

VDC MANAGED SERVICE MODULES

Monitoring and Managing your vDC 24/7

A cost-effective service to maintain systems in an operational state







virtual data centre
inspired solutions

Virtual Data Centre (vDC) Managed Service Modules

All virtual servers provisioned within APSU's vDC are designed with an integrated managed service wrap covering system monitoring, system administration and performance management. For those clients with an existing vDC environment, APSU's Managed Service Modules can be purchased as a bolt-on to your current agreement.

These services have been developed to maintain systems in an operational state, improving uptime availability and server application response times. Additional modules can be purchased to enhance and further reduce the technical overhead in delivering an ICT environment at any time during the term of a vDC agreement.

Virtual Machine Monitoring & Management Service

Activity	Included in vDC Service
Monitor the following aspects of Virtual Machine: <ul style="list-style-type: none"> • Virtual Machine availability monitoring • LAN interface & PF Sense Firewall availability monitoring • Virtual Machine memory usage • Virtual Machine CPU usage • Virtual Machine storage usage 	
Deploy Windows Virtual Machine critical and security updates *	
Incident Management via reporting and monitoring tools	
Provide monthly health check report	
Additional Notes	
<p>*APSU will download the latest critical and security updates from Microsoft and deploy these ready for client install.</p> <p>10 calls per month are included in the service to comprise amending monitoring parameters across the virtual machines within the vDC and notification of SEV1 incidents. Additional calls can be purchased on request.</p> <p>Virtual Machine specific threshold configuration to be achieved within the first 30 days without using the allocated call allowance (limited to 50 changes); thereafter configuration changes will be deducted from the monthly call allowance.</p> <p>Additional Managed services can be provided and tailored to suit specific client requirements at additional cost.</p> <p>All Virtual Machines can be provisioned with a cloud backup service, locally in the same vDC and/or off-site to another vDC location. The cloud backup service can also be upgraded to a high availability solution delivered from multiple data centres.</p>	

APPLICATION LEVEL MANAGEMENT

Systems Administration

Activity	Included in vDC Support Module
Support Microsoft Exchange platform	✓
Administer virus software protection on incoming Emails <i>Assuming that this has been installed</i>	✓
Administer spam software protection on incoming Emails <i>Assuming that this has been installed</i>	✓
Confirm virus protection software definition files are updated	✓
Monitor the following aspects of Exchange:	
<ul style="list-style-type: none"> Exchange Service status Testing mails for service availability Database corruption Database availability check SMTP queue monitoring Performance monitoring 	✓
Administer and monitor Microsoft Exchange backups and restores	✓

Microsoft SQL Service

Activity	Included in vDC Support Module
Support Microsoft SQL platform	✓
Monitor the following aspects of SQL:	
<ul style="list-style-type: none"> SQL Service status SQL Event Logs 	✓
Administer and Monitor Microsoft SQL backups and restores	✓

PROFESSIONAL SERVICES

Activity	Additional Module(s)	Service Extension(s)
Commissioning Virtual Machines*	✓	
SQL administration		✓
Exchange administration		✓
Operating System Version upgrade		✓
Firewall Operating System Version upgrade		✓

Additional Notes

*Service provided for clients with an existing vDC environment or new solution provided directly with Interoute who wish to have virtual machines provisioned on their behalf.

All Service Extension options are subject to review and final solution costing based on clients requirements.



For further information

Contact our sales team on 01285 862 100
or visit our website at www.apsu.com/vdc

[Read our Virtual Data Centre Datasheet >](#)

APSU's enterprise-class Infrastructure as a Service (IaaS) solution

