



The Globix Managed Hosting Service bundles best-of-breed hardware, security, storage, and monitoring services with ongoing management to make sourcing a hosting solution straightforward and painless. Through this offering, we're committed to helping you lower your IT costs, increase quality, mitigate risk, and improve agility - all backed up by a Service Level Agreement (SLA) which reflects our commitment.

MANAGED HOSTING



Operating in today's business environment is challenging enough without having to keep up-to-date on the latest advances in technology. Globix' Managed Hosting Service allows you to leverage the power of the Internet and focus on your core competencies at the same time.

Service Options

The basic configuration includes the server, firewall, operating system, server hardening, patch services, and backup and monitoring services. Once the base package has been selected, a number of additional services are available to further tailor the service to meet your specific business needs.

Additional Services

- Multiple servers and multi-tier environments
- Database configuration
- Load balancing
- Redundant firewalls
- Application management
- Additional systems and network management
- Monthly server hardening and quarterly penetration tests
- Intrusion prevention and detection services



Features and Benefits

Customer-Focused

At the heart of Globix' Managed Hosting Service is the priority placed on timely notification of issues combined with professional technicians trained to address and correct the problem. Managing your technology is more than keeping an eye on your infrastructure. We provide peace of mind, keeping you informed of the day-to-day health and maintenance of your hosted environment.

Robust

Globix only uses premium server technology with redundancy in the hard drives, fans, and power supplies. Globix data centers include N+1 protection for cooling, protected power, and fire suppression systems. These data centers are monitored by staff 24x7.

Secure

Protection is critical to your business and that is why Globix incorporates firewalls, monitoring, redundancy, and backups that work seamlessly to keep your data safe from malicious activity and disasters.

Scalable

Globix is prepared to respond to the changes in your business. You control when and how to modify your environment. Increasing storage, bandwidth, or adding additional servers can be done in hours, not days.

Proactive

Monitoring systems and technicians monitor your devices and operating systems 24x7 to make certain that your implementation is running smoothly. Monitoring systems are designed to warn you and the Globix technicians before problems occur.

Cost-Effective

Reduces the total cost of ownership.

Service Level Agreement (SLA) – Response Times*

- Firewall rule changes – within 15 minutes
- Notification of monitoring alerts – within 15 minutes
- Remote power cycling of equipment – within 15 minutes
- Hardware failure/fix notification– within 15 minutes
- Network availability – within 15 minutes

- *See the Globix Managed Hosting SLA for details