



Managed Hosting Services... a higher level of personal support

Dedicated Managed Hosting Solutions take you to the next level of support. The distinct set of services is designed to assist you in improving your server efficiency while reducing your total administration costs.

Codero offers three different levels of Managed Hosting: Basic, Select and Premium. All three include valuable elements that come standard from Codero in comparison to competitors' plans.




With Basic Server Management, you can rely on Codero to ensure top performance of your hosted infrastructure. Peace of mind comes from knowing expert administrators and dedicated customer care are managing your IT systems 24x7. You can also benefit from complete customization with a number of à la carte services.

Basic Managed:

- Managed email services (up to 40 users)
- Managed DNS services
- Managed OS/software/server updates
- À la carte support options
- Server protection plan
- Starting at \$60.00

Standard in every plan:

- 100% uptime guarantee
- 24/7/365 live U.S.-based support
- Customized configurations
- 100% powered green hosting
- Rewards Points program
- SAS 70 Type II certified
- Knowledge Base detailed answers
- Live chat real-time support
- Customer portal for troubleshooting
- Free OS installations
- Server Protection Plan—bandwidth overage fees waived
- 3 monthly à la carte services

	Basic 	Select 	Premium 
Service Level Terms			
Network Uptime Guarantee	99.9%	99.9%	99.9%
Contract	No Contract	No Contract	No Contract
Hardware Replacement Guarantee	2 hours	2 hours	2 hours
Hardware			
Cisco ASA Hardware Firewalls	Available	Available	Available
Dedicated Load Balancer - Webmux	Available	Available	Available
Cisco PIX Hardware Firewalls	Available	Available	Available
Storage Backup			
FTP Backup	Available	Available	N/A
Self-Managed Evault	Available	Available	N/A
Managed Evault	Available	Available	Included
Direct Attached Storage (DAS) devices	Available	Available	Available
Storage Area Network (SAN) devices	Available	Available	Available
Support			
24x7x365 Live U.S.-based Phone Support	Included	Included	Included
24x7x365 Live U.S.-based Live Chat Support	Included	Included	Included
Control Panel Support	Included	Included	Included
Advanced Support	20% Off	20% Off	30% Off
Managed Services			
Root Access	Included	Not Available	Not Available
Managed Email Services	up to 40 users	up to 80 users	up to 120 users
Managed DNS Services	Included	Included	Included
Managed OS/Software/Server Patches	Included	Included	Included
Proactive Services Monitoring	Available	Included	Included
Reactive Monitoring	Available	Included	Included
Managed Security Audits	Available	Included	Included
Intrusion Detection System	Available	Included	Included
Managed Backup	Available	Available	Included
3 Monthly À La Carte Services	Included	Included	Included

More information about Managed Hosting is available on our website at www.codero.com. To view the à la carte services visit: www.codero.com/managed-hosting/custom-services. Prices and availability of products are subject to change at any time without notice. Refer to www.codero.com for the most current prices.