Cloud Server Datasheet

Features of the Italian IaaS service dedicated to web agencies, developers, system integrators, and companies focusing on infrastructure resilience and data protection.

seeweb

THINK CLOUD

01. Cloud Server Datasheet

In a context where companies and IT professionals need to **run their applications** quickly while simplifying management, having a tailored cloud service becomes essential to streamline work.

Today, cloud computing is no longer seen as the future, but as an essential and widespread resource used daily. Web projects can vary in complexity and require different Service Level Agreements (SLA), **but some elements remain crucial:**

- [•] reliability of the cloud service;

- [•] reputation of the provider;

- [•] awareness of where the data is located;

- [•] attention to security;

- [•] the ability to quickly call or contact the provider when needed.

In this context, Cloud Server finds its perfect placement. Not only does it offer scalability and flexibility, but is based on an enterprise architecture with SAN full flash and N+1. Furthermore, it is optimal choice if:

- [•] you expect the provider to pay attention to security and compliance aspects;

- [•] you prefer the provider to have its own Data Centers;

- [•] you seek responsiveness and immediate contact in the face of possible issues, especially regarding security.

01.1 Cloud Server: What is it and who is it for

This is an Infrastructure as a Service (**IaaS**) that offers an extremely intuitive usage model: designed to migrate applications to the cloud without the need for rewriting and re-engineering, it is designed to be used similarly to a dedicated server.

In addition to this characteristic that aligns it with the on-premise world, it has all the distinctive features of the cloud computing: **flexibility** of resources, pay-as-you-go billing, and the ability to **scale vertically and horizontally** with the addition of additional VMs.

Resource and option upgrades for the Cloud Server can be performed directly from the dedicated cloud panel for the client, accessible also from the client area: provisioning will occur instantly and transparently.

Cloud Server easily adapts to the needs of **web agencies, system integrators, developers, e-commerce managers, end-users**, and anyone needing to manage projects online, whether it's a single or multiple sites or applications.
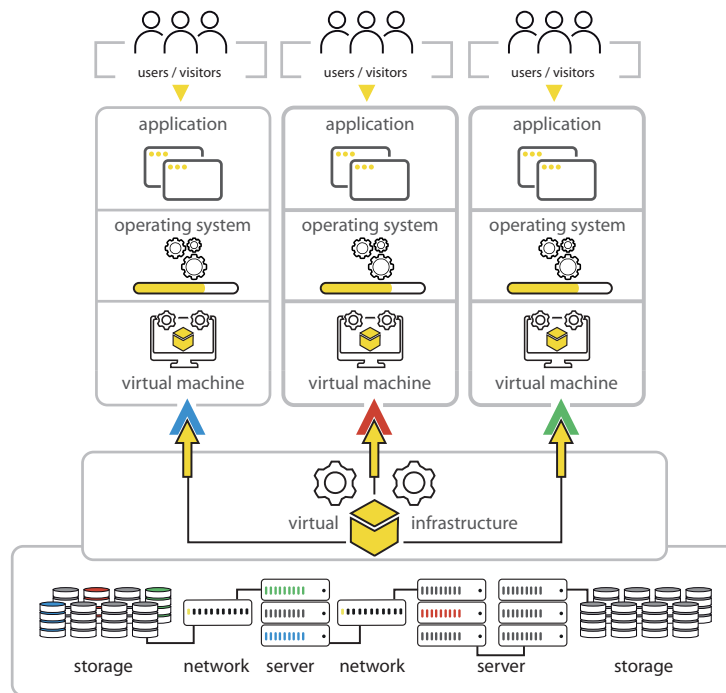
Usable for any type of **workload**, it represent the ideal environment for:

- [•] any type of ERP;

- [•] any type of e-commerce software;

[·] any kind of application;

[·] workloads of any size.

Paired with a panel like Plesk or cPanel, it can be used to offer multiple web services (websites, email) and manage multiple clients.

01.2 Why choose it

If Cloud is now a widely adopted technology, and navigating among the numerous providers can be disorienting, there are several approaches to provide it.

However, a differentiator is the "human aspect" of the cloud: the availability of highly skilled and experienced technical support at all times (we launched our first Cloud service as a far back as 2009), both during the pre-sales phase and throughout project development.

> *"What we were looking for is a cutting-edge technological partner who can provide direct and timely support alongside the quality of services offered."*
> *Lorenzo Capatano, Save The Children*

> *"Seeweb does not just provide the infrastructure but also offers the expertise and experience to manage it in a way that ensures the security and business continuity levels we need."*
> *Riccardo Ricci, Allibo*

Merely offering the service is not enough because the digital world is complex, competitive, and constantly evolving. In this scenario, **support is vital**: it will surely be needed in emergencies and must be ready to assist you without communication disruptions.

