

OPERATING SERVICES



Monitoring Services



MCO Services



Managed OS



Managed Services

	Monitoring Services	MCO Services	Managed OS	Managed Services
Monitoring				
Network and Equipment	✓	✓	✓	✓
Connectivity & Operating system (Windows-Linux)	✓	✓	✓	✓
Hosted services (mail, web, ntp...)	✓	✓		✓
Security audit (Qualys)				✓
Database test & applicatives servers		✓		✓
Complex application scenario	option	option	option	option
Administration / Management				
Services				
Qualified alerts by mail	✓	✓	✓	✓
Escalation process by mail	✓	✓	✓	✓
Alerts resolution with Agarik's procedures			✓	✓
Alerts resolution with customer's procedures		✓		✓
Network				
Provision of IP (dedicated network)	✓	✓	✓	✓
Provision of additionnal IP	option	option	option	option
Système				
Client access ROOT	✓	✓	✓	✓
Reboot indoor	option	✓	✓	✓
System upgrade	option	option	✓	✓
Services : Web (apache, IIS..), App (Tomcat, Jboss...), Mail(SMTP, IMAP...), DNS, Databases (MySQL, PostgreSQL, Oracle...), CMS (Drupal, WordPress...)...				
Setting up of services (excluding implementation)	option	option	option	option
Services upgrade	option	option	option	✓
Maintenance in operational conditions		✓		✓
Using of Agarik's DNS	✓	✓	✓	✓
Technical support				
Level III support services	✓	✓	✓	✓
Direct access by phone*/client's portal**/email	✓	✓	✓	✓
answer by email in less than 30 minutes	✓	✓	✓	✓
3 levels of timeframes	10am - 6pmH, Monday - Friday/ 8am - 8pm, Monday - Saturday/ Full service - Follow the sun			
Client's portal				
Web access : https://portailclient.agarik.com	✓	✓	✓	✓
Commitments in 24*7 (SLA)				
Guarantee of intervention time	15 minutes	15 minutes	15 minutes	15 minutes
Guarantee of network recovery time	30 minutes	30 minutes	30 minutes	30 minutes
Guarantee of system recovery time**	-	-	1 hour	1 hour
Guarantee of equipments recovery time***	2 hours	2 hours	2 hours	2 hours

NB : All our services are available on your equipment hosted in our datacenters but also in remote operation.

*0825 602 601 (0,15 cts/€ per minute)

**Only on systems installed by Agarik

*** Only on equipment leased and hosted by Agarik

