

Why Choose Oz Servers

With a proven history of first class service and reliability over the last 10 years, Oz Servers is your first choice in dedicated and virtual hosting.

Page | 1

- 24x7 network support and maintenance
- Enterprise class redundancy
- High speed connectivity across multiple providers
- Highly trained Technical support staff
- Multiple Locations

Reliable hosting is a mission critical component of all modern businesses. Whether you need virtual or dedicated hosting solutions, Oz Servers can provide you with a secure and reliable environment that lets you concentrate on running your business – not worrying about your servers.

Oz Servers prides itself on staying ahead of the curve in all facets of the hosting industry. We strive to ensure that new technologies and capacities become available to our customers as they happen. Staying ahead in business can often mean leveraging new technologies and opportunities, and Oz Servers is here to help you do so.

With 2 Secure Brisbane Data Centres, Oz Servers can provide you with a fully redundant solution to meet your needs. For customers wanting offsite solutions, we can simply locate you in our secondary facility, with complete redundant connectivity between the 2 facilities. Offsite backup and failover redundancy become easy tasks with access to these resources.

Dedicated Hosting

Performance Meets Value at Oz Servers

It doesn't matter whether you are running a single e-commerce site, or running high performance virtual environments, Oz Servers has a product to meet your power needs.

Using only Intel CPU's and Mainboards, we can provide single or multiple CPU servers based on our tried and true custom server platform. From Core i3 desktop processors, to high end Xeon Quad Cores, We've got a package for you. A range of accessories and upgrades are available, from extra Memory to RAID controllers and remote management devices.

If you're looking for an off the shelf solution, we can provide Tailored IBM solutions, at competitive rates, on finance. Using IBM's internal Global Financing system, you can rent or buy an IBM server over 12 or 24 months.

Virtual Hosting

The resources you need, in a managed environment

Sometimes you don't really need all the resources a dedicated server would provide, but you still need more power than a virtual hosting. A VPS container is a great entry point into the dedicated hosting arena, allowing you a complete server environment, with less resources and a lower monthly cost.

Page | 2

Using Virtuozzo, and Hyper-V, Oz Servers can provide you with a range of VPS container solutions, residing on our own Cluster. All VPS solutions are manageable from your Oz Servers account, and include daily snapshots to keep your data safe.

Add-On Support Services

Monitoring and managing a server takes time, and skill to do. Let Oz Servers take away some of the work involved in server ownership.

Our team of expert staff can perform some of the management tasks involved in day to day server operation, and ensure that through effective monitoring, you know what your server is doing at any given moment.

Management Agreements

Whilst basic monitoring is included with your server, Oz Servers is pleased to be able to offer you additional services, in the form of Server Management Agreements.

Oz Servers offers 2 separate Management agreements:

Silver Management

Basic Server monitoring - including monitoring of your server, and your mission critical services. If your server goes down, you'll know about it – and if an important service on your server stops for any reason, you'll know about. Knowledge is power, and knowing if your server has a problem gives you the power to quickly respond and correct any issues – Giving you increased uptime and availability.

Gold Management

Basic Server Monitoring plus managed Backup, Restoration, Updates, Software Installation, and Basic Troubleshooting. Our Gold Management product is designed to keep your server up to date, your data safe, maximise your uptime, and to help you with any small problems you may have during the day to day operation of your server.

Add-On Support Services

	Self Management	Silver Management	Gold Management
24/7 Server Monitoring	Yes	Yes	Yes
24/7 Services Monitoring	Yes	Yes	Yes
Reboot upon request	Yes	Yes	Yes
Proactive Failed Service Restart	N/A	Yes	Yes
Proactive Failed System Restart	N/A	Yes	Yes
Proactive Firewall Management	N/A	N/A	Yes
Proactive Security Hardening	N/A	N/A	Yes
Backup Management and Restore	N/A	N/A	Yes
Initial Extra Software Installation	N/A	N/A	Yes
Operating System Re Installation	N/A	N/A	Yes
Operating System Updates	N/A	N/A	Yes
Operating System Troubleshooting	N/A	N/A	Yes
Provided Software Management	N/A	N/A	Yes

24/7 Server Monitoring

Your server's availability is monitored 24x7. You are notified via Email. Oz Servers network operations centre staff are notified on the data centre overview network management console. Your servers network performance, disk space, disk performance, raid status, are monitored and Network operations technicians are alerted if any of these are outside of 'normal' threshold levels.