01.3 The importance of technical support

The Seeweb sysadmin team, available 24/7, allows for a wide range of support services throughout all phases of the project, including the pre-sales phase and its development. Specifically, our support is crucial:

- [•] Choosing the right architecture

- [•] Setting up the infrastructure

- [•] When your needs are changing and your infrastructure needs to adapt

- [•]   If you need an infrastructure and security assessment, even immediate

- [•]   If you need to recover files or content or are affected by security issues

01.4 Redundancy as an essential element

If you are choosing a Cloud service, it is already clear that, compared to a physical server, it can offer **flexibility and performance** even during peak usage, without the risk of having a single point of failure.

In addition to the ease and transparency of resource scaling, Cloud Server provides a **highly reliable service (N+1)**, that allows for quick migration to a new host in case of issues. This ensures the stability of your web project and prompt restoration even in the event of disruptions due to temporary problems, while also being transparent as it does not require any infrastructure changes.

Thanks to this technology, it is possible to achieve a minimum uptime of 99.9%, with penalties guaranteed by SLA.
The architectural robustness is supported both by storage, ensuring **reliability and integrity**, and by dedicated networks at the foundation of the Cloud Server.

All critical network elements are fully redundant, and machine traffic is completely isolated in one or more logical segments. Finally, the product offers guaranteed resources (CPU, memory, and disk) without any sharing levels and no overbooking: each individual virtual machine is allocated all its resources exclusively.

01.5 What guarantees withClou Server

With a flexible monthly contract, Cloud Server's service level agreement (SLA) **is the only one with a predefined penalty**: in case of uptime failure of over 99.9% calculated on a monthly basis, with more than 43 minutes of downtime, Seeweb guarantees a full refund for the entire month.

No complex calculations, just a refund of the monthly fee: a simple and direct way to uphold agreements and ensure the commitment we make to guarantee reliability and performance.

Moreover, unlike large corporations that tend to lock customers into specific technologies, the Cloud Server imposes no lock-in: there are no constraints that could make future migration of your infrastructure difficult.

The Cloud Server holds all necessary certifications for your company, both in terms of service management and security.

Reliability and performance commitments are ensured by the **IP failover**: in the event of a failure involving a Seeweb node on which a series of VMs are installed, these VMs can be swiftly restored thanks to the active backup node.

	SLA	PARAMETER	REFERENCE PERIOD	DOWNTIME	REFUND
For all managed services	99,9%	Uptime	Monthly	More than 43 minutes	Entire monthly service fee
In case of geographically redundant Clou Server infrestructure	99,9%	Uptime	Monthly	More than 4,3 minutes	Entire monthly service fee

02. How to activate it?

Cloud Server can be activated directly online, choosing the type of Operating System, the initial quantity of resources (RAM, Core, disk space), the management level, and the backup frequency.

It can be integrated with various types of appliances (VPN, Web Accelerator, Load Balancer, ecc.) and various security and monitoring services (antivirus, IDS, Proactive Support, etc.).
You can purchase it independently (the minimum contract is monthly and does not require any upfront payment) or you can rely on us for free to guide you on how to configure it according to your needs.

03. Management

Cloud Server can be managed independently or by delegating management to Seeweb's technical team at various levels.
Without any management level (*unmanaged*), the client has full control and responsibility for the administration of the cloud server. In this case, we intervene in the event of network problems.
With **Basic Support**, for a minimal investment, you receive maintenance of your cloud servers and IT services through access to the Ticket System, with no request limits.
If you wish to completely entrust the management of your cloud infrastructure to our designers and sysadmins, **Global Support** is the ideal choice. It is suitable for business-critical architectures and significant IT projects, where a "fully managed" approach is the ideal solution.

Finally, there is an even more comprehensive level of support, to ensure you can focus on your core business with complete peace of mind: **Proactive Support**. In this case, our engineers will take care of the predictive and proactive management of your architecture. This level of support is ideal for critical business applications and websites, platforms subject to online campaigns, and resource-intensive usage with sudden traffic spikes.

04. Cloud Server: a summary

Here's a brief summary of the unique features of the Cloud Server:

- [•] Not subject to hardware problems;

- [•] Stable, fast, and secure;

- [•] Its enterprise-level architecture is based on blade servers provided by the most reliable vendors;

- [•] Offers real-time variability of all parameters (disk, RAM, number of cores, IP bandwidth, ecc.) with flexible billing of hardware resources (Pay per Use);

- [•] With its N+1 model, it guarantees minimal and transparent recovery times;

- [•] Can serve as a base for creating complex public cloud infrastructures;

- [•] Easy to use, it is managed like a dedicated server without the need to learn new technologies, but with all the advantages offered by the cloud;

- [•] Guarantees a minimum uptime of 99.90% with a penalty guaranteed by SLA;

- [•] Supported by 24-hour telephone helpdesk.

For further information or to receive a quote, contact one of our specialists at the email address: cloud@seeweb.it

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