

Voxel Managed Hosting Offerings

- Pro or Base Managed Hosting
- Expert Support for Linux OS Stack
- Limitless SAN Storage
- Load Balanced Clusters

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Managed Hosting Service Comparison

	ProManaged	BaseManaged
Power and Network SLA	100% Uptime	100% Uptime
Managed Application SLA	100% Uptime	None
Migration Assistance	Yes	No
Proactive Administration	Yes	No
Systems Administration	Unlimited	Billed Per Incident

Overview

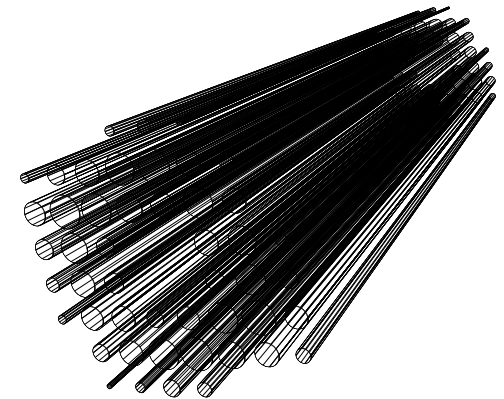
Voxel offers infrastructure deployments in two flavors: ProManaged Hosting or BaseManaged Hosting. These can be mixed and matched according to what suits your deployment needs.

ProManaged Hosting is truly a “worry free” solution, whereby Voxel takes full responsibility for proactively managing your infrastructure deployment. Included is our white glove support, a dedicated Account Team, periodic performance audits, and unlimited Systems Administration to support your environment. Voxel Engineers will help you to determine your capacity, performance and uptime requirements and plan for changes.

The only prerequisite for our **ProManaged Hosting** is that you utilize the **Voxel Server Environment**

(“VSE”), Voxel’s specially packaged operating system derived from the stable RedHat Linux platform. Voxel engineers have custom-tuned the environment for a variety of common use cases (e.g. web serving, database serving, storage system, etc.) and included our optimized monitoring, performance and stability tools. Don’t worry - we promise it’s every bit as compatible and faster to boot!

BaseManaged Hosting offers all our technologies but let’s you sit in the drivers seat and handle your environment on a day-to-day basis. This allows you to build and deploy your own solutions according to internal best practices or criteria, while having the safety net of qualified Systems Administrators on call.



Managed Applications



ProManaged Apache

The webserver of choice at Voxel is Apache. The VSE Apache is pre-optimized and hooked into our centralized monitoring system. All statistics are fully available through the Voxel Customer Portal. Voxel will establish a comprehensive monitoring profile for your web application, including usage statistics, traffic profiles and clear escalation paths.

Day to day configuration, such as adding additional domains, configuring SSL certificates, adding additional modules, or configuring Apache to offload content to VoxCAST is all covered by Voxel's expert engineers.

ProManaged PHP

PHP is preinstalled and optimized for common applications and frameworks, along with proper acceleration options where appropriate. Additional modules required by your application will be appropriately installed and tested by Voxel engineers.



MySQL has quickly become one of the most popular Database applications on the market, yet still requires significant expertise to scale. VSE's MySQL reports vital usage statistics for monitoring, trending performance and determining bottlenecks.

Immediately following a ProManaged MySQL deployment, Voxel System Administrators will evaluate your database for optimizations. We'll also dig deeper and make recommendations for improving indices and slow queries.

Storage

NFS, iSCSI, DAS - ProManaged storage comes in three options: **Network File System** ("NFS"), a storage format optimal for offering multi-server access to content repositories; **iSCSI**, high performance block-level storage for use with a clustered file system or as a single-server target; **Direct Attached Storage** ("DAS"), a cost effective way to upgrade to 45TB of storage to a single server.



Voxel's Firewall and VPN solutions utilize Cisco Adaptive Security Appliances (ASA). Stateful Packet Inspection and optional Intrusion Prevention Services, provide security between your servers and the Internet. Bundled VPN services enable private communication to your infrastructure over an encrypted connection.

Load Balancing

Voxel's Load Balancing solutions utilize Foundry ServerIron Application Switches, allowing your application to scale horizontally and evenly distribute traffic across multiple servers. Specialized metrics intelligently assign connections and, in the event of a server failure, redirect traffic to available resources.

CDP Backups

Voxel's Continuous Data Protection (CDP) Backup performs block-level, incremental replication of your entire hard disk, offering complete data integrity without interrupting server operations - even for MySQL. Restores are available on a per file, directory or entire system basis through an online interface.