



5NINES DATA

5Nines Managed Services

tailored to fit your specific needs

5Nines offers server management plans tailored to fit your needs. Packages include server monitoring, management and security tools, formal reports, dedicated technicians and much more. The focus of our management plans is to ensure 100% maximum uptime and availability. Selecting a plan is easy. Simply indicate your choice when ordering and we'll begin monitoring your server as soon as it's installed. 5Nines management plans take away the burden of infrastructure support and management and allow our clients to focus solely on their core business.

Managed highlights

Ping Monitoring

Regular ping monitoring system allows us to verify that your server is available online. If your server stops responding to ping requests, our fully staffed, 24x7 network operations center will follow escalation procedures that you, the customer define. These escalation procedures can be as simple as having our staff place a phone call or reboot your system, or with our more advanced Managed Services plans, can be as detailed as having us restart services, verify applications are responding, check system logs and/or produce outage reports.



Network Based IDS

Our Network Based Intrusion Detection System monitors our network 24x7 for suspicious traffic. The system monitors individual packets as they cross our network and looks for suspicious traffic based on certain signatures. When a network event is captured, our Information Security Team is automatically alerted. This system is also monitored by our NOC staff to watch for abnormal trends in network traffic.

24/7/365 Onsite Hands and Eyes

Our network operations center is staffed by quality technicians trained in multiple operating systems, networking essentials and multiple applications. Whether you need assistance bringing a server back online, installing new hardware or just getting someone to reboot your server, our staff is setup to assist you as quickly as possible.

Host Based IDS

Our Host Based IDS solution provides automated, real-time intrusion monitoring, detection, and protection by analyzing events, host logs, and inbound and outbound network activity on critical enterprise servers to block malicious activity from damaging critical assets. Host Based IDS protects the Linux and Windows operating systems by preventing attackers from exploiting operating system and application vulnerabilities through log audit analysis, monitoring, locking and the baseline of files for system integrity, connection blocking for unused ports/services, and identification of vulnerabilities.

O/S Updates and Security Patches

5Nines provides comprehensive Microsoft and Red Hat Linux update and Security patch services. RedHat Linux customers are subscribed to the Red Hat network at the Enterprise level. Microsoft customers are configured with Windows Update, which is monitored and managed centrally by our Information Security team. General release patches are applied using a customer defined maintenance window. Security updates are typically tested and installed within 8-20 hours of their release from Microsoft or RedHat. Customer Maintenance windows can be updated at any time by the customer. Our Information Security team monitors Cert advisories, SANS advisories, Slashdot, Microsoft TechNet and other operating system watchdog services.

Service Monitoring

Aside from simple ping monitoring, our monitoring systems can monitor various services as requested by the customer. From our systems, we can monitor your server to ensure that services such as FTP, HTTP, SSH and others are not only answering, but also responding as expected. Monitoring requests and specific parameters can be provided by completing a form from our customer service portal. If a service ceases to respond as expected, our monitoring service will automatically send a notification to the email address(es) specified by the customer.

System Monitoring

We are also able to monitor various system parameters such as available disk space, processor usage, server load, etc. If your system goes outside predetermined boundaries, our technicians will follow procedures as set out in the Escalation Procedures defined by the customer. This may include calling the customer, rebooting the server and/or restarting various services.

Process Monitoring

As well as system and service monitoring, we can also ensure that specified processes are running. The customer can define specific process names that should always be present on the server. This may include Apache, MySQL, ColdFusion, FTP, etc. If the process itself is no longer running on the server, our technicians will follow procedures as set out in the Escalation Procedures defined by the customer. This may include calling the customer, rebooting the server and/or restarting various services.

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On-Demand Vulnerability Assessments

A good place to start with your risk mitigation is with a vulnerability assessment. Vulnerability assessments identify your systems and the components operating on your servers, and then test these components using a vulnerability database 5Nines updates daily. Using the resulting list of vulnerabilities, the client can either repair these vulnerabilities on their own or have 5Nines apply the appropriate patches and updates.

Centralized System Event Monitoring

The 5Nines System Event monitor interfaces with the Windows event logging sub-system or the Linux Kernel event monitoring process to read, filter and send event alerts. This enables the 5Nines Information Security team to monitor your server for hacking attempts, system failures and server trends. The 5Nines System Event monitor service is centrally managed, monitored and controlled by our Information Security team.

Systems Administrative Service

Depending on the Managed Services Level, the customer may get additional operating system administrative assistance. This might include requests to help adjust the operating system to match new service requirements, install software, maintain user policies, etc. Requests can be regularly scheduled maintenance or ad hoc requests.

AntiVirus Protection

As hackers continue to come out with new strains of viruses in attempts to compromise servers, one way to try to stay protected is with anti-virus software. With specific Managed Services Plans, we will install and monitor licensed McAfee or Norton anti-virus tools to help protect your server.

Penetration Testing Service

Ever wonder how insecure your server really is? 5Nines' Information Security team can perform a full-fledged penetration test of your hosted server to show you if your system is vulnerable to hacking attempts. This type of testing allows organizations to concentrate on those systems that are the most vulnerable. Penetration testing and vulnerability assessments are often required to comply with industry requirements such as Visa certification, FDIC certification, HIPAA compliance, GLB act compliance and others. Using industry-standard and underground tools and techniques, 5Nines' security engineers will do everything possible to fully test the security of your hosted systems.

Dedicated Technicians

Worried about outsourcing your company's infrastructure to a third party hosting company? Sign up for a dedicated technician and rent your very own tech to assist you. Our dedicated technician option will give you 2 dedicated technicians that will service your corporate account exclusively. You will receive names, direct phone numbers, and email for direct contact 24/7/365. Our dedicated technicians are backed by our 24/7/365 NOC staff and a host of other technicians available at 5Nines. Save money on benefits, payroll taxes and more...rent our guys and let us handle the rest.

Management Plan & Service	Bronze	Silver	Gold	Platinum	Titanium
Ping Monitoring	☒	☒	☒	☒	☒
Network Based IDS	☒	☒	☒	☒	☒
24/7/365 Onsite Hands and Eyes	☒	☒	☒	☒	☒
Online Support Portal	☒	☒	☒	☒	☒
Host Based IDS		☒	☒	☒	☒
O/S Updates and Patches		☒	☒	☒	☒
Service Monitoring 2		☒	☒	☒	☒
System Monitoring 3		☒	☒	☒	☒
Process Monitoring 4		☒	☒	☒	☒
On-Demand Vulnerability Assessments			☒	☒	☒
Centralized System Event Monitoring			☒	☒	☒
Systems Administrative Service 5			☒	☒	☒
Penetration Testing Service 1				☒	☒
Server Anti-Virus Protection				☒	☒
O/S Hardening Services				☒	☒
Server Applications Support				☒	☒
Monthly Enterprise Reporting				☒	☒
Named Dedicated Technicians				☒	☒
Dedicated Support Engineers					☒
Direct Support Escalations					☒
Monthly Pricing from:	\$50	\$75	\$100	\$175	\$200