



Hosting

Server Hosting

MWEB Business's hosting options provide the speed, security and stability that you need for your business systems, website, mail server or file server, at a fraction of the cost of creating the same hosting environment in your own premises.

Our comprehensive server hosting packages means you can outsource the management of your entire technology infrastructure, based on your unique hardware, software, maintenance, management, support and back-up requirements, and utilising the bandwidth and security that the MWEB Data Centre provides. Traffic statistics and notifications are available to assist you with monitoring your usage.

For businesses that own their own servers but wish to host them in the MWEB Data Centre, or if you require usage-based billing, an MWEB Business sales consultant will be able to assist you with a more customised offering.

The MWEB Data Centre provides the following:

- **Restricted physical access:** 24x7 guard service, security alarms, restricted access, finger print recognition, access cards and security cameras.
- **Network security and reliability:** Your servers are located behind an industry standard firewall and on the MWEB Business high-capacity ATM backbone with secure remote-access.
- **Uninterruptible power supply:** Multiple UPS's and back-up generators ensure your business systems won't go down as a result of power failures.
- **Temperature control and raised flooring:** These help to maintain constant airflow and consistent temperature and humidity ranges.
- **Fire protection:** Fire alarms enable early detection, and a fire suppressant system ensures your servers are constantly protected against harmful environments.



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FEATURES & BENEFITS

The server hosting packages provide everything that a customer requires in order to host, manage and support their website, email, critical information and/or business systems. This includes:

- Physical rack space in MWEB Business's high capacity server room
- A single IP address
- Traffic billing (based on a predetermined amount)
- 1 x 100Mbps network connectivity for your server
- 24-hour reboot service
- Shared managed firewall
- Hardware support
- 24-hour emergency support
- Telephonic, email and knowledgebase support

The following optional extras are charged for separately:

- Additional IP addresses
- Host connect and router rental options for remote management
- Software installation
- Professional management services
- Data Centre Management Contract (DCMC)

Customers who require support on the Lite and Basic server packages may purchase a Data Centre Management Contract (DCMC). This provides server support and maintenance at a monthly rate as well as constant software and virus updates,

HARDWARE OPTIONS:

The server hosting hardware packages offers you the choice of one of the following types of configurable servers:

1. Server Hosting Lite

This product has been introduced by MWEB to be one of the cheapest server offerings in the market, and is aimed at small businesses with a limited budget.

- No set-up fee
- Intel Xeon X3430 (8M cache, 2.40 GHz)
- 4GB 1066 DDR3 ECC RAM
- 2 x 500GB SATA hard drives; 7200rpm
- 50GB Traffic quota (Additional traffic is charged at R0.02 per MB)



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2. Server Hosting Basic

This is designed for customers with a limited budget but who still have a requirement for large hard drive disc space.

- No set-up fee
- Intel Xeon X3430 (8M cache, 2.40 GHz)
- 8GB 1066 DDR3 ECC RAM
- 2 x 1TB SATA hard drives; 7200rpm
- 100GB Traffic quota (Additional traffic is charged at R0.02 per MB)

3. Server Hosting Standard

This product has been introduced for customers who require Dell hardware and have a need for more processing power but still don't require a high-end server.

- No set-up fee
- PE R200 dual core Xeon E3110 (3.0 GHz, 6MB, 1333MHz FSB)
- 8GB (4x2GB dual rank DIMMs) 800MHz
- 2 x 1TB SATA 7.2k hard drive
- 150GB Traffic quota (additional traffic is charged at R0.02)

4. Server Hosting Advanced

This offering is aimed at the larger business that requires a powerful server. The server comes with Raid 5 and has two processors, offering the customer better redundancy and high processing power.

- No set-up fee
- PowerEdge R710 rack chassis for up to 6x3.5" HDDs
- 2 x Intel Xeon E5507 processor (2.26 GHz, 4C, 4M cache)
- 8GB memory for 2CPU (4x2GB dual rank RDIMMs) 1066 MHz
- 3 x 500GB near line SAS 6Gbps 7.2k, hot plug hard drives
- PERC 6/i, integrated controller card x 6 backplane
- Redundant power supply
- 200GB Traffic quota
- Additional traffic is charged at R0.02 per MB

Note: Rental servers remain the property of MWEB Business at all times and are rented out to a single client for the duration of the contract period. (*Minimum contract period of 12 Months*) All additional software installed on rental servers must be fully licenced.



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SOFTWARE OPTIONS:

You have the option of renting or purchasing the following software systems for your server:

Microsoft: Windows Server; Microsoft SQL database server

OpenSource: Red Hat Linux; MySQL database server; FreeBSD; or Fedora

Note: MWEB Business will install the OS software and run any necessary OS updates for a separate, once-off fee.

PROFESSIONAL MANAGEMENT FEE SERVICES:

The Standard and Advanced server hosting packages are supported with a range of professionally managed services, which include the following:

1. Back-up services: Back-up is compulsory for professionally managed hosting clients. File system and SQL database back-ups (SQL only if present) will be conducted by the MWEB Business technical team. Back-up of open files is also available. Full back-ups are conducted once a week and incremental back-ups are conducted daily.

Please note: In order to ensure that back-ups are performed optimally, specific instructions must be complied with as per details from the operations team.

2. Support: Support is available for the following operating systems, databases and hardware:

UNIX Operating Systems: FreeBSD; Redhat ES 3 upwards (licence fee required for updates); and Fedora.

UNIX Applications: MySQL; Apache; PHP; Perl; Open SSH; GCC; Webmin; PostgreSQLSendmail; Bind; Glibc; and Python.

Microsoft: Microsoft Windows; Microsoft Windows Server Standard Enterprise Data Centre, Web and Web advanced Editions (Release 1 and 2); Microsoft SQL Standard and Enterprise; Microsoft SQL Standard and Enterprise; IIS; ASP.net 1.1 2.0 3.0 and 3.5

Hardware: MWEB Business Professional Services will only support Dell Hardware.

3. After-hours support: 24-hour support for business-critical operational services is available for Server Hosting clients with "after hours" support contracts. All server-hosting clients who supply their own server operating systems, are responsible for their own software provision, management and support services and back-up services.

4. 24/7 Server monitoring: SMS notifications are sent to the customer if and when their server goes down.

5. 24/7 Disaster recovery support (limited to two restores per month): MWEB Business can assist customers, on written request, with disaster recovery support for catastrophic failures.



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FREQUENTLY ASKED QUESTIONS:

Can I work on my server at any time?	
	Our server hosting environment is housed in a high security area. For this reason co-located hosting clients will only be allowed supervised visits on request between business hours (Monday to Friday, 8am to 5pm). After hour access needs to be scheduled in advanced. Please contact our Technical Assistance Centre (TAC) to arrange a supervised visit.
What happens when I reach my data cap?	
	Traffic exceeding the included quota of your package will be charged at R0.02 per additional MB.
How do I access my server remotely?	
	On a network level, MWEB do not restrict access to your server, however the OS must be configured correctly to accept remote connections.
Can I add website statistic software to my server?	
	Yes, but web site reporting software must be purchased, installed and configured by the client.