



Server Monitoring and Maintenance



24x7x365 Tech Support and Coverage

Headquarters

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To learn more about how we can help your business, call Ascent Data today at 412.968.4000, email sales@ascentdata.com, or visit www.ascentdata.com.

Ascent DataServicesSM are customizable, cost-effective managed hosting solutions that can help increase data availability and protect critical information from accidental loss. Ascent DataServicesSM include day-to-day maintenance, troubleshooting, monitoring, daily backup and technical support from Ascent Data's Network Operations Center (NOC).

Networking

Offers flexible and highly reliable internet and back-end connectivity solutions. A range of managed services is provided to help enhance the security, flexibility and reliability of your web communications and LAN infrastructure.

Virtual Private Network

Offers a security-rich and cost-effective alternative to frame relay and leased line services that can be used to manage your hosted environment remotely or to provide employees, customers and business partners with an intranet or extranet solution.

Servers

Provides skilled assistance with the installation of customer- or Ascent Data-owned servers, and the option to have Ascent Data provision, configure or manage those servers on an ongoing basis.

Storage and Backup

Offers cost-effective solutions that help increase data availability and protect critical information from accidental loss or destruction. Flexible backup and restoration services, expert technical assistance and managed storage capacity help to address an increase or decrease in data volumes.

Security

Provides cutting-edge security technology, alert services and incident management support that helps decrease system vulnerability. Experienced security teams can proactively test servers for vulnerabilities.

Managed Firewall

Enables you to shift firewall workload from your own dedicated infrastructure to a virtual service architecture that is capable of dispensing abundant firewall capacity on demand. You gain the same level of firewall protection and customization benefits as with a traditional dedicated firewall service, but at a much lower cost.

Monitoring

Offers the most current information about systems and equipment availability, capacity constraints, website performance, visitor traffic and more, to help provide a comprehensive picture of how your business is performing.

Professional Services

Keeps you ahead of the competition by providing direct access to the specialized skills and expertise Ascent Data has developed in planning and managing some of the most demanding sites in the world.

Automated Problem Detection and Resolution

Automates problem detection and resolution by allowing system administrators to set specific business rules and thresholds for problem identification. This allows you to run any command, script or application, such as remote reboot or restart of processes, to resolve system problems when threshold values are reached.

Customizable Alerts

Alerts sent to system administrators via email, text message, or other specified contact method, if any components of your system should fall below determined performance thresholds.

Extensive Drill-Down Reporting

Ascent Data Monitoring Services feature real-time reporting capability. You may choose from your own customized reports or a number of pre-designed reports on areas including System Availability, System Performance, SLA Compliance, Alert History and Data Transfers.

Customer and Technical Support

Technical staff uses state-of-the art monitor and management systems and is on duty 24x7x365 to provide Level 1 live virtual support. Ascent Data stands behind every service we provide and will work closely with you to develop the best solutions to satisfy your IT requirements.

