTables	Magento Core CMS	Onapp	PHP	Microsoft IIS	Memcached	Apache	MSSQL	NGINX	Veeam	MSSQL	Litespeed	Malware/Exploit Scanners
Wordpress Core CMS	VMWare	CloudLinux																	
Joomla Core CMS	HyperV	IPTables																	
Magento Core CMS	Onapp	PHP																	
Microsoft IIS	Memcached	Apache																	
MSSQL	NGINX	Veeam																	
MSSQL	Litespeed	Malware/Exploit Scanners																	
<p>Monitoring:</p> <ul style="list-style-type: none"> Primary Monitoring Enterprise Web Monitoring Station Incident Response & Problem Analysis Alerting Proactive Remote Logging & Parsing 	<p>Servers Australia’s proactive monitoring platform across all infrastructure and managed customer infrastructure provides the ability to be alerted of pending issues and take action accordingly. The system also detects faults within the monitoring system so that even its failure does not go unnoticed.</p> <p>Primary Monitoring</p> <p>Using Nagios & Grafana, these automated monitoring stations are located inside Servers Australia’s network and monitors the UP/ DOWN state of all hosts using PING, and monitors a number of system metrics using SNMP or NRPE, such as Disk, RAM, CPU utilisation, RAID Health, HDD Predictive Failure System via SMART Data parsing and Process Fingerprint, a feature which detects If processes that should be running have stopped or processes that should not be running have started and also the status of your backup / DR / business continuity policy running on any of our R1soft/Datto/ Veeam products.</p> <p>Enterprise Web Monitoring Station</p> <p>Using Monitis (a 3rd party monitoring provider), high profile Enterprise client websites are monitored remotely from 5 sites around the world. This can assist in detecting localised issues and also issue reporting on website response times. Monitis can also monitor more in-depth scripts and perform custom tests.</p> <p>Incident response & Problem Analysis</p> <p>As Servers Australia is a ISO:9001 certified company, we have many procedures and policies in place to act on Incident’s when they occur and not just resolve them, but also analyze what happened to make that incident occur. The process for an Incident is for our monitoring system to open an automated ticket with our Technical team to further investigate and resolve any incidents that occur.</p>																		

	<p>Any incidents that are repeat events are further investigated by the Level 3 team and also escalated to the Infrastructure manager and CTO for further investigation to ensure that there is no further faults or service disruptions caused from the original incident.</p> <p>Alerting</p> <p>Both monitoring systems alert engineering staff and client technical contacts per the below, and require acknowledgment or recovery of an issue (both generating another alert) to stop alerting for a given problem. Alerting users email, and then continues to create a helpdesk ticket to reach engineers, and then a further escalation to technician SMS, and lastly once the staff have been alerted the technical contacts will be contacted via email or phone call depending on the urgency.</p> <p>Proactive Remote Logging & Parsing</p> <p>Servers Australia stores and logs all changes and change management within a secure client file to ensure that any changes and issues are documented, we also use Syslog systems to log system data from the server to a central logging server in the event of a server crash. This allows the technicians to see log files quickly and also see the last commands that were run before a crash or a malicious attack, and due to these being stored off the server that are completely accurate and untouched. All logs and documented information is secured and encrypted in a secure environment within the Servers Australia network.</p> <p>Some key features of our logging system include:</p> <ul style="list-style-type: none"> ■ Full customer REGEX for specific text/logs to alert support technicians ■ 100's of common critical server logs with corresponding REGEX to initiate support ticket to technicians ■ All BASH history ■ 30 Day historical storage
<p>Backup & Restore Management:</p>	<p>Individual Servers Australia clients have varying needs for backups. As a result, a largely bespoke, documented procedure exists for each client as a result of consultation and tuning of best practices to meet the customer's' business objectives. As an overall outline, however, the following steps are taken:</p> <ul style="list-style-type: none"> ■ Backup infrastructure is deployed as needed to perform the backups of the required data at the required frequency using R1soft, Datto or Veeam, all of these systems are unique in design and operate in different ways. However, all have the ability to have the below retentions and setups; ■ Backups are retained in agreement with the clients' needs, but generally as a minimum for seven days (for daily backups), 30 days (for weekly backups) and 12 months (for monthly backups) ■ Monitoring and management of the backup infrastructure is provided to the Servers Australia support team <p>Issues with backups are notified to the Servers Australia engineering team via the Ticketing System (generally by email, as provided for within the chosen backup software's feature set)</p> <p>Recovery of data is performed on-demand for clients in response to their requests</p>

