



# Server management for Azure

## About Hostersi

We specialize in providing IT solutions focusing on server infrastructure design, cloud computing, server management and cybersecurity. Our support significantly reduces project



implementation time and cost. Through years of professional activity, we have gained the trust of companies from almost all market sectors and industries. We work for multinational corporations, banks, advertising agencies, start-ups and public sector institutions. We are also members of prestigious organizations such as Information Systems Security Association (ISSA) and Chamber of Digital Economy e-Commerce Poland.

Over **250** clients trusted us already



We monitor and manage approximately **300** IT infrastructures of our clients, which are located all over the world on a daily basis. **15 years** of experience taught us to provide our services at the highest professional level.

## How we work and manage client's business needs

Hostersi design, implement and maintain IT infrastructures. The company implements serverless, high availability (HA), disaster recovery (DR) solutions, designs infrastructures based on microservices, containers, autoscaling, and uses DevOps model with a special focus on CI/CD and IaC,.

We tailor our services to each individual customer. This approach allows us to meet the needs of our clients in the best possible way. Starting with the initial phase of collaboration, we make sure to register all customer needs, business and technical alike.

The implementation of our services is based on best practices and procedures developed by our Personnel in accordance with ISO 27001: 2017. This procedure includes among other:

- Collecting statistical information about the infrastructure operation
- Operating system analysis
- Service operation verification
- Root / sudo access role verification



- Analysis of installed software
- Architecture update and maintenance policy review

We aim to extend our administration services and will proactively suggest process automation, cost optimization and other infrastructure related improvements that can result in an overall better infrastructure solution for the client.

**We monitor our clients' environments 24/7.** Over 40 specialists including Administrators, DevOps, Architects and PM work in shifts to monitor and maintain infrastructure entrusted to us every day. Whether physically in the office in front of a computer and TV screens or remotely, our Personnel is reacting to each issue within a strictly defined time set forth in specific SLA agreements with each customer.

**The monitoring process utilizes tools such as:**

- Nagios
- Prometheus
- Observium
- Data Dog
- New Relic

Additionally, each business critical element of the client's infrastructure can be monitored through bespoke scripts and other applicable tools.

Our infrastructure management system registers **around 700 tickets** from our clients monthly. We provide active assistance to customers throughout three lines of support:

- 1<sup>st</sup> line consists of operators who receive entry-level issue reports and perform basic support tasks
- 2<sup>nd</sup> line consists of personnel at an intermediate and advanced technical level, providing support for more complex issues
- 3<sup>rd</sup> line consists of senior experts, most often architects



## Activities included in the administrative service:

- System packages update,
- Configuration of the local firewall,
- Update and configuration of additional applications installed on the server included in the official repositories,
- Restrict access to the server according to the security policy and requirements of the client,
- Server monitoring carried out by periodically checking the availability of the service on specific port and the use of server resources: ping response, free memory including swap file, access to ssh / rdp, CPU load, mounted disks, e-mail queue size, network interfaces, occupancy of disks, the operation of the https service (port 80, 443), the operation of databases and other services if they are installed,
- Collecting historical data about the key elements of the system in the form of graphs, and analysis of it
- Analysis of the server and system components load and suggestion appropriate behaviour and changes,
- Maintaining the current system documentation,
- Backup files and databases and storage of it up to 7 (or more) days back,
- Supervising backups actuality (without restoration test, unless otherwise specified)
- Service Desk technical support, telephone technical support,
- Response to problems and notification in accordance with the level of purchased SUPPORT,
- Reaction to the over consumption of server resources - server protection against overload,
- Automatic monitoring of changes on the server affecting its security,
- System administration eg. setting up accounts and servers (vhosts)
- Installation of additional, simple services on the server (if it is a routine activity - the more advanced is required to purchase additional installation services payed by hour)
- Review and analysis of system logs,
- Reaction to the failures,
- Supervision of limits connections and other system limits so that the system has worked steadily,
- Proposing the development of a system, resource allocation, expansions and changes,
- Supervision of the optimal use of resources,
- Periodic systems restart,
- Intermediation in talks with the server room in which the customer has rented server, VPS, cloud computing in case of any breakdowns and problems



