Fpweb.net SharePoint Hosting Service and Support

How does SharePoint Hosting work?

**Benefits at a glance:**

* **Rapid deployment** of IT resources
* **Enhanced security and reliability** within the IT environment
* **Lower operating costs** and improved ROI
* **More efficient management** of in-house resources and personnel
* **Better systems performance**
* **Less downtime**
* **Responsive, expert customer service**

SharePoint Hosting is here to increase your profitability while simplifying your operational management. Managed SharePoint Hosting from Fpweb.net saves you time and money by storing your data in a **private, secure cloud**. With Fpweb.net’s hosting solutions, you get all the flexibility you need to customize your servers and devices without having to **troubleshoot**, **patch**, **monitor**, **backup** or worry about the **hardware** and **network**. Our reliable, expert support team does that for you so you can focus on your SharePoint.

With Fpweb.net SharePoint Hosting, you **don’t have to worry about   
IT anymore**. Our managed services provide rapid deployment while **cutting your IT costs by 60%.** We provide a stable operating environment for your applications and are responsible for the data center, network, operating system, application infrastructure components, as well as the server administration.

All that’s left for you is your core business.

SharePoint Hosting also benefits from **Fpweb.net’s SuperFast™ Network**. Speed, power, reliability, and 100% uptime are guaranteed. Our servers are fully backed by five diesel generators and disaster recovery is built into everything we host.

Managed Services

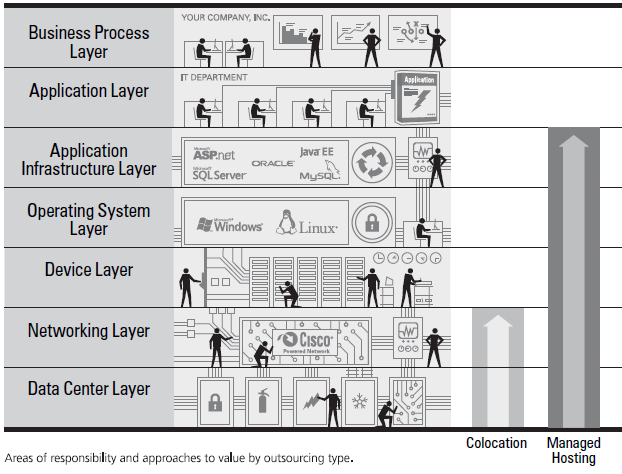
|  |  |
| --- | --- |
| Customer Support Services | Monitoring Services |
| Immediate Escalation of Emergency Issues | Proactive Response to Monitoring Events |
| Scheduled Account Review | Port and Network Device Monitoring |
| 24x7x365 Technical Support via phone or ticket | Basic Server Monitoring (PING) |
| 24x7x365 Data Center Operations |  |
| 100% Network Uptime SLA |  |

|  |  |
| --- | --- |
| Email Services | Backup & Data Management Services |
|  | Centralized Data Management |
|  | Backup Integrity Verification |
|  | Instantly Scalable SAN Storage |

|  |  |
| --- | --- |
| Security Services | Reporting Services |
| Proactive Critical Patching | Backup/Storage Utilization |
| Managed Firewalls | Online Ticketing |
| Anti-Virus protection for OS | Performance |
| Managed VPN access |  |
| DDos Mitigation |  |
| Network-Wide Intrusion Protection |  |
| Microsoft IIS Patches and Updates |  |

|  |  |
| --- | --- |
| Deployment & Scaling Services | Virtualization |
| DNS Server Management | Support of Virtualization Layer and VMs |
| Burstable Bandwidth | Resource Consolidation |
| Platform Capacity Planning | Customized Private Cloud Environments |
| Custom Implementation Services | Windows HyperV Experts |
| Deployment Consultation |  |
| Server and Device Administration |  |
| High Availability Service Delivery |  |
| SQL Server |  |
| **Fpweb.net support hours for the following layers:**  **Application Infrastructure layer**  7AM - 7PM (CST) Monday - Friday *(not including standard US holidays)* 9AM – 3PM (CST) Saturday - Sunday (not including standard US holidays) | **Fpweb.net *network* support hours for the following layers:**  **Data center layer**  **Networking layer**  **Device layer**  **Operating system layer**  24 hours a day, 7 days a week, 365 days a year |
| ***Fpweb.net will not support anything outside our network such as mail clients, web browsers or in-house 3rd party tools*** | |

Support Layers

****

How to get help

1. **Online Self-Service –** Your customer account portal provides you access to account management and support systems. Simply login to <https://www.fpweb.net/my-account/> and manage your entire account with a mouse and keyboard. In your portal, you can:
   1. View/edit/create help desk tickets,
   2. Add technical and administrative contacts,
   3. View knowledge base articles, access support documents,
   4. Receive important alerts regarding maintenance and network activity,
   5. Add features, storage, users and services to your account, and
   6. Edit billing information.

When you use our online system, your support request is immediately sent to our dedicated engineering team. Issues can be escalated quickly if necessary and a record is created for documentation purposes.

1. **Phone Call** – The second method is to simply call our toll-free number, **866-780-4678**. You’ll speak to our first-response team who can either solve your issue or document your service request and escalate it to the most appropriate engineer who has expertise with the technology or service we are providing you.
   1. We only respond to technical and billing contacts listed in your account portal.
   2. We will not respond to anonymous requests for security purposes.

