

Managed Servers



A flexible, worry-free alternative to in-house hosting



When application availability is key to the success of your business, EasyStreet® Online Services, Inc. Managed Server solutions let you focus on running that business while we manage critical IT functions. Our Managed Server solutions give you the flexibility of placing critical applications on servers located in our secure, state-of-the-art Data Center, so you can focus your resources where they matter most.

MANAGING CRITICAL TASKS FOR RELIABLE SYSTEMS

Organizations risk system failure if they don't address a lengthy list of crucial management tasks. To keep applications available and reliable, businesses must consider:

- Physical and network security
- Availability of replacement components and systems for rapid restoration if a failure occurs
- Quality and redundancy of the network connection(s)
- Ongoing maintenance and patching of operating systems
- The people and tools that monitor the system's performance and availability
- Availability of repair technicians and systems administrators
- Meeting service level commitments to colleagues and customers

FLEXIBLE, PERSONALIZED SERVICE OPTIONS

EasyStreet provides tailored, scalable solutions designed to fit your

requirements. Work closely with our experts to analyze your needs through our detailed assessment process, which examines your existing systems as well as your business goals. The end result? A sensible, economical solution that delivers exactly what you need.

You choose which tasks you will manage, which tasks your third-party consultants will manage, and which tasks EasyStreet will manage. EasyStreet's Managed Server options include:

Colocation

Take advantage of EasyStreet's investment in IT infrastructure and place your hardware in our colocation facilities. We've made the investment in uninterruptible power systems, redundant HVAC, advanced fire protection, a dedicated 10/100 Mbps Ethernet connection and multiple connections to a variety of Internet backbones.

Managed Hardware

EasyStreet monitors your hardware and network connections—maintained 24/7 in our Data Center—behind managed firewalls and network-level intrusion detection systems. Choose between Standard and Pro levels of service.

Managed OS

Managed OS includes Managed Hardware, plus EasyStreet administers systems software; including routine patches and maintenance, service packs, hot fixes and backup. Managed OS includes one hour per month of customer-directed system administration tasks.

Co-Managed

Our Co-Managed service provides you with Managed Hardware and Managed OS services plus a unique Administrator/Root password so your system administrators can maintain your custom applications.

FEATURES INCLUDE:

- EasyStreet's flexible approach lets you choose which tasks you will manage and which tasks will be managed by others
- Options include Colocation, Managed Hardware, Managed OS and Co-Managed solutions
- Select from a range of operating systems and brand-name hardware
- We've invested in a rugged physical and system environment so you don't have to
- Our on-site 24/7 NOC oversees every critical aspect of your Managed Server as well as our end-to-end infrastructure

PERFORMANCE AND UPTIME COMMITMENTS

All EasyStreet Managed Servers come with a Service Level Agreement (SLA). Your SLA determines credits to your account in the event that EasyStreet does not meet specific availability/uptime commitments. Credits are specified for network availability and hardware availability.

We guarantee that our Managed Servers will be available 99.97 percent of the time. All servers will be available to customers for their use 24 hours per day, 7 days a week except during scheduled maintenance.

A detailed version of our SLA is available from any EasyStreet account manager.

24/7 ON-SITE MONITORING AND RESPONSE

EasyStreet employs "best practice" server and network management techniques in our professionally staffed 24/7 Network Operations Center. This allows us to monitor all aspects of your server and our end-to-end network infrastructure to deliver optimal performance for things such as processor/memory utilization, memory management and bandwidth utilization. These services are optional for Colocation and Managed Hardware customers.

YOUR SYSTEMS RESIDE ON OUR INFRASTRUCTURE

We offer robust system performance and high reliability. With EasyStreet, you can develop and maintain your critical applications without the additional costs and management responsibilities

of supporting hardware and network connections.

THE TOP-RATED SYSTEMS YOU TRUST

EasyStreet provides a range of options from companies you trust: selected servers from Hewlett Packard and Sun Microsystems, and operating systems including Red Hat® Enterprise Linux®, Solaris™ and Windows®.

All are available with standard configurations of CPU(s), RAM, storage, etc. Each system is configured with core Internet software (including Web server, FTP server and mail) along with selected utilities and the latest security patches, service packs and hot fixes. Hardware RAID 5, load-balanced servers are available for high availability/high performance applications.

LOCALLY OWNED AND MANAGED

Founded in 1995, EasyStreet Online Services is Oregon's largest independent Internet service provider and Data Center operator. Our multi-million-dollar facility and team of professionals provide reliable, responsive services and ensure outstanding performance and scalability for more than 2,500 Northwest businesses.

We invite you to visit our data center in person. See where your servers are located and meet our on-site staff face-to-face.

For more information about our Managed Servers or other EasyStreet services for IT Professionals, contact us at 503-646-8400 or visit www.easystreet.com



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