



SYSTEMS MANAGEMENT ENTERPRISES

## SME Custom Hosting

It requires a significant investment of time and money to manage a successful business on the Internet. It's difficult to keep up with emerging technologies, maintain adequate staffing, and ensure reliable operations. Unless complex hosting is a core competency of your technical staff and your facilities are complete with state-of-the-art power and cooling utilities, security systems, and network connectivity, you may be compromising the investment you've made in developing your online business and putting your bottom line at risk.

**Systems Management Enterprises, Inc.** is a full-service provider in the development and hosting of complex business applications for Internet, Intranet, and Extranet environments. Whether your business is looking to establish its identity on the Internet or enhance its online presence with a professionally designed, database-driven, e-commerce enabled web site, SME offers a scalable hosting plan that will fit your needs and accommodate your future growth requirements.

By contracting with SME, you can avoid the risk of costly capital investments in facilities and hardware. SME hosting lets you take advantage of maximized connectivity, engage our talented staff, and utilize our 24x7x365 monitoring and management services to give you full confidence in the ongoing, uninterrupted operations of your site. Furthermore, SME services are based on an advanced technology framework that allows for the rapid development of new components for your business as your requirements change and grow.

We recognize that your business has unique needs. SME takes pride in the flexibility of its service offerings. Our **web hosting division** is constantly evaluating innovations in technology in order to provide the most comprehensive and technologically advanced services to you. Your custom web hosting solution is comprised of the following four components:

### Platform

Red Hat Linux

Microsoft Windows

### Bandwidth

|                  |                |
|------------------|----------------|
| T1               | (1.544 Mb/s)   |
| T3               | (44.736 Mb/s)  |
| OC-3 and greater | (155.520 Mb/s) |

### Support Options

|        |                |
|--------|----------------|
| Bronze | Online support |
| Silver | Live Support   |
| Gold   | Rapid Response |

### Upgrade Features

- Database capability
- Additional Database Storage
- Additional Web Storage
- Additional Email Accounts
- Web Reporting / Statistics
- Firewall
- SSL



SYSTEMS MANAGEMENT ENTERPRISES

## Base Features & Benefits

### Platform Capabilities

#### Red Hat Linux

- SSH for Web Site Administration
- FTP for Web Site Administration
- Full Web Site Statistics
- UPS Power Backup
- Daily Backup of your data
- Perl Modules: DBI, HTML-Parser, GD, LWP, and many others
- Access to Referrer Logs, access logs and error logs
- Customizable Missing Docs Page
- Full Crontab access
- TCL Language Support
- GCC, C++ Compiler
- Python Support
- Full CGI Support
- Password protected pages/directories
- Server Side Includes Support (SSI)
- Basic Reporting

#### Microsoft Windows

- Microsoft Frontpage 2000 for Web Site Administration
- Full Web Site Statistics
- UPS Power Backup
- Daily Backup of your data
- Full CGI Support
- Password protected pages/directories
- ASP Support
- Basic Reporting

### Key Benefits

- World Class Facilities
- High Speed Internet Connectivity
- Redundant, diversely routed bandwidth
- 24-hour monitoring
- Fire alarm and fire suppression systems
- UPS power backup
- Physical and electronic security measures

### Value Added Services (Additional Fees will apply)

#### Search Engine Optimization

- Web Search
- Account Setup
- Submissions to Search Engines
- Submissions to Link Directories
- General Page Analysis
- Advanced Page Analysis
- Rank Verification
- Code Analysis



**SYSTEMS MANAGEMENT ENTERPRISES**

*(Value Added Services Cont.)*

| Host Platform | Setup                       | Monthly                     |
|---------------|-----------------------------|-----------------------------|
| Windows       | \$ 100.00                   | \$ 25.00                    |
| Linux         | \$ 100.00                   | \$ 25.00                    |
| Co-location   | Price based on requirements | Price based on requirements |

| Bandwidth Options | Setup | Monthly   |
|-------------------|-------|-----------|
| T1                | N/A   | \$ 25.00  |
| T3                | N/A   | \$ 50.00  |
| OC-3 and greater  | N/A   | \$ 100.00 |

| Support Levels | Setup | Monthly   |
|----------------|-------|-----------|
| Bronze         | N/A   | \$ 00.00  |
| Silver         | N/A   | \$ 100.00 |
| Gold           | N/A   | \$ 350.00 |

| Upgrade Features           | Setup                       | Monthly                     |
|----------------------------|-----------------------------|-----------------------------|
| Database - MS SQL          | \$ 75.00                    | \$ 50.00                    |
| Database - MySQL           | \$ 100.00                   | \$ 25.00                    |
| Database - PostgreSQL      | \$ 125.00                   | \$ 25.00                    |
| Add DB storage - 10 MB     | N/A                         | \$ 5.00                     |
| Add Web storage - 10 MB    | N/A                         | \$ 5.00                     |
| Add E-mail accounts (5)    | \$ 25.00                    | \$ 10.00                    |
| Web Reporting / Statistics | \$ 100.00                   | \$ 50.00                    |
| SSL *                      | \$ 100.00                   | \$ 25.00                    |
| Firewall                   | \$ 150.00                   | \$ 250.00                   |
| Search engine optimization | Price based on requirements | Price based on requirements |

\* Does not include any third-party fees



**SYSTEMS MANAGEMENT ENTERPRISES**

## Managed Security Services

Managing Security Services for your business requires one or more dedicated, knowledgeable people to monitor your environment for intrusions and vulnerabilities and to remain current on virus, service denial, and hacker threats.

To assist you in protecting your valuable resources, **Systems Management Enterprises, Inc.** offers extensive on-site and remote support services to help you securely manage your e-business environment.

SME provides fully managed security solutions including Firewalls, Virtual Private Networks, and Intrusion Detection Systems. Each customized security solution is monitored 24x7x365 from our Secure Network Operations Center.

### Scope of Services

We provide configuration, administration, monitoring, support, and on-site installation.

### Installation

All security solutions are configured according to your custom requirements. On-site installation service is available.

## Administration & Support

### Monitoring

- Log activity
- CPU utilization
- Disk usage

### Configuration Backups

- Backup of system configuration
- Stored at a remote location

### Maintenance

- System Patches
- Bug Fixes
- Software Upgrades
- Custom Configuration