

Seeweb Support

Service and business offer

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1. **Introduction**
2. **Purpose of the document**
3. **Types of support**
 - 3.1. **Basic Support**
 - 3.2. **Global Support**
 - 3.3. **Proactive Support**
4. **Comparison of services and costs**
5. **Large infrastructures**
6. **Contacts**



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[3]



Introduction

When you operate in the IT industry and provide **services to companies** as a digital marketing agency, system integrators, software vendors, developers, IT professionals in general, **finding a partner in your cloud provider** is functional to the success of your projects.

Having only services is not enough: highly professional human support is very important to guarantee an **optimal level of operation** of your infrastructures and to keep up with the needs of your customers.

For this reason, Seeweb has developed three different levels of support: depending on how much the customer wants to entrust us with the management of his server or his Cloud architecture.



Purpose of this document

The purpose of this document is to provide an overview of the levels of assistance offered by Seeweb.

Starting from the assumption that all the infrastructures provided are:

- ✓ Supervised 24 hours a day by specialized personnel
- ✓ Monitored in their availability
- ✓ Controlled on the network side for security attacks prevention Managed by ticket assistance for the aspects mentioned above.

there are three levels of support designed for all the needs that for over twenty years we have recorded among the partner companies and that allow you to count on a staff of great professionalism and specialization, giving the possibility to **concentrate time and resources** on the specific core business of your company.



Types of assistance

We specify that Seeweb offers a basic technical assistance (Unmanaged) for all clients that includes monitoring activities of service reachability and network status, with rapid intervention in case of anomalies.

The client will be **autonomous in the management of its server** (full administrator access) and Seeweb will not be able to operate on its infrastructure.

It will still be possible - even with the Unmanaged level - :

- ✓ access to the ticket h24 (<https://supporto.seeweb.it/login>)
- ✓ access to feedback from the technical team within the first 5 minutes of opening the ticket
- ✓ **request of specific activities linked to a budget.**

In the latter case, our experts will quantify the time needed for the activities that the customer can decide to have Seeweb carry out in a timely manner and with certain and predetermined costs.

But if Unmanaged doesn't meet your needs and you **require more system work**, you can choose between Prestige, Global and Proactive support.

Support levels can be upgraded on an ongoing basis and are all subject to **monthly billing**.



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[6]



Basic Support

This is the level of support with which the client delegates to Seeweb experts the monitoring of the basic functions of the server or infrastructure.

Always maintaining administrator access, the client will be able to:

- ✓ receive **basic system support**
- ✓ access to a series of activities such as the installation of SSL certificates or security patch updates
- ✓ count on the immediate attention of our technicians to diagnose performance issues or anomalies
- ✓ solve problems related to DoS attacks

The Basic support service includes 24-hour ticket access, indicating the priority of your request.

The cost of this level of HelpDesk is equal to

€ 41,00/month



One of the features that make Global Support indispensable to those who offer business critical services and those who look for a direct line to our team of systems engineers is the dedicated phone line.

Together with the ticket system, Global offers immediate telephone support: in case of urgent reports, simply call our number to **further speed up the time it takes to resolve** the problem.

It also includes:

- ✓ basic and advanced system support activities
- ✓ monitoring of the parameters requested by the customer

The more accurate monitoring and a **view of the entire infrastructure** enables immediate reaction in case of problems, slowdowns or anomalies.

With Global Support, the client has a competent and knowledgeable system administrator who is always available 24 hours a day. The cost of the service is equal to:

€ 100,50/month



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Proactive Support

[8]

Together with the services offered by Global, it adds an essential element to online success:

- ✓ Proactive management of the server or architecture
- ✓ Constant control of site and application performance
- ✓ Complete monitoring of all parameters

Immediate alerting and intervention in the event of anomalies, such as performance degradation, in a completely "proactive" manner, **without the client having to report it**, are an immeasurable added value of this proposal.

Proactive allows e-commerce, portals and all application environments hosted on our Cloud that **aspire to the highest quality of operation** to always be at the highest level of speed and fluidity, with a guarantee of maximum reliability and continuity of service. Moreover, with Proactive Support, you can count on a continuous analysis of the trends of use and consumption of the infrastructure, **evaluating in advance the need** for increased capacity or optimization.