<p>Disaster Recovery (DR) / Business Continuity Management:</p>	<p>With any Disaster Recovery (DR) & Business Continuity solutions the most important two targets to meet are the Recovery Time Objective (RTO) and Recovery Point Objective (RPO).</p> <p>Recovery Point Objective (RPO) describes the interval of time that might pass during a disruption before the quantity of data lost during that period exceeds the Business Continuity Plan’s maximum allowable threshold or “tolerance.”</p> <p>The Recovery Time Objective (RTO) is the duration of time and a service level within which a business process must be restored after a disaster to avoid unacceptable consequences associated with a break in continuity.</p> <p>Servers Australia works only with the most advanced enterprise systems available today to deliver the lowest RPO and RTO in the industry! We continuously hit 15 minutes in RPO and 60 Second RTO which is unheard of in the Dedicated hosting industry.</p> <p>We have many solutions that fit your specific needs and some without paying for fully duplicate hardware! A copy of your data will be stored securely at a secondary facility and available for you to restore your instance at any time. We are certified partners with the following enterprise solutions:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="815 1093 979 1249">  </div> <div data-bbox="1056 1032 1449 1279">  </div> </div>
<p>Antivirus:</p> <ul style="list-style-type: none"> ■ Anti-virus Policy (Windows) & Security Hardening ■ Anti-virus Policy (Linux) & Security Hardening 	<p>Servers Australia includes Enterprise grade Anti-Virus (Viruses, Worms, Trojans and Malware) software on its managed hosting offerings (on Windows VMs only). The software deployed is Webroot, Webroot provides an endpoint agent and also a tamper proof installation that not only provides smart, intelligent protection against Viruses but also again intrusions. Webroot’s Award-winning SecureAnywhere™ intelligent endpoint protection and BrightCloud® threat intelligence services protect tens of millions of consumer, business, and enterprise devices. Webroot technology is trusted and integrated into market-leading companies including Cisco, F5 Networks, HP, Microsoft, Palo Alto Networks, RSA, Aruba and much more.</p> <p>Standard Windows security features for managed services:</p> <ul style="list-style-type: none"> ■ Windows Server Hardening - Customer RDP Ports, registry security optimisation. ■ Windows Firewall Management ■ Windows Security Detection Services ■ Administrator Login Email Alert System ■ Full Server Vulnerability Scan with Acunetix - 1 per month

	<p>Anti-virus Policy (Linux) & Security Hardening</p> <p>Managing Linux servers is much more of a technical expertise when it comes to Viruses, Worms, Trojans and Malware. We use a different range of products which allow us to keep your environments clean & secure. The following products should give end clients a clearer overview of how we secure Linux servers:</p> <ul style="list-style-type: none"> ■ Linux Malware Detect (LMD) is a trojan and malware scanner for Linux that is designed to protect and locate the threats faced in cloud hosting environments. It uses threat data that is retrieved from network edge intrusion detection systems to extract these exploits that are actively being used in attacks and generates signatures for help identify these. These signature updates are updated once a day and feed into all managed Linux servers. ■ ConfigServerFirewall (CSF) Is one of the more common Linux firewall security solutions. CSF is a more advanced firewall with more options than native operating system firewalls, such as AFP iptables within most Linux operating systems. This firewall is relatively complex, and configuration is managed by our Server Administrators and comes with a security plugin, LFD or Login Failure Daemon which allows the system to check for brute force attempt hacks & auto firewalls them out. This is commonly known as Fail2Ban, Unlike some tools, Fail2ban works for more than just SSH alone. It checks & monitors all logs for failed login in most standard applications like Apache, FTP, Mail Daemons like POP/IMAP and much more. ■ General System Optimisation, System Utility Setup, and Disabling of Unnecessary services.
<p>Full Server Vulnerability Scheduled Scans:</p>	<p>Let our dedicated security team scan for 1000's of exploits and vulnerabilities and help you secure your web server by using Acunetix. Acunetix automatically crawls and scans off-the-shelf and custom-built websites and web applications for SQL Injection, XSS, XXE, SSRF, Host Header Attacks & over 3000 other web vulnerabilities. To find our more information, please visit https://www.acunetix.com/</p> <p>Common Features:</p> <ul style="list-style-type: none"> ■ Agreed Scheduled scans of all web-facing content ■ Staging / Development site scans are recommended to avoid any issues with the scanner exploiting the live websites. ■ Developer Reports are generated with the highest level of detail available.
<p>Application Support & Custom Software Installation:</p>	<p>Do you find your current IT guys are encumbered by a forever growing list of applications to support? Let Servers Australia's System Engineers manage them for you! With over 100 years of combined experience, our engineers will make sure your Managed Applications are configured precisely, highly optimised and always accessible. Let us prove how we can exceed for you!</p> <p>These are just some of the common applications we support (on next page):</p>

