

SERVICE DESCRIPTION  
DEDICATED SERVER



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# Service Overview

Dedicated Servers from ServerCentral give Customers access to bare metal servers with an operational expense model. Dedicated Servers are deployed in ServerCentral-operated data centers and include full hardware support and maintenance. ServerCentral's IP Transit service is included for access to the Internet. Customers can integrate Dedicated Servers with other Customer-operated infrastructure or a variety of ServerCentral Services, including Enterprise & Managed Private Cloud, Managed Backup, Advanced Monitoring, and more.

ServerCentral maintains an inventory of enterprise-class servers with various processor, memory, and storage configurations. Options range from 1 Rack Unit (RU) models ideal for scale-out web applications, to servers with multi-core processors and support for greater memory expansion, to larger units with greater in-chassis storage density. Solid State Drives (SSDs) or Hard Disk Drives are available, with options to add SAN storage via ServerCentral's Managed Storage services. By default, Dedicated Servers have dual power supplies installed. If a Customer has applications that require special hardware or configurations, ServerCentral can work with Customers to create custom server configurations.

Dedicated Servers are installed in ServerCentral-operated Cabinets in the data center. Each Cabinet contains a Managed Switch that provides connectivity to ServerCentral's IP Transit, third-party transport, or other services available in the data center. Cabinets are not accessible by Customers. ServerCentral's Data Center Operations team can be dispatched to the Cabinet if the Dedicated Server needs to be accessed physically.

## Key Features

- Variety of enterprise-class server configurations
- Custom hardware configuration designed around customer needs
- Hardware warranty, support, and maintenance included
- Hardware configuration & administration by ServerCentral's Data Center Operations team
- Software configuration & administration controlled by the Customer
- Bundled IP Transit & public IP addresses for scalable, reliable internet access
- All-in-one price for server, power, cooling, network access, and support
- IPMI port access for direct monitoring and management
- Pre-configured network access to additional data center services
- Secure customer portal for monitoring, documentation, ticketing, and other deliverables

One network uplink is installed with each Dedicated Server, with the option of adding uplinks for an additional fee. These connections are terminated into ports on ServerCentral Managed Switches and enable access to ServerCentral's IP Transit and the monthly transfer billing package for internet access included with each Dedicated Server. A set of public IP addresses are also included with each Server. Cross-connects to other third-party services or Customer-operated equipment are available for an additional fee.

VLANs can be created and configured for use on ServerCentral-operated networks to allow Layer 2 connectivity between a Dedicated Server and Customer-operated networks or infrastructure. Customers also have access to an ServerCentral-operated out-of-band management network via a separate Intelligent Platform Management Interface (IPMI) port on the Server, providing access for monitoring and configuring the Server.

ServerCentral fully supports the hardware for the Dedicated Servers. All warranties, support agreements, and onsite sparing of parts is included in the Service. Spare inventory of Dedicated Server models is kept in stock, allowing quick turnaround on orders for additional servers. ServerCentral's Data Center Operations team oversees ticketing, support activities, troubleshooting, and physical repairs with a mix of system administrators and data center technicians available 24 x7. Reporting and documentation about the Service are provided through ServerCentral's secure Customer Portal.

# Implementation

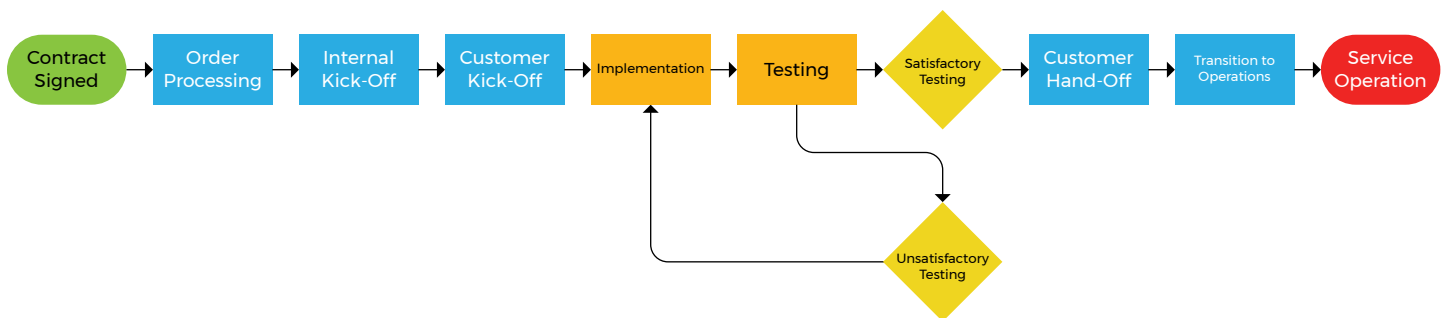
## Validation

The Validation process begins with a comprehensive review of the information collected by Sales or Professional Services during the Assessment phase. The information usually includes applications and devices designated to be used with the Server, required number of processor cores & clock speeds, amount of memory, quantity and configuration of storage, bandwidth included and initial configuration details. Other client-specific requirements, such as use case, procedures, or third-party requirements, will also be reviewed. This information is documented and stored in the Technical Design Workbook. The Technical Design Workbook is used to create a Customer Workbook that is shared with the Customer after Implementation.

The Technical Design Workbook provides all necessary information to ServerCentral engineers to ensure that information-gathering is complete and the Service will be able to address the Customer's needs. This may include network diagrams, configuration details and requirements, special security considerations, and more. The Technical Design Workbook will serve as a basis for configuration detail and will be utilized in the long-term planning and execution of the Service.

## Implementation Process

All provisioning activities at ServerCentral follow our Implementation Process summarized in the Graphic below:



## Internal Kick-Off

After the customer's order for the Service is processed, ServerCentral holds an Internal Kick-Off meeting to assign the ServerCentral resources necessary to provision the service. Sales attends this meeting to provide information from the pre-sales process. A Project Manager or Project Lead will be assigned to coordinate and own the remainder of the Implementation Process from this point forward and act as the main point of contact with the Customer.

## Customer Kick-Off

The Customer Kick-Off Call includes an overview of the provisioning process, a review of the information collected to date, and validation of the Customer's desired outcomes for the Service. The projected time line of the deployment will be established and the customer will be informed of any information they must provide for ServerCentral to complete the build. Generally, the Project Manager will also create a schedule for regular updates during the implementation process. The Customer should be prepared to designate at least one technical Contact for ServerCentral to work with during the process.

## Provisioning & Testing

Implementation includes the activities necessary to provision the service. ServerCentral engineers will configure, deploy, and test the various hardware and software tools used to deliver the service. ServerCentral records all of the configurations used to implement the Service in a Customer Workbook, which is provided to the Customer after Implementation.

ServerCentral technical teams will perform testing on the environment prior to customer hand off. This usually includes, but is not limited to verifying network connectivity, verifying spare parts inventory, validation of RAID configuration, and activation of the Service in the Customer Portal. Any deficiencies found will be corrected and re-tested until the system functionality is verified. Requests for customer-specific test criteria will be reviewed by ServerCentral and evaluated on a case-by-case basis.

## Billing

After a successful Test phase