

SaskTel Managed Hosting

Benefits of Managed Hosting in a SaskTel Data Centre

SaskTel Managed Hosting is so much more than just hardware, rack space, and power. Supported by over 400 highly skilled IT personnel along with our experience managing over 2300 servers in our Data Center, SaskTel Managed Hosting can include:

Hardware

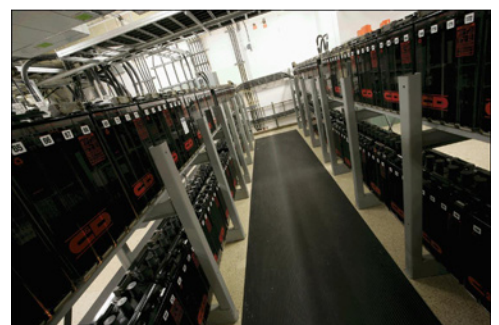
- Hardware cost amortized over contract period, so there's no up front capital costs
- Hardware installation and configuration
- Configuration, management, and proactive monitoring of server hardware and operating systems
- Cost and installation of replacement parts for any failed hardware components
- Redundant network switching equipment and network accesses for higher availability
- Rack, storage, power, and network cabling
- Redundant Uninterrupted Power Supplies with redundant generator backup

Software

- Server Operating System (O/S) licensing, provisioning, and installation
- O/S user access licensing, provisioning and installation
- Terminal Server licensing and installation (if required)
- Antivirus with daily or better updates

Environmental, data, and physical infrastructure security

- 24x7 on site security personnel
- Keycard, video, and biometric controls for physical access to equipment
- Hardened server facility with both climate control and fire suppression systems
- High-availability managed firewall
- Site-to-site or software VPN tunneling for data transport encryption between customer sites and Hosted Data Center
- Regular (quarterly or better) system and environment vulnerability, penetration scanning, assessing and reporting

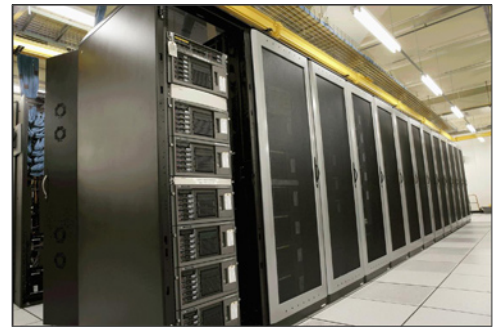


SaskTel 

Your Life. Connected.

Backup

- Enterprise disk-based backup systems
- Agent-based database backups, including but not limited to:
 - Oracle database backup agents
 - MSSQL database backup agents
 - MS Exchange database backup agents
- Standard backup schedule:
 - Daily: Incremental backup
 - Weekly: Full backup
 - Retention: 4 weeks
- Custom backup and retention schedules available
- Automated off-site backup transport and retention
- Geographically separate Hot/Cold Disaster Recovery Sites also available



Bandwidth

- Internet Access included (no capped monthly usage)
- GB access to internet backbone as SaskTel is directly connected to Points of Presence in Toronto, Regina, Saskatoon, Calgary, Edmonton, Winnipeg, and Vancouver
- Unlimited data transfer (no capped monthly data or additional usage fees)
- Redundant gateway paths to core Internet routers (no core network single points of Internet service interruption failure)



Technical support

- 24x7 capacity monitoring
- 24x7 Help Desk and trouble reporting
- 24x7 hardware monitoring and alarming
- 24x7 proactive/reactive on-site hardware replacement and support (cost of replacement hardware included as well)
- Change management/incident reporting
- Daily antivirus/spyware definition updates and system scanning
- Regular system O/S patching for all critical system updates
- System BIOS updates & firmware patching



On-demand technical support can include*:

- On-call software and configuration support
- Firewall technical configuration and support
- Active directory design, configuration and support
- Database support for most major platforms
- Terminal Server installation, configuration, and support
- Additional Professional Services are available

* Some conditions apply. Hourly, overtime, and call-out rates for use apply.