	<table border="1" data-bbox="799 266 1453 535"> <tr> <td>Wordpress Core CMS</td> <td>VMWare</td> <td>CloudLinux</td> </tr> <tr> <td>Joomla Core CMS</td> <td>HyperV</td> <td>IPTables</td> </tr> <tr> <td>Magento Core CMS</td> <td>Onapp</td> <td>PHP</td> </tr> <tr> <td>Microsoft IIS</td> <td>Memcached</td> <td>Apache</td> </tr> <tr> <td>MSSQL</td> <td>NGINX</td> <td>Veeam</td> </tr> <tr> <td>MSSQL</td> <td>Litespeed</td> <td>Malware/Exploit Scanners</td> </tr> </table> <p data-bbox="799 573 1453 696">Any customer software or 3rd party applications our staff will attempt to provide best efforts to support this. However, software such as customer plugins for CMS's & unique software suites will have limited support.</p>	Wordpress Core CMS	VMWare	CloudLinux	Joomla Core CMS	HyperV	IPTables	Magento Core CMS	Onapp	PHP	Microsoft IIS	Memcached	Apache	MSSQL	NGINX	Veeam	MSSQL	Litespeed	Malware/Exploit Scanners
Wordpress Core CMS	VMWare	CloudLinux																	
Joomla Core CMS	HyperV	IPTables																	
Magento Core CMS	Onapp	PHP																	
Microsoft IIS	Memcached	Apache																	
MSSQL	NGINX	Veeam																	
MSSQL	Litespeed	Malware/Exploit Scanners																	
<p data-bbox="592 763 767 976">Multi-Server Support (Up to 4 Physical Servers or 2 Hypervisors with 4 Virtual machines):</p>	<p data-bbox="799 763 1453 909">Running Bare-Metal servers involves many different levels of responsibilities which usually takes time away from running what's most important, your business! With over 100 years of combined software and hardware experience, you can rest assured your cluster of servers will be managed with confidence!</p> <p data-bbox="799 954 1453 1010">We have two levels of management that come with multi-server support:</p> <p data-bbox="799 1021 1453 1043">Complete Server Management</p> <ul data-bbox="799 1050 1453 1106" style="list-style-type: none"> ■ 2 Physical Servers or 2 additional VM's under 1 Physical Servers running VMware or HyperV <p data-bbox="799 1151 1453 1173">Advanced Server Management</p> <ul data-bbox="799 1180 1453 1236" style="list-style-type: none"> ■ 4 Physical Servers or 4 additional VM's under 2 Physical Servers running VMware or HyperV <p data-bbox="799 1281 1453 1404">You can customise the servers however you want and have us manage every aspect, the multi server management plans are cost-effective and affordable for those looking to have one large server with many smaller Virtual Server within the large server.</p>																		
<p data-bbox="592 1440 767 1563">High Availability (HA) Management:</p>	<p data-bbox="799 1440 1453 1597">Keeping your business online at all times can be a challenging task as there is many factors to consider when designing the correct High Availability platform for your business. Our level 3 technicians will work closely with your developers to help design & roll-out an availability platform that will keep your business online.</p> <p data-bbox="799 1641 1453 1664">Some key products & features available are:</p> <ul data-bbox="799 1671 1453 2074" style="list-style-type: none"> ■ MySQL Replication ■ MSSQL Replication (Standard and higher) ■ DRBD ■ HAproxy ■ A10 Load Balancers with Geographically Redundant Datacentres ■ Cloud Load Balancers & Autoscaling ■ Private Clouds ■ VMware HA with Nimble All Flash Geographically Redundant Storage ■ Hyper-V HA with Nimble All Flash Geographically Redundant Storage ■ Redundant Web Servers with Apache / Litespeed / Nginx ■ DynDNS Auto Failover / High Availability 																		

Management Tiers and Pricing

Essential Server Management	Complete Server Management	Advanced Server Management
<ul style="list-style-type: none"> ■ Control panel management with managed cPanel and Plesk. ■ Operating system management ■ Restore management only from any backup service. <ul style="list-style-type: none"> ■ Monitoring - primary monitoring, incident response & problem analysis, alerting. 	<ul style="list-style-type: none"> ■ Everything in Essential Server Management <ul style="list-style-type: none"> ■ Disaster Recovery (DR) / Business Continuity management ■ Antivirus & Security Hardening ■ Application Support & Custom software installation ■ Extended Server & Virtualisation Support: 2 Physical Servers or 2 additional VM's under 1 Physical Servers running VMware or HyperV ■ Support for Veeam / Datto / Nimble Disaster Recovery plans 	<ul style="list-style-type: none"> ■ Everything in Essential & Complete Server Management <ul style="list-style-type: none"> ■ Full Server Vulnerability Scheduled Scans ■ High Availability (HA) Management ■ 4 Physical Servers or 4 additional VM's under 2 Physical Servers running VMware or HyperV ■ Support for Veeam / Datto / Nimble Disaster Recovery plans <ul style="list-style-type: none"> ■ High Availability (HA) Management
From \$99.00 ex GST	From \$499.00 ex GST	From \$899.00 ex GST

SYDNEY
BRISBANE
MELBOURNE
PERTH
NEW ZEALAND

ServersAustralia

Servers Australia offer a range of solutions including Cloud Hosting, Dedicated and Virtual Servers, Colocation and Internet services. For the performance and reliability provided our servers cannot be beaten and we pride ourselves on our customer service and support. Through our state-of-the-art, carrier grade national network, housed at strategic locations in Sydney, Melbourne, Brisbane, Perth and New Zealand.

For Enquiries

Phone: 1300 788 862

Phone Int: +61 2 8115 8800

Email: sales@serversaustralia.com.au

www.ServersAustralia.com.au