When can I expect a response to my issue?What is our Service Level Agreement (SLA)?

* **1 Hour** – For critical, network issues where your server is down, you can expect a 1 hour response time.   
  *[This is 24x7x365 Support.]*
* **4-8 hours** – For application issues where certain functionality is experiencing a glitch, you can expect a 4 hour response time.   
  *[This is 7am-7pm CST support, Monday to Friday.]*
* **24 hours** – For questions on how to use the service or product, you can expect a 24 hour response time.   
  *[This is 7am-7pm CST support, Monday to Friday.]*

Fpweb.net SharePoint Support

|  |  |  |
| --- | --- | --- |
| Infrastructure / Server Admin 100% Our Responsibility | Functionality / Central Admin  100% Your Responsibility | Customization / Site Administration  100% Your Responsibility |
| We architect and build the environment for you. We support the following needs or issues for free. These do not incur support charges. | Fpweb.net can provide guidance with the following activities, though clients are expected to perform these activities. | For questions on how to use SharePoint or for customization and training needs, Fpweb.net provides application expertise and consulting services through our partner network. |
| During the Build   * Server Operating System installation and configuration * SQL Server Installation and Configuration * Active Directory Installation and Configuration * Establishing One-way Active Directory Trusts *(If Service is Purchased)* * Core SharePoint Active Directory account creation * SharePoint Installation and Configuration * Role Delineation among servers * Service Application Creation * Applying SSL certificates and SSL Configuration * Creation of WEB Application * Alternate Access Mapping Configuration * Configure NTLM Security for the WEB Application * Site Collection Creation * Incoming & Outbound email services * Ensure basic fundamentals of the application are working   After the Build   * Connectivity to the Servers * Connectivity to the SharePoint Service * Connectivity to the SQL Service * Instructing the end-user logging into to the SharePoint server(s) and SQL server(s) * Connectivity of SharePoint tools to modify SharePoint Sites * Install Critical Operating System Patches * Backups of the farm (If Service is Purchased) | **SharePoint Post-Installation Administration**   * Creation of Content Databases * Site Collection Creation * Role Delineation among servers * Incoming & Outbound email services configuration * Managed Path Management * WEB Application Security * Adjusting SSL certificates and SSL Configuration * Service Application Creation and Configuration   **General SharePoint Administration**   * IIS Management * Execution of all STSADM\PowerShell commands * Service-Pack & Hot-fix application * SharePoint Application Management * Content Database(s) creation and configuration * Site Collection Creation * WEB Application creation and configuration * Site Collection Security * New Management paths and Alternate Access Mappings * Adding new servers to the farm * Site Quota Management * Site Collection Feature Management * Configuring HTML viewer * Configuring Document conversion services * Configuring InfoPath Forms Services * Managing data connection files * Managing WEB service proxy * Managing Policy for WEB Applications * Managing Authentication Providers * Managing Workflow Settings * Configuring Session State * Creation of SharePoint sub-sites and users * SharePoint Operations Activities * Information Management Policy Configuration * Single Sign-On configuration * Configuring Usage analysis and processing * Enabling/Disabling Enterprise Features * Managing License Type * Timer Job management * Master site directory setting * Managing Alternate access mappings * Solution management * Database Server Configuration * Content deployment settings * Delineation & mgt of roles within the server farm * Unlocking Users   **Site Collection Administration**   * Search Settings, Search Scopes * Recycle bin management * Site directory settings * Site collection usage reports, features * Portal Site Connection * Site collection audit settings, policies, output cache& profiles | **Site Administration**   * Regional Settings * User Alerts * RSS Configuration * Search visibility configuration * Site Output Cache * Moving sites within a site collection * **Data restores for SharePoint backups** * **Uploading and installing Templates**   **Site Administration / SharePoint Usability Items**   * Creating of new SharePoint Team sites * Apply an installed Theme to a site * Managing permissions for a site or site collection * Editing a title, description, or icon for a site * Managing a sites Navigation * Applying and managing page layouts * Resetting a site to the Site Definition * Managing the following Galleries   + Site Content Types, Site Columns, Site Templates, List Templates * WEB Parts * Workflows * Master pages and page layouts * Adding content to a SharePoint page * Uploading\creating content in any list or library * Creating new list or library views * Editing the properties of web part * Managing WEB Parts on a page * Creating new workflows * Applying a workflow to a list or library * Applying information policies * Re-branding a SharePoint site * Developing new SharePoint functionality * Change Site name and domain name * Fpweb.net Admin password changed * Self-Inflicted issues and/or reoccurring issues * Support of software not delivered with install (Custom code) * Migrations   **Central Administration**   * User Profile Management & MySite Configuration * Managing published links to Office client applications * Personalization services permissions * Active Directory Import/management * Search Configuration * Providing Search usage reports * Excel Services Configuration * Configuring trusted file locations * Managing trusted data connection libraries * Managing trusted data providers * Managing user-defined function assemblies * Managing SharePoint Audiences * Business Data Catalog * Importing application definitions * Managing BDC Catalog permissions |