- Support virtualize if the whole system is virtualized (eg. XEN, KVM, HyperV, ESXi, etc.)
- Monitoring the correct operation of the disk RAID (if present) - RAID hardware or a software mdadm - based on controllers data,
- Update configuration of encrypted connections in accordance with current best practices,
- Installation and updating SSL certificates on the server,
- Possibility of monitoring and reacting on the test environment (UAT),
- Support (on demand) for troubleshooting of Dev, Stage, UAT environments,
- Setting up accounts, etc. vhosts. and allocating resources in accordance with the customer's needs,
- Domain configurations from external suppliers if the customer shall provide appropriate accesses.
- Restore data from a backup in case of recovery or restore a fragments of databases for self-restoration by the Client,

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*Marek Nadra*

*Business Solution Manager Supporting the Enterprise at Danone*



## Service Level Agreement

Type of request	Response Time*				Planned time for solving the problem, counted from the moment of reporting			
	Super Premium**	Premium	Comfort	Standard***				
Critical incident	15 min	30 min	1 h	2 h	15 min	2 h	4 h	4 h
Urgent incident	1 h	2 h	4 h	4 h	1 h	4 h	4 h	4 h
Standard order	NBD	NBD	NBD	2 NBD	NBD	NBD	NBD	2 NBD
Request	2 NBD	2 NBD	2 NBD	2 NBD	2 NBD	2 NBD	2 NBD	2 NBD

Categorization of requests from monitoring / customers will be carried out by Hostersi's employees.

\* Response time is the maximum waiting time for a response from the system administrator \*\* \*\*Super Premium - SLA at this level can be launched after the first quarter of cooperation.

\*\*\* The Standard Package includes support from Monday to Friday from 9:00 am to 5:00 pm

- Critical incident - inability to access the system's main functionalities experienced by the majority of users
- Urgent incident - problems in accessing the system's functionalities experienced by the majority of users and/or the inability to use non-core functions and/or the inability to use main features of the system by a few users.
- Standard order - all service requests that are not incidents, for example configuration of new or changes in existing services
- Request - consultations, answering questions concerning the system operation, statistics, reports and other non-critical information.



## Financial proposal

Server management	Net Price per month	Including working hours
PREMIUM	1 700 \$	18
PREMIUM	1 420 \$	14
COMFORT	1 450 \$	15
COMFORT	1 200 \$	11

After exceeding the number of hours provided for in the monthly administrative care, additional work is settled in accordance with the project hourly rate of specialists:

- Architect, - 85\$ /H
- Architect / Senior DevOps - 70\$/h
- DevOps, Pentester, PM, CI/CD - 60\$ /H
- Administrator - 45\$ /H

## One time payment

Typ of payment	Net Price per hour	working hours
implementation of server management	60 \$	35 - 40 h



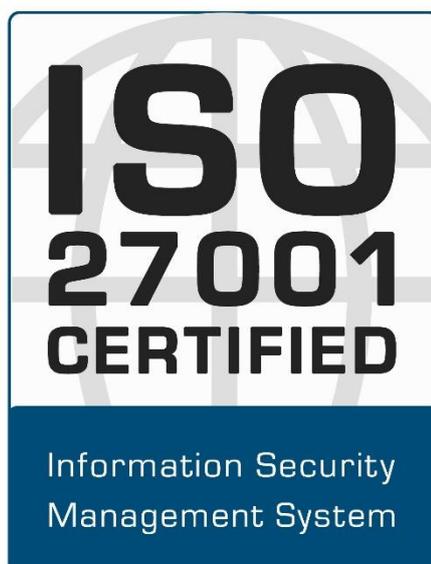
## Additional services that Hostersi can provide for the client

1. **DevOps services** help share responsibility between software development (Dev) and software operation (Ops). Hostersi provide support in the selection, design, architecting, optimization and maintenance of server and cloud solutions. Our DevOps services cover the entire application lifecycle and can be used for both retail and enterprise applications.
2. **Migration to cloud** is a solution for customers who seek highly available, secure and flexible hosting solutions. We develop a strategy for migration to a cloud taking into account customer's needs, cost analysis, and desired method of data access and its safety. We also help you choose the right set of cloud services, which provide solutions of maximal efficiency.
3. **Well-Architected Framework** helps cloud architects build the most secure, efficient and resilient infrastructure for their applications. Review is an activity performed to obtain knowledge, measurement and improvement of cloud architecture based on business and technical activity of the company. Its aim is to get a clear understanding of the client's needs, the essence of his infrastructure and its readiness for load variability and security.
4. **Pentesting** - Black Security Box cybersecurity testing allow you to check the vulnerability of IT resources to external attacks. Penetration testing methodology Black Box puts a look "from the outside" on tested application, which is often a fairly accurate reflection of activities of a potential hacker. This service is dedicated to companies and institutions, which particularly care about excellent data protection. Thanks to testing, you get detailed information about the security gaps in resources, together with recommendations of how to improve security, which allows you to minimize business risks related to possible hacker attacks and leakage of important data.
5. **Performance optimization** is a service dedicated to existing websites and web applications. Optimization allows you to increase speed of operations, achieve greater stability and reliability and prevent setting limits to development of services. Optimization measures also affect the increase in the number of users who are willing to use the application, which often translates into revenue growth.



## ISO 27001

Hostersi have an information security management system compliant with PN- EN ISO / IEC 27001: 2017 in the scope of: "Customer IT infrastructure management services, including design, migration, development, and maintenance". The ISO certificate confirms that the company meets the requirements for information security, implements appropriate standards and best practices, actively manages and strives for continuous improvement of internal as well as customer IT resources.



Hostersi provide services that require access to many systems containing important data and information belonging to various partners and clients. These include business specific know-how as well as confidential information or personal data. For this reason, we make every effort to ensure that this data is safe at every stage. The management system implemented by our company was designed from the ground up, following security best practices, and meets high technical requirements regarding both information security and high availability (HA) along with a Disaster Recovery plan (DR) and Business Continuity Planning (BCP). Having security built into the process makes it convenient and easy to follow. This results in a natural, easy to follow approach to information security management, and minimizes the risk of human errors.



## Testimonials

See what our clients are saying about Hostersi and our services. Below you will find some of testimonials.

### **Karolina Świstak**

Marketing and Communication Expert ad Sales department.



Cooperation with Hostersi is characterized by reliability and full compliance with the terms of the contract. Continuity of the entrusted activities is ensured, without the risk of interrupting the system operation. Procedures related to the security of personal data processing and the requirements of the Polish Financial Supervision Authority regarding outsourcing agreements are followed.

### **Paweł Grzebyk**

Marketing & E-commerce Director



Hostersi's team reacts to our needs very fast, is very flexible and at the same time provides top-class technological solutions. I recommend Hostersi company as a reliable and professional partner.

### **Zbigniew Ćwikliński**

Director of the Customer Relationship and Technology Development Department



We are very pleased with the cooperation with Hostersi. Their specialists helped us a lot in the process of migration and designing hybrid infrastructure (Amazon Web Services and on premise). We recommend Hostersi team as a reliable and professional partner with great competence in DevOps and Cloud Computing

### **Marek Nadra**

Business Solution Manager Supporting the Enterprise



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## They have trusted us:





## What makes us special?

- unique hosting solutions
- an experienced team of technical experts
- the special supervision of a dedicated advisor
- hardware architecture of the highest class
- specialized hosting
- innovative implementation of technology of virtualization
- an international range of provided services
- a high efficiency of servers
- constant supervision of our administrators – 24/h
- support for social events and business initiatives

## Contact us

- Dedicated, individual customer care with whom the client may contact also on mobile 24/7.
- Dedicated number for an information line, with a special PIN number that provides preferential treatment when it comes to the order of service.
- Dedicated e-mail address, 24/7 serviced by Individual Customer Care Administrators.

Let's keep in touch!