The client has access to a dashboard from which he can monitor, together with our technicians, all the vital system and application parameters of his infrastructure. The cost of the service is equal to:

€ 201,00/month



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[9]

Comparison of services and costs

Offered service	Unmanaged	Basic	Global	Proactive
Daily h24service desk	✓	✓	✓	✓
Ticket system daily h24	✓	✓	✓	✓
Basic monitoring (server reachability)	✓	✓	✓	✓
Protection against volumetric denial of service attacks	✓	✓	✓	✓
First diagnosis of cyberattacks	✗	✓	✓	✓
Security patches application and security updates	✗	✓	✓	✓
Installation of SSL certificates	✗	✓	✓	✓
Technical expert available h24	✗	✗	✓	✓
Extensive monitoring (services operations)	✗	✗	✓	✓
Infrastructure optimisation and tuning	✗	✗	✓	✓
Management of your architecture	✗	✗	✓	✓
Verification of the technical support quality ¹	✗	✗	✓	✓
Operational attendance for extraordinary occasions (events, campaigns, traffic peaks)	✗	✗	✓	✓
Proactive monitoring of servers or complex infrastructure	✗	✗	✗	✓
Proactive monitoring of site and application performance	✗	✗	✗	✓
Monitoring of services from multiple geographical points (for example: HTTPs, DNS, email services)	✗	✗	✗	✓
Services latency control	✗	✗	✗	✓
Proactive monitoring dashboard ²	✗	✗	✗	✓
Price	-	41,00 €/month	100,50 €/month	201,00 €/month

1. For all customers starting from Global, after the activation of a technical support request via call center, our operators will verify the customer experience quality at the end of the day

2. All alerts are sent to Seeweb engineers but also the customer has access to the full dashboard, with the possibility of being constantly informed about the service's state of art via email.



Comparison of services and costs

All types of support can be combined with one-off or periodic specialized activities, the costs of which are considered separately:

Specialist activities

Immediate removal of malware in the event of reported security issues, depending on the site

One-off cost

Basic fee of € 95,75 per hour

Quick Security Assessment (QSA), a test to check the vulnerability level of your application

346,75 €

Backup Recovery Test: to verify that your backup respects the terms of RPO and RTO planned

383,00 € for Linux server
810,00 € for Windows server;
Custom quotes for infrastructures



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[11]



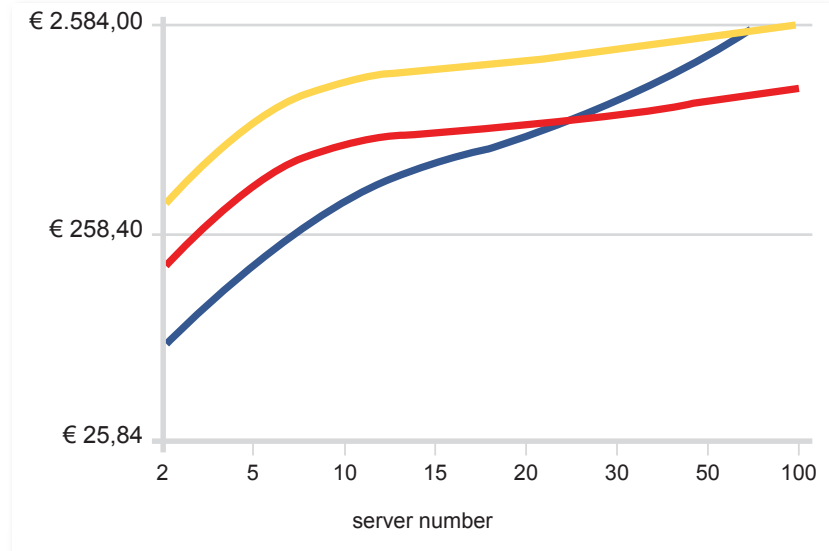
Large Infrastructures

Our support plans are priced on a per-server basis, but in the case of **multi-server architectures**, we offer attractive prices to cover your entire IT environment.

Starting with Global Support, the more important the infrastructure, the lower the cost of access to full support and monitoring of your architecture, as our chart shows.

Contact us for a price quote: you will quickly get your customised proposal, depending on the volume of your infrastructure.

Support costs per server number



Basic Support Global Support Proactive Support



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[12]



Contact

Having a support plan is **strategic** for your digital business. Furthermore, with the Global and Proactive solutions, you get total infrastructure coverage with maximum economic advantage.

Contact our team for more details or to receive a price quote on your ideal **fully managed infrastructure**:

cloud@seeweb.it