

Server TotalCare®

With Fpweb.net Server TotalCare, you'll never have to worry about server monitoring or critical patches again. This managed service includes 24x7 monitoring, alerting and security patch management. Server TotalCare comes standard on all MOSS hosting plans and can be added as an optional upgrade to other dedicated hosting solutions.

For more information, check out the details below or call us toll free at 866.780.4678.

Monitoring & Alerting

Server TotalCare includes monitoring and alerting for both the hardware and applications on your hosted MOSS 2007 or dedicated server. **Specifically:**

- » For hardware, we monitor hard drive space, raid health, CPU, power supply, temperature, memory and more.
- » For applications, we monitor critical services specific to your Fpweb.net hosted application. We also offer optional custom monitoring for non-Fpweb.net applications at an additional fee.
- » Our Network Operations Center reviews all alerts and responds immediately if there is a problem.
- » Thresholds are dialed in for warning and critical level events; however, they can be adjusted based on specific client needs.

Patch Management

Server TotalCare includes controlled and centralized patch management for your hosted solution, without interfering with bandwidth. **Specifically:**

- » Standard patches are deployed during a specified maintenance window within 7 days of the patch release.
- » Critical, out-of-band patches deemed necessary for the safety of our clients are deployed within 72 hours of release and may be outside of the specified maintenance window.
- » Service packs and rollups are deployed on a case by case basis.

To find out how to add Server TotalCare to your dedicated server, contact our Sales Team at 866.780.4678, or email them at sales@fpweb.net.



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