

Connectria's Hosting Service Plans

Connectria provides a variety of Managed Hosting Services Plans designed to meet our customer's unique requirements. Plans include Self-Managed options for those who require remote root access with minimal services, Managed Hosting Services for those using popular technologies such as Windows, Linux, Citrix and Oracle, Custom Managed Plans for those managing complex environments and HIPAA Managed Plans adhering to regulatory requirements.

Regardless of the plan you choose, each is backed by our industry-leading Service Level Agreement and our SSAE16 Compliant, HIPAA-audited Data Centers.



	SELF-MANAGED	MANAGED	HIPAA	CUSTOM
HARDWARE SUPPORTED				
Lenovo Servers	✓	✓	✓	✓
Dell PowerEdge Servers	✓	✓	✓	✓
HP ProLiant Servers				✓
Cisco UCS Server Environments				✓
IBM PureSystems (PureFlex) Environments				✓
IBM Power Systems Environments				✓
Dell Blade Servers		✓	✓	✓
HP & IBM Blade Servers				✓
IBM i (iSeries-AS/400) Servers				✓
Palo Alto & Cisco Firewalls & VPNs	✓	✓	✓	✓
Fortinet Load Balancers		✓	✓	✓
F5 Load Balancers		✓	✓	✓
Imperva Web Application Firewalls				✓
Dell EqualLogic, EMC & Nimble SAN Storage		✓	✓	✓
NetApp NAS/SAN Storage		✓	✓	✓
IBM, HP & Sun/Oracle SAN Storage				✓
SOFTWARE SUPPORTED				
Microsoft Windows	✓	✓	✓	✓
Linux (Red Hat, CentOS, Others)	✓	✓	✓	✓
IBM i (iSeries)				✓
IBM AIX				✓
Sun Solaris				✓
HP-UX				✓
Microsoft SQL Server		✓	✓	✓
.Net / IIS / SharePoint / Terminal Services		✓	✓	✓
MySQL / Apache / Tomcat / PERL / PHP / Python		✓	✓	✓
Exchange & SharePoint		✓	✓	✓
JBOSS and Apache/Tomcat		✓	✓	✓
Microsoft SQL Server Clusters		✓	✓	✓
Citrix XenApp, XenDesktop & VDI		✓	✓	✓

	SELF-MANAGED	MANAGED	HIPAA	CUSTOM
SOFTWARE SUPPORTED (CONTINUED)				
Support for RSA SecurID Authentication		✓	✓	✓
Support for Oracle Databases		✓	✓	✓
Support For Oracle RAC				✓
BEA WebLogic				✓
Blackberry Enterprise Server				✓
IBM DB2				✓
IBM WebSphere				✓
IBM WebSphere Portal				✓
Lotus Domino				✓
Lotus Sametime				✓
Lotus Quickr				✓
Lotus Connections				✓
Lotus XWork Server				✓
SERVER ACCESS				
Full Remote Console	✓	✓	✓	Optional*
Full Root / Admin Access	✓	✓	✓	✓
SSH Or Remote Desktop Access	✓	✓	✓	✓
SUPPORT & ACCOUNT MANAGEMENT				
Online Customer Portal	✓	✓	✓	✓
24/7 Toll-Free Tech Support	✓	✓	✓	✓
24/7 Trouble Ticket Support and Remote Hands	✓	✓	✓	✓
24/7 Security Incident Response		✓	✓	✓
Dedicated Technology Support Team		✓	✓	✓
Dedicated Sales Support Team		✓	✓	✓
On-Demand Systems Admin. Hours	0	2	4	Unlimited
PERFORMANCE SLA				
100% Network Uptime Guarantee	✓	✓	✓	✓
1-Hour Hardware Replacement	✓	✓	✓	✓
99.9% Dedicated Server & Silver Cloud Uptime Guarantee	✓	✓	✓	✓

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	SELF-MANAGED	MANAGED	HIPAA	CUSTOM
99.99% Gold Cloud Uptime Guarantee	✓	✓	✓	✓
100% Secure Guarantee		✓	✓	✓
MONITORING				
24/7 Server Monitoring and Automated Alerts)	✓	✓	✓	✓
24/7 Monitoring Of Custom Services & Processes		✓	✓	✓
Custom Restarts and Escalations		✓	✓	✓
SOFTWARE UPDATES				
Automated O/S Updates	✓			
Managed O/S Updates		✓	✓	✓
Custom Maintenance Windows		✓	✓	✓
MANAGED SERVICES				
Managed DNS	✓	✓	✓	✓
Managed Firewall & VPN Support	✓	✓	✓	✓
Network Intrusion Detection		✓	✓	Customized
Server Intrusion Detection		✓	✓	Customized
Vulnerability Scanning (for Customer internal use)		✓	✓	Customized
Real-Time Virus/Worm/Trojan Protection		✓	✓	✓
Advanced Server Hardening		✓	✓	✓
Tripwire Server Integrity Monitoring		Optional*	Optional*	Optional*
Advanced Server Data Encryption		✓	✓	✓
Support for Penetration Testing		Optional*	Optional*	Optional*
SaaS Hosting		✓	✓	✓
Database Replication (2 Sites)		✓	✓	✓
DATA BACKUPS				
Managed Backups with 50GB Storage (Daily Incremental / Weekly Full)	Optional*	✓	✓	✓
Support For Open Files	Optional*	✓	✓	✓
RAID-Protected Backup Storage Per Server	Optional*	50 GB	50 GB	Customizable
Tape Backups With Off-Site Tape Rotation		Optional*	Unmetered	Unmetered

	SELF-MANAGED	MANAGED	HIPAA	CUSTOM
HIPAA COMPLIANCE SUPPORT			✓	✓
Business Associate Agreement Protections			✓	✓
Vulnerability Scanning For Risk Analysis			✓	✓
Advanced Data Encryption Support For Data At Rest			✓	✓
Advanced Data Encryption Support For Data in Motiom			✓	✓
Advanced Information Systems Activity Review			✓	Customized
Advanced Risk Management			✓	✓
Encrypted Offsite Data Backups			✓	✓
Advanced Device & Media Controls For Media Disposal & Media Re-Use			✓	✓
Two-Factor & Multi-Factor Authentication Support			✓	✓
Application Access Controls			✓	✓
Facility Audits			✓	✓
HIPAA Compliant Employee Controls			✓	✓

** Items listed as Optional or Customized require additional hardware, software or service fees depending on the item. For more information, please contact a Connectria Sales Engineer.*

ABOUT CONNECTRIA

Connectria provides award-winning cloud computing, managed hosting and custom hosting solutions for more than 1,000 customers in over 30 countries worldwide. We are experts in complex multi-vendor solutions, and we support the broadest range of technologies, managed services and security in the industry.

At the core of Connectria is our No Jerks Allowed® company philosophy. As The Jerk Free Company®, we’ve established a unique culture where every individual goes “the extra mile” to take care of our customers. Being The Jerk Free Company® extends beyond our people too. We make it easy to do business with us through flexible terms, scalable solutions and straight-forward pricing to serve the hosting needs of large and small organizations alike.



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