

# SaskTel *Managed Hosting*

*Managing a business takes a lot of focus. All too often that focus is diverted by the need for patches, upgrades, or dealing with unexpected server downtime. With SaskTel Managed Hosting, you'll have access to leading edge technology and expertise you couldn't assemble yourself. Use your resources to grow your business; we'll look after your infrastructure.*



## **What are some of the major advantages of SaskTel Managed Hosting?**

### **World Class Data Centre**

When you let SaskTel Managed Hosting handle your Information Technology needs, your data and mission-critical processes will be housed in a safe, secure, state-of-the-art Data Centre facility that provides services to more than 900 government, corporate and private customers. Your important Internet and/or Intranet applications will reside on servers housed in a physical environment optimized to protect them from virtually all natural and human threats. SaskTel Managed Hosting not only gives you use of this World Class facility, it frees resources used to develop and maintain your own data centre and lets you re-deploy them to your core business initiatives.

### **Vender Certifications and Relationships**

The SaskTel Data Centre is the first and only hosting service provider in Canada, and one of only ten in the world, to achieve Signature Certified HP Partner Status. This international seal of approval validates our ability to deliver high-quality service levels with the integrity and consistency you'd expect from a company with 95 years of experience as a technology leader. From our Data Centre environment to IT service management, the multi-tiered, quality-based program captures the best practices in the industry and qualifies a service provider as meeting HP standards for processes, skills and technology.

In addition, SaskTel maintains strong relationships with key vendors including Sun Microsystems, IBM, HP, Microsoft, EMC, Cisco and Nortel, and is a certified partner of both Microsoft and EMC.

### **Highly Skilled IT Technicians**

When you subscribe to SaskTel Managed Hosting, you'll be leveraging the expertise of more than 400 highly trained technicians who make it their priority to keep pace with the complex and ever-changing world of Information Technology. These experts manage your hardware, operating software, connectivity and upgrades to make sure your downtime is minimized. Our IT specialists adhere to the Information Technology Infrastructure Library (ITIL) best practices, a framework designed to achieve quality service and to overcome difficulties associated with the expansion or contraction of IT systems.

### **Lowered IT Investment**

You'll gain cutting-edge technology without the large capital investment and ongoing upgrades that normally go with it. Predictable monthly costs make for accurate budgeting and no expensive surprises.

### **Design and Scalability**

Our experts will undertake a detailed technical analysis of your systems and operations, and then design a hosted service that meets the specific requirements of your business. We'll provide the equipment that you can use to deploy multiple, sophisticated applications. And we'll work with you to determine which Optional Services and Enhancements you'll require to meet your service level, backup, monitoring and reporting needs. As your business changes, your infrastructure can be quickly and easily adjusted to meet your new needs.

## Managed Hosting Services

Service	Basic Package	Optional Services/Enhancements
<b>Hardware Support</b>	Monday – Friday, 8am – 5pm	Extend the support hours up to 24/7 coverage
<b>Response Time</b>	1 hour on critical troubles	
<b>Service Level</b>	99.7% availability annually	Enhanced, Gold and Platinum services can increase service levels up to 99.9% availability
<b>Back-ups &amp; Off-site Storage</b>	File systems are regularly backed-up and stored for up to four weeks	Databases are regularly backed-up and stored for up to four weeks. Also available, are non-standard back-up frequencies and retention for file systems and databases.
<b>Performance monitoring</b>	24/7 monitoring and trouble resolution on the infrastructure to the internet	
<b>Incident Resolution</b>	Trouble management control center available 24/7	
<b>Vulnerability Assessments</b>	Performed at time of install on equipment behind the shared firewall	
<b>Preventative Maintenance</b>	Performed on equipment behind the shared firewall	
<b>Change Requests</b>	6 per year	
<b>Network Access</b>		Internet access, WAN access, or client software-based VPN
<b>Firewall Hardware</b>		Shared High Availability (HA), dedicated SaskTel managed, or dedicated customer managed
<b>Operating System</b>		Provisioning, licensing, installation, support and patching, and management of database supplier support
<b>Operating System Support</b>		Coverage hours up to 24/7 to match the hardware support hours
<b>Database Provisioning and Installation</b>		Provisioning, licensing, installation, support and patching, and management of database supplier support
<b>Extra Storage</b>		Storage Area Network (SAN) or Network Attached Storage (NAS)
<b>Incident and Problem Management</b>		Summary reports on critical troubles
<b>Hardware &amp; Operating System Monitoring</b>		Monitoring server connectivity
<b>Hardware Availability Reporting</b>		Monthly graphs outlining hardware availability
<b>Capacity Monitoring</b>		Monitoring CPU utilization, disk space, and memory capacity
<b>Capacity Reporting</b>		Monthly graphs outlining capacity levels
<b>Monthly Operational Meetings</b>		Meetings with SaskTel to review topics such as issues, processes, and reporting

When you let SaskTel look after your Managed Hosting needs, you'll get big business IT infrastructure without the big-ticket price. Since you'll no longer have to deal with the distractions that come with operating your own IT system, you can reassign resources to achieve other business objectives and focus on moving your business forward.

To find out more about how SaskTel Managed Hosting can help your business, call 1-888-255-8826 or visit [www.sasktel.com/outsourcing](http://www.sasktel.com/outsourcing).