

Proactive Server Maintenance

Avoid Costly Downtime with Proactive Maintenance

Many Small Businesses have a server “in the corner” critical to IT systems but never checked or monitored – leaving potentially crippling failures able to take your IT offline

In a typical business, your servers often hold the key to your IT systems – from providing e-mail and files to enabling the technical systems that allow your office systems to access the Internet.

- By choosing our Proactive Server Maintenance services you can enjoy the peace of mind that comes from having specialists at VPW keep an eye on it and avoid costly downtime and interruption that results from a failed server system.
- By having a regular maintenance plan for your systems you can avoid many of the most common unexpected failures and losses of service which can leave your systems offline for a day or worse (based on our real world experience)



Two Styles of Proactive Care to suit every business...

Basic Proactive Maintenance

- ✔ Ideal for small businesses with minimal requirements that need a little help
- ✔ Offers low costs covering the most critical aspects of server maintenance
- ✔ Can provide the same “Essentials” checks for Backups and Security
- ✔ Upgrade at any time to enhanced plans for better protection
- ✔ Regular alerts to confirm work is planned and/or has taken place

Enhanced Proactive Maintenance

- ✔ For Mission Critical Servers and Businesses reliant on IT infrastructure
- ✔ Ability to cover advanced services such as SQL Server and Exchange
- ✔ Includes remedial work allowance for resolving routine issues automatically
- ✔ Regular Reports on Issues, Resolutions and Potential Risks
- ✔ Options to have work conducted outside office hours to reduce downtime

Proactive Server Maintenance

Essential Proactive Maintenance & Security

The most essential cover for your server systems

Servers form vital parts of modern business networks. From storing data to controlling aspects of the networks operation and checking credentials for those trying to access resources on the systems you provide, they shouldn't be that "box in the corner that's unloved"

- The Basic Essentials Proactive Maintenance plans for your server help keep your server operating system up to date with crucial security updates on a regular schedule so you stay safe.
- Choose the absolute bare essentials or choose a plan that includes some additional checks to help reduce the risk of unexpected downtime which can be costly to you.
- Receive confirmation when work has been done so you know that you're genuinely getting proactive maintenance!



Why take a Proactive Maintenance Plan?

Every server should have at least the most essential cover. Based on our experience with a wide range of customers over a number of years, those with Proactive Maintenance Plans are significantly less likely to face external compromise or unexpected outages. It's like regularly taking your server for an MOT!

Features of our Basic Proactive Maintenance Plans

Check/Feature	Bronze	Silver	Gold
Frequency of checks on the Server Health?	Quarterly	Quarterly	Quarterly
Key Event Logs Checked for Critical Issues	No	No	Yes
Security Patches for Operating System applied?	Yes	Yes	Yes
Backup Systems checked to be running OK?	No	Yes	Yes
Covers a Physical Server per Subscription?	Yes	Yes	Yes
Can be taken for a Virtual Instance?	Yes	Yes	Yes
Minimum IT Support Plan Needed	Pre-Paid	Pre-Paid	Pre-Paid
Typical Costs (per server) - with IT Support	£60.00/qtr	£80.00/qtr	£100.00/qtr

Proactive Server Maintenance

Enhanced Proactive Maintenance & Security

Comprehensive Proactive Maintenance of your Business Critical Systems

Modern servers are complex affairs – they typically run several software products, can be virtualised (think of this like servers within a server), and often have vital roles in the reliable operation of your network and computer systems. Having the right protection keeps things running, saves you from costly downtime and avoids embarrassing security lapses.

- A range of plans that provide increasingly intensive levels of cover – up to a “everything covered, always” plan for businesses that want the absolute best level of proactive care.
- You receive regular reports and alerts as part of the service so you know that the proactive maintenance is actually being done
- Advanced Services – such as SQL Server, Exchange supported.
- Virtual Environments such as Hyper-V and VMWare can be covered as well as traditional “Physical” server installations



For Physical Servers:

- ✔ Choose plans covering Hardware, Software and Advanced Services
- ✔ Monitoring for additional features such as Anti-Virus, Backup Services and so on available
- ✔ Includes Remedial Assistance for many aspects – a full “we sort it” approach
- ✔ Choose plans with works performed outside of normal “Office Hours”
- ✔ Mix and Match plans for different servers

For Virtual Environments

- ✔ Plans can include Host Servers and Guests – plus Mix and Match plan levels per guest to suit your needs
- ✔ Includes Virtual Environment Specific Proactive Maintenance Options
- ✔ Supports leading virtualization technologies and operating systems
- ✔ Comprehensive cover available for advanced services running on virtual instances available – for example Exchange, SQL, SharePoint etc.

Proactive Server Maintenance

Features of Enhanced Proactive Care and Support

Benefit/Feature	Bronze	Silver	Gold	Platinum
OS Security Updates?	Monthly	Monthly	Monthly	Monthly
Out of Cycle Critical Security Updates?	No	No	Yes	Yes
Other OS Patches included?	Quarterly	Quarterly	Monthly	Monthly
OS Application/System Logs Checked?	Yes	Yes	Yes	Yes
Security Logs Checked?	No	Yes	Yes	Yes
RAID Systems Checked?	Quarterly	Monthly	Monthly	Monthly
RAID remedial works included?	No	Yes	Yes	Yes
VPW Backup Services checked?	Yes	Yes	Yes	Yes
Third Party Backup Services checked?	No	Yes	Yes	Yes
Restore Testing?	No	Quarterly	Monthly	Monthly
VPW Anti-Virus Services checked?	Yes	Yes	Yes	Yes
Third Party Anti-Virus Services checked?	No	Yes	Yes	Yes
Proactive Monitoring – RAID	No	Yes	Yes	Yes
Proactive Monitoring – VPW Backups	No	Yes	Yes	Yes
Proactive Monitoring – Availability	No	Yes	Yes	Yes
Proactive Monitoring – Services	No	No	Yes	Yes
Typical Remedial Allowance per quarter	30 mins	45 mins	60 mins	No Limit*
Reporting on Works Starting/Finishing	Yes	Yes	Yes	Yes
Summary Reporting	Quarterly	Quarterly	Monthly	Monthly
Advanced Services Available?	Optional	Optional	Optional	Optional
Minimum Service Plan required	CT EL	CT EL	CT Full	CT Full
Typical Costs – per server, quarterly from...	£120	£160	£200	£600

PLEASE NOTE: Some features require you to take other VPW Supplied Services and/or have technical or operational requirements to enable the service to be offered. Individual subscriptions may have variations or require other specific terms to be met. *limitations do apply, see T&Cs.