

SaskTel Managed Hosting

Managing a business takes a lot of energy and focus. Information technology demands a lot of work and attention, too. Let SaskTel Managed Hosting take care of your IT solutions and infrastructure, and you'll have more time to concentrate on what you do best.



With SaskTel Managed Hosting, You'll have Access to:

A World Class Data Centre

In 2004, the SaskTel Data Centre became the first and only hosting service operation in Canada to achieve Signature Certified HP Partner Status, the internationally recognized seal of approval for hosting services. SaskTel is one of only eight hosting services in the world to earn this high standing. The Data Centre is a state-of-the-art facility featuring advanced safety and security systems to protect your data from virtually all natural and man-made hazards.

Highly Skilled IT Technicians

Avoid the headaches! Leverage the expertise of more than 100 highly trained technicians who make it their priority to keep pace with the complex and ever-changing world of Information Technology. Our IT specialists adhere to Information Technology Infrastructure Library (ITIL) best practices.

And You'll Lower Your IT Investment

You'll gain cutting-edge technology and expertise without the large capital investment that normally goes with it. Controlled capital investments and predictable monthly fees make for accurate budgeting and no costly surprises. And you won't have to worry about obsolescence or expensive upgrades, either.

All SaskTel Managed Hosting Clients Receive:

Safety and Security

The SaskTel Data Centre employs an uninterruptible power supply (UPS), featuring diesel-powered backup generators capable of operating for two weeks. The hosting facility is a building within a building, a windowless environment with a

fire rating of 1 _ hours on walls and doors. The two-stage fire suppression scheme uses cross-zoned detection systems that respond to either heat or smoke, while a separate fire detection mechanism samples the air and works together with detectors mounted on the ceiling. Biometric scanners and keycard access control entry to the facility, which is monitored by closed circuit cameras and motion detectors. Bonded security personnel are on site 24/7.

Environmental Control

The temperature and humidity inside the Data Centre are carefully controlled and monitored – the temperature is maintained at a constant 22° C (72° F). Redundant, roof-mounted air conditioning units and a raised floor provide excellent ventilation for the hosting facility.

Hardware Service & Support

All clients receive hardware provisioning, installation, support, firmware upgrades and management of hardware supplier support. Hardware support provided Monday to Friday, from 8 a.m. to 5 p.m., with extended coverage available.

Trouble Shooting

Critical problems will be addressed within an hour, with less serious ones subject to the options set out in your contract. Vulnerability assessments by SaskTel technicians are undertaken when equipment is first installed, and then every six months on equipment within the shared firewall.

Performance Monitoring & Reporting

With 24/7 monitoring of network viability and hardware status, you'll rest assured your system is available when you need it. And you can select a level of Operating System and database support, for example, that's just right for your business. SaskTel servers operate at a 99.7 per cent Annual Service Level. Monthly reports let you see for yourself that service levels are being met.

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Service	Description		
Network Access	Choose from Internet, WAN or VPN.		
Hardware Firewall	Choose from Shared High Availability (HA) Firewall 100 Mb, Dedicated SaskTel managed or Dedicated customer managed		
Hardware Support Enhancements	Extend support to 24 hrs, Mon. to Fri.; or 24/7/365		
Operating System Support	Choose from: Mon. to Fri. 8-5; Mon. to Fri. 24 hrs; or 24/7/365 (OS support hours must be equal to hardware support hours)		
Availability Service Levels	Enhanced – Get improved service level with the purchase of OS Support, Hardware Alarming and Monitoring, Capacity Monitoring, and firewall administered by SaskTel	Gold - Get rebates if SaskTel misses predefined service levels	Platinum - Get rebates if outage exceeds contracted service levels
Incident and Problem Management	Receive summary reports on Severity 1 incidents outlining root cause, steps taken to resolve, and plans to avoid such problems in the future		
Hardware Alarming and Monitoring	Monitoring and alarming based on CPU, disk and memory utilization thresholds, and server operation (heartbeat)		
Availability Reporting	Monthly graphs to show current and historical availability for each server		
Premier Support	Monthly meetings to review any delivery service or management issues		
Capacity Monitoring	SaskTel reviews disk, CPU, and memory utilization and recommends expansion and associated pricing when necessary		
Operating System	Various combinations of provisioning, licensing, installation, support and patching, and management of software supplier support.		
Database provisioning and installation	Includes provisioning, licensing, installation, support and patching, and management of database supplier support		
Extra Storage	Storage Area Network (SAN) or Network Attached Storage (NAS)		
Database back-ups and off-site storage	Includes daily and weekly full back-ups, off-site storage with a standard retention of 4 weeks, and recovery when necessary		
Special back-ups or retention	Meets non-standard needs of file system and database back-ups, such as more frequent back-ups or retention longer than four weeks		

Regular Backups

Incremental daily backups and full weekly ones are stored safely, off-site, for a period of four weeks.

Optional Services from SaskTel Managed Hosting

Choose from among these enhanced services to create a SaskTel Managed Hosting plan that fits the needs of your business.

You work hard running your own business. But it's difficult to be an expert at everything, especially when it comes to the ever-changing field of Information Technology. With SaskTel Managed Hosting, you'll gain access to the World Class SaskTel Data Centre and the highly skilled technicians who manage it. So you can do what you do best.



To talk to one of our representatives about how SaskTel Managed Hosting can help your business, call 1-888-255-8826.