

## Your Server Support

Looking after your servers, giving you peace of mind



# Dedicated Server Support

## Choosing the right level of support for your server.

We're here to look after your servers, so you can focus on growing your business. This guide will explain the levels of support available with your servers, to ensure that you get the right level of cover.

## Service Level Agreements

We're committed to providing excellent service availability. For your peace of mind, we provide clear service level agreements (SLAs). These SLAs apply to all servers and help you understand what to expect from us.

### Power Availability - 100% SLA

We provide a 100% SLA on power.

This means that 100% of the time, your server will be connected to power. We've put in place a multi-layer power plan to make sure we meet this commitment.

### Network Connectivity - 100% SLA

We provide a 100% "uptime" SLA on network connectivity.

This means that 100% of the time, your server will be reachable from the "outside world" and not just from within our datacentres. Most hosting companies guarantee availability of just their own network. Our SLA covers more than that: our reliable network uses multiple providers to automatically provide alternative routes in the event of congestion or turbulence.

### Hardware Failures Fixed within 4 Hours

In the unlikely event that your managed server's critical hardware fails, to the extent that it is not able to perform its critical duties, we will fix the fault or provide an alternative server, within 4 hours of the fault developing.

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## Service Level Comparison

Whether you need managed or are capable of managing your own servers, we offer an appropriate support level:

|  | Self-Managed Server | Managed Option |
|--|---------------------|----------------|
| Hardware, Power and Network Support<br>"we protect your server in our secure datacentre against fire, flood and theft. we keep it powered and connected to our reliable network 24/7 and we support the hardware." | ✓                   | ✓              |
| Proactive Management<br>"peace of mind that we're monitoring your server 24/7 and proactively responding if things go wrong, day or night."  |                     | ✓              |
| Operating System Support<br>"we look after your operating system so you don't have to - keeping it up-to-date and secure against latest threats"   |                     | ✓              |
| Help with your Applications<br>"we'll help you with the applications running on your server"   |                     | ✓              |

The table on the next page compares the service levels in more detail.

## What if your requirements are something more bespoke?

We're able to offer customised service level and management agreements for complex projects. If you feel this is more appropriately suited to your requirements please contact our sales team to obtain a bespoke quotation. Please contact us on: 0845 250 8008 or email [sales@globalgold.co.uk](mailto:sales@globalgold.co.uk)

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| Feature   | Self-Managed Server  | Advanced Support  |
|---|--|---|
| Service Level Agreements                                      |  |   |
| Power Availability SLA  | 100%   |   |
| Network Availability SLA                                      | 100%   |   |
| Hardware swap-out guarantee                                   | Replacement within 4 hours, day or night.  |   |
| Obtaining Support   |  |   |
| 24/7 support by phone or helpdesk ticket via our support site | Included for all customers. Server management tasks are available via telephone 8am to 8pm Monday to Friday and 9am to 5:30pm on the weekends. |   |
| Dedicated, named Account Manager                              | Not included.  | Yes - Included.   |
| Who's responsible for what?                                   |  |   |
| Responsibility for operating system (OS) management           | Customer   | GlobalGold  |
| Control Panels (Plesk / cPanel)                               | Customer responsibility for upgrades, setup & maintenance.   | cPanel: Setup, upgrade & maintenance<br><br>Plesk: Setup included - Additional charges may apply for upgrades/ maintenance. |
| Responsibility for applications on the server                 | Customer   | Customer, with assistance from GlobalGold   |
| Hardware Support  |  |   |
| Monitoring of server hardware failures                        | Customer responsible. Reactive investigation by GlobalGold after notification via helpdesk ticket or phone call.                               | Proactive monitoring, notification and swap-out by GlobalGold   |
| Hardware swap-out guarantee                                   | Replacement within 4 hours, day or night.  | Replacement within 4 hours, day or night  |
| Server hardware upgrades                                      | Within 2 working days of order (subject to stock availability).  | Within 1 working day of order (subject to stock availability).  |
| Operating System Support                                      |  |   |
| Initial operating system installation                         | Free of charge.  | Free of charge.   |
| Initial operating system configuration                        | Not included.  | Included, up to a maximum of 1 hour. Additional time charged at £70 per hour.   |
| Operating system reinstall                                    | £35 charge.  | Free of charge.   |
| Automated security patching of operating system               | Not included.  | Included, according to custom schedule defined in runbook.  |
| Additional Services   |  |   |
| DNS hosting on our nameservers                                | Included, unlimited zones. Self-managed.   | Included, unlimited zones. Self-managed or GlobalGold-managed.  |

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|   |  |  |
|---|--|--|
| Monitoring of your server   | Service Via Dedicated Server Control Panel   | 24/7 monitoring of services (including ping, http, smtp etc requests).<br><br>We're instantly notified of an alert and will perform corrective action in accordance with your instruction.                 |
| Proactive response to server issues   | Not included   | We'll respond to both hardware and operating system faults which result in your server becoming unresponsive.  |
| Monitoring your server's health   | Not included   | Included on CPU, memory and disk space usage, with proactive notifications when critical thresholds are exceeded (e.g. free disk space is below 5%)  |
| Disaster Recovery and off-site Managed Backup <sup>4</sup>                            | <p>No backup or disaster recovery included.</p> <p>Monthly charge for backup or recovery software/support.</p> <p>Customer responsible for setup, ongoing management and restore.</p> <p>GlobalGold can set backups at £100 and perform restorations at £100 per job</p> <p>Backup storage space - additional cost</p> | <p>Free setup of our disaster recovery and managed backup service,</p> <p>Monthly charge for license may apply.</p> <p>GlobalGold manage entire process.</p> <p>Backup storage space - additional cost</p> |
| Hardware Firewall   | Available at additional charge   | Available at additional charge   |
| Ad-hoc server management<br>OS, server software & security, e.g Apache, MySQL tuning. | <p>None included.</p> <p>Ad-hoc server management available at £70 per hour</p>  | <p>Included: 60 minutes of assistance per month during office hours.</p> <p>Ad-hoc server management available at £70 per hour</p>   |

## Server Management Expertise

Whether you take a Managed Server from us, or you would rather pay for Ad-Hoc Server Management, our managed support team are able to assist with most Windows and Linux server setups.

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## Typical Server Management Tasks

- Operating system maintenance, troubleshooting and security.
  - Addition/removal of users and groups.
  - File and directory permissions.
- Application installation, configuration and troubleshooting (support for a selection of popular applications as standard - see below).
- Setting up, managing and advising on DNS, Firewall, VPN and Load Balancing (additional charges may apply for hardware devices e.g Hardware Firewall).
- Consultancy and advice on recommended practice for hosted solutions.

## Supported Applications

- Linux  
Apache, MySQL, PHP, Perl, Ruby, Ruby On Rails, PostgreSQL, Postfix, Qmail, Exim4, lighttpd, nginx, ProFTPd, vsftpd, various web applications (e.g. Wordpress, Magento, Drupal).
- Windows:  
IIS, MSSQL, ASP.Net, Exchange, Apache, PHP, MySQL

This list isn't prescriptive or exhaustive: we have a very experienced support team who have a huge range of skills. If you'd like to find out whether we can support your application please call our support team on 0845 250 8008

## We're different.

In a really over-crowded industry, we feel that what sets us apart from our competitors, is the fact we care about our customers, we look after our staff, and we provide an incredibly high level of service at an affordable price.

## To learn more, give us a call on: 0845 250 8008

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