24/7 Services Monitoring

The availability of individual services is monitored 24x7. You are notified via Email. Oz Servers network operations centre staff are notified on the data centre overview network management console.

Reboot upon request

Data centre technicians will reboot your server upon request.

Proactive Failed System Restart

Data centre technicians will reboot your server if it becomes unresponsive.

Add-On Support Services

Proactive Failed Service Restart

Data centre technicians will log into your server and restart a failed service.

Page | 4

Proactive Firewall Management

Data centre technicians will configure your firewall to allow only the types of traffic your server requires for operation, and manage this on an ongoing basis if changes are required.

Proactive Security Hardening

Data Centre technicians will lock your server down more tightly than a default operating system install and implement pro-active server management and log management utilities linked to our server monitoring system for advanced warning of intrusion attempts.

Backup Management and Restore

We will configure a whole-of-server backup for your server. Backups are done once-per-day. We actively monitor the quality and consistency of our backups to ensure that your data integrity and availability are not compromised when you need to perform a data restoration.

Data Centre technicians will perform the data restore in the event that either whole-of-server or single file restorations are required.

Proactive Security Hardening

Data Centre technicians will lock your server down more tightly than a default operating system install and implement pro-active server management and log management utilities linked to our server monitoring system for advanced warning of intrusion attempts.

Backup Management and Restore

We will configure a whole-of-server backup for your server. Backups are done once-per-day. We actively monitor the quality and consistency of our backups to ensure that your data integrity and availability are not compromised when you need to perform a data restoration.

Data Centre technicians will perform the data restore in the event that either whole-of-server or single file restorations are required.

Benefits Include

- : Roll back single files from Windows File Manager on the server.
- : Roll Back entire Databases or Database Tables
- : Protect individual Exchange Email Inboxes.
- : Bare Metal Recovery of entire System
- : Rolling 15 Minute Checkpoints of entire system and system states.

Add-On Support Services

Operating System Installation

Oz Servers will perform an initial installation and configuration of your chosen operating system, configure the network interfaces, link it to update repositories and provide you with remote administrative access to your server.

Page | 5

Initial Software Installation

Oz Servers will install your operating system and any initial software packages that you require. If your third party software packages are not provided and/or licensed by Oz Servers you will need to provide software versions compatible with your selected operating system, and installation instructions that came with the software.

Operating System Updates

We will co-ordinate the best time to install operating system updates and package updates as they become available. Critical security updates can be installed daily or weekly, with recommended and general bug fixes and updates installed once per week. We liaise with you to pick the best time to perform software package maintenance.

Operating System Troubleshooting

In the event of something unexpected.

Provided Software Management

Oz Servers will manage, troubleshoot and maintain updates for any third party software that we have provided and licensed to you separately in addition to your base software, or software that we have installed for you when provisioning your server. Examples of such software would be the Plesk control panel software for Windows or Linux. Examples of software provided at installation time could be a database MySQL or MSSQL server.

Additional Costs

Please be aware that the managed backup services do not include backup storage space.

Backup storage space is available on our storage area network, and is charged per month per 20GB, the same as standard unmanaged server backup space.

If Oz Servers is performing the backups, you will be charged monthly for backup space used. If you have, for example, a 200GB Server and it is near capacity, you will require approx 400GB of backup storage to take two full snapshots. This is in addition to the Gold Management costs.

If your server is a windows server, it will require licensing for the Microsoft Data Centre Protection Manager client, which IS currently included in the Gold Management costs.

Server Hardening

Server Hardening is the process of aligning your server with industry best practices, to ensure security and reliability. This process involves making small modifications to the operation of your server's operating system, and other software to close possible security holes.

Page | 6

This service may include changes to the kernel, software updates and other tweaks to ensure that your server is as safe and reliable as possible.

Server Modifications

Servers Fully Patched	Included
Software Firewall installation/Configuration	Included
Login Failure Daemon	Included
Linux Socket Monitor	Included
Remove Unwanted Processes	Included
Install Logwatch	Included
OpenSSH configuration Check	Included
Rootkit Hunter	Included
Chkrootkit	Included
Nameserver configuration check	Included
Apache tune and check	Included
MySQL tune and check	Included
Secure /tmp /var /dev /shm	Included
Delete unnecessary OS users	Included
Remove SUID/GUID from binaries	Included

Load Balancing

Balance is more than just a tightrope act.

Page | 7

How it works:

The load balancers present a single IP address to the Internet, and your domain name can point to this external IP address. e.g. www.example.com

The load balancers then use a form of Network Address Translation to farm out packets to multiple web servers that sit behind them, balancing the load.

If one load balanced server doesn't respond in a few seconds with a reply packet, the Load Balancers will re-transmit the request packet to one of the other load-balanced servers.

By load balancing servers you achieve:

Higher Performance: Response times to web visitors decreases by finding the fastest server to do the work.

Higher Availability and Redundancy : Only active servers will receive traffic, and if a server becomes inactive, the others take over.

Extra servers can be added to the pool later.

Extra front-end IP's can be added.

Session Statistics are available to see how many requests each server is handling at any one time.

Hardware Specifications

- Max Throughput 10Gbps
- Max Concurrent Connections – 50 Million
- Max Layer 4 Requests / sec – 2 Million
- Max number of servers load balanced by a single VIP – 500

Supported load balancing algorithms:

- Round Robin
- Sticky Session
- Least Connect
- Custom Selections available

Our Data Centres

Precision Computing Environments for Critical Computing Applications.

Oz Servers has two facilities in East Brisbane joined by a dark-fibre ring.

Page | 8

The facilities are more than 1km apart and are service by different power substations.

DC1 Is located at 26 Hampton St, East Brisbane.

DC2 is located at 96 Lytton Rd, East Brisbane.

Our facilities boast some of the best connectivity, power conditioning and cooling available in QLD.

Connectivity is provided by Fibre links to AAPT, OPTUS, UEcomm, Telstra, and Pipe Networks.

All fibres have diverse points of entry into each location.

Each Data Centre has two geographically separate carrier room handoff points, with further diversity from the carrier rooms to each rack. All data connections are configured as A+B Physically separate paths.

Further securities to our Data Centres are protected by FM200 Gas suppression system with VESDA Very Early Smoke Detection and Alerting.

Human security is monitored with 24 hours video surveillance off-site to a third-party video monitoring centre.

Multiple Individual standalone air-conditioning units provide additional redundancy and failover capacity and keep the server room environment at a constant temperature and humidity.

Server Software

Oz Servers supports and supplies a large range of operating systems and software. We can offer all Microsoft Windows operating systems, and a variety of Linux distributions.

Database Applications

Page | 9

Oz Servers offers free MySQL on Debian, Centos, and Redhat distributions, and the full range of free and commercial versions of Microsoft SQL server 2005 and 2008 as an add-on for all Windows Servers.

Control Panels

Oz Servers can license and install Plesk and cPanel control panel software under Windows or Linux

Automated Updates

Oz Servers uses Ksplice to monthly, automate your Kernel Updates without reboots or service interruption.

Windows Security Updates

Oz Servers monitors Microsoft Security updates and can install the updates for you, rebooting the server at your convenience.

Windows security updates can provide you with peace of mind, knowing that you have all the latest fixes and patches provided by Microsoft, keeping your server safe. Updates are installed from a WSUS server on our network, saving you bandwidth and money. All updates installed are documented, and you are informed of all changes made.

Contact

Harry Hoholis
National Sales Manager
0419 889 669
sales@ozservers.com.au