



## Standard Application and Infrastructure Management Services (AIMS)

Standard Application and Infrastructure Management Services provide intensive application and equipment monitoring by highly trained and dedicated operations technicians in each local Enterprise Hosting Internet Data Center. Our standard monitoring technologies use an agentless, multi-layered monitoring approach to simulate an end user traversing your application and to explore areas within the application and equipment components for problem resolution.

We immediately notify you if the availability or performance of your application violates your alarm thresholds. We can also perform basic troubleshooting to fix problems to the limits that you specify. Monthly reports provide you with information you need to pinpoint performance degradation, identify usage trends, diagnose bottlenecks and plan for long-term system changes and upgrades. In short, we have your application covered.



### Key Features

- Agentless Monitoring
- Multi-Layered Network Monitoring
- Basic Troubleshooting and Formal Escalation Procedures
- Monthly Management Reports

### SLAs

- 45-Day Maximum Installation
- 100% Satisfaction
- 15 Minute Maximum Time to Notify in the Event of an Alarm

### Multi-Layered Architecture

Standard Application and Infrastructure Management Services utilizes an architecture to monitor all application components. We can simulate an end user transaction and explore the individual application and equipment components to isolate possible points of failure. Additionally, this monitoring service does not require you to install any agents or software onto your network equipment.

### Public and Private Monitoring

The best way to test end user performance is to access an application from the public network. Problem isolation and Troubleshooting must take place behind the firewall, so we've created a secure Private connection from our monitoring platform to your network to ensure that unauthorized network traffic cannot reach your application.

### Identification, Notification and Escalation

When an alarm is generated, one of our on-site operations technicians performs basic troubleshooting procedures to identify/isolate false alarms and verify that a problem exists. If a problem is

identified, the operations technicians will notify your designated point of contact within 15 minutes.

Enterprise Hosting believes that the most critical step in problem resolution takes place before the problem occurs. One of the value-added services Enterprise Hosting offers is the Customer Notebook, a customized manual presenting detailed diagrams of your network, a history of all modifications and updates, customized escalation procedures, account information and key contact information. You can define specific instructions for customer notification tailored around the type of alarm, the time of day and any other parameter you choose. This gives you the flexibility you need and the peace of mind you deserve.

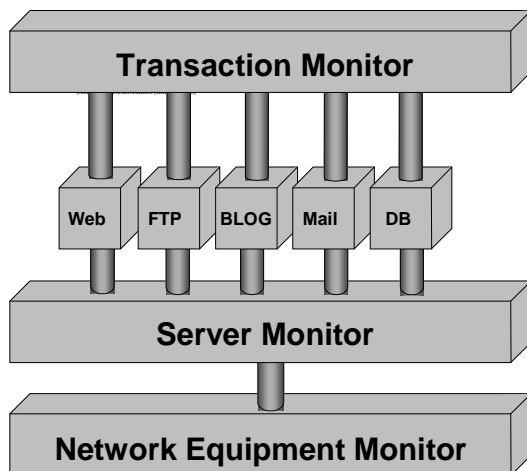


## Package Options

- TRANSACTION MONITOR PACKAGE:** Simulates the action of an end user traversing an application.
- WEB SITE MONITOR PACKAGE:** Tests the speed and consistency of an attempt to connect to a Web site. Verifies the accuracy of content.
- FTP MONITOR PACKAGE:** Verifies an FTP server is available and capable of transferring files
- BLOG MONITOR PACKAGE:** Verifies a BLOG server is available and responding
- MAIL MONITOR PACKAGE:** Verifies a Mail server is available and ready for messages to be sent and received.
- DATABASE MONITOR PACKAGE:** Verifies a Database is available and properly processing queries.
- SERVER MONITOR PACKAGE:** Monitors attributes of the server and operating system.
- NETWORK EQUIPMENT MONITOR PACKAGE:** Tests the availability and health of an SNMP manageable router, csu/dsu, hubs, switches or other network devices.

*Additional Test Point: Monitors can be added to a package for an additional fee.*

*Our multi-layered architecture monitors your network 24x7 and isolates possible points of failure between your customer and your application*



### Monthly Reports

Knowing the current status of your application is only half the battle. Monthly management reports show you how monitored devices perform over time, allowing you to identify usage trends, diagnose bottlenecks and plan for long-term systems changes and upgrades. Every month, Enterprise Hosting will e-mail you a high-level summary and detailed statistics available in HTML-based charts or comma delimited text.

### Service-Level Agreements – Our Commitment to You

Enterprise Hosting supports our application and equipment monitoring solution with service-level agreements that are among the best in the industry. We guarantee 100% satisfaction and a 45 day or less installation time for your application. Should a problem occur with your application, we pledge to notify the appropriate contact within 15 minutes or less.

### Leverage Enterprise Hosting's Expertise

Standard AIMS delivers the reliability, availability and scalability successful e-businesses demand. Ask an Enterprise Hosting representative how Standard AIMS can benefit your business today.