

# Managed Server Hosting

## Flexible Managed Server Support with full admin rights

- ✓ Relieve your IT
- ✓ Takeover of defined technical work by the Keyweb Support Team - by arrangement or proactively
- ✓ cost and time saving

**Keyweb Managed Hosting Services** support you in **relieving your IT teams** according to your needs. Outsource all the technical work and monitoring requirements on your servers and systems that only cost you valuable resources.

You decide which areas you want to take over yourself and which part of the responsibility and tasks you want to hand over to Keyweb. **This saves you time and money.** This way you and your staff can fully concentrate on your core business.

The special thing about it: You have **unrestricted root access** and **full control over your system at all times.**



### **Managed Service** for comprehensive server support services

From experience, the Managed Service covers the standard needs of most customers.

You receive all the necessary **technical support** you need **for the professional care and maintenance of your server.**

After a clear agreement or request, our qualified system administrators will carry out all **software installation, configuration and monitoring requirements** for you.



### **Managed Pro Service** for advanced support requirements

For **particularly high-maintenance projects** and other special requirements with **proactive, technical maintenance work**, there is the Keyweb Managed Pro Service. This service offers you the possibility to remain in control of your system and to react quickly to business changes without having to maintain your own cost-intensive on-call service. In addition, you benefit from our **well-founded expertise**, which we have built up over almost 3 decades in many projects. **All services** of your Managed Pro Service are **individually defined** and **contractually agreed** with you.

Choose the managed service that comes closest to your technical support needs.

## Scope of services and comparison of Keyweb Managed Server Hosting

With the help of our successive support levels, we ensure that you can delegate as much control and technical work as you wish at any time. From pure standard support to the **managed service**, which is already included in all dedicated server tariffs, to the **proactive managed pro service.**

Service	Managed Support	Managed Pro
Recommended for ...	the technical support for installations, configurations and monitoring requirements	particularly support-intensive IT structures & special requirements the individual need for proactive support services
Provision	included for all dedicated server tariffs for all other hosting products available for €29,00/ month*	basic fee from € 236,81 / month**
Execution of technical support services	after a clear prior agreement or request by you via the ticket system	proactive work according to individual contractual agreement
Service level agreements as the basis for all support services	✓	✓
Answering general technical questions & competent advice on technical matters	✓	✓
Troubleshooting in the hardware and network infrastructure	✓	✓
Central accessibility Support	24/7 via phone and ticket system	24/7 via phone and ticket system
Carrying out technical support work within business hour	prime times Monday – Friday 07:00 am – 11:00 pm  included  (except public holidays)	prime times Monday – Friday 07:00 am – 11:00 pm  included
Carrying out technical support work outside business hours	Non-productive time Monday – Friday 11:00 pm – 07:00 am  Saturday, Sunday, public holidays in Thuringia  Remote Hands € 58,00 / 15 min. Remote Hands € 232,00 / h	Non-productive time Monday – Friday 11:00 pm – 07:00 am  Saturday, Sunday, public holidays in Thuringia  2h included also during in the Non-productive time
Support of the delivered state of the server on the basis of KeyHelp or Plesk incl. software	✓ Outside business hours to remote hands conditions	✓
Installation & configuration of software, operating system, FTP servers, SMTP servers, SSL certificates, name servers, programming languages	✓ Outside business hours to remote hands conditions	✓
Implementation of updates	✓ Outside business hours to remote hands conditions	✓
Distribution upgrades	Remote Hands	✓ at any time within the 2 h Remote Hands included

Service	Managed Support	Managed Pro
Migration	✓ outside business hours to remote hands conditions	✓
Advice, planning and installation of your backup solution	✓ outside business hours to remote hands conditions	✓
Backup restore	Remote Hands	✓ at any time within the 2 h Remote Hands included
Housing support	Remote Hands	✓ at any time within the 2 h Remote Hands included
Monitoring of supported services	✓ outside business hours to remote hands conditions	✓
Proactive monitoring	-	✓
Advice concerning problems with applications and services (as far as possible)	✓ outside business hours to remote hands conditions	✓
Support for the identification and combating of security-related problems	✓ outside business hours to remote hands conditions	✓
Measures to eliminate safety-related problems	Remote Hands	✓ at any time within the 2 h Remote Hands included
Windows support	Remote Hands	✓ at any time within the 2 h Remote Hands included

#### Note about the Managed Pro Service:

The basic version of the Managed Pro services includes 2 hours of Remote Hands for € 236.81 per month. Depending on the expected support requirements, your included Remote Hands hours can be contractually set individually in advance to, for example, 3, 4, 5 hours, etc. If more than the contractual number of included Remote Hands hours (minimum 2 hours) are required per month, these will also be charged at the preferential rate of 116 € per Remote Hands hour.

It is best to order your Managed Service or Managed Pro Service when ordering your hosting product. Or order your service directly via the ticket system in the KCP customer portal.

If you have any questions, we will be happy to answer them

Phone: +49 361 658 53 55 (Mo-Fr 8 a.m. to 5 p.m.)

Email: [sales@keyweb.de](mailto:sales@keyweb.de)

## Managed Server Hosting Keyweb advantages



24/7/365 secured Support



**optionally available**  
for all hosting products



**professional technical execution** of all managed services by competent system specialists



You always have  
**unlimited root access**



You retain  
**full control over your systems**



You determine your level  
of technical support needs



**valuable cost and time savings** through **reduced administration effort** and **best price-performance package**

## Individual project consulting and planning

The implementation of particularly large and multi-layered IT projects with separate requirements usually requires a special degree of planning in advance. We are happy to support you here with our extensive know-how and consult you according to your needs so that we can plan and realise your IT projects together with you in an efficient, secure and resource-saving way.

We look forward to realising your project. The best thing to do is to ask for your consultation right away!

## Did you know? The Managed Service – already included in all dedicated server tariffs



### VPS Server

Always assured performance, thanks to flexible resource expansion

from **62,90 €** pro Monat\*



### Keymachine Server

Dedicated base servers for larger projects and Internet applications.

from **74,- €** pro Monat\*



### Keymachine Server Pro

Dedicated business servers for above average performance requirements.

from **159,- €** pro Monat\*

\* These prices are inclusive of 19 % VAT. for Germany, other EU countries may differ.  
Fees are payable in advance for the respective invoicing period.

as of: 08.08.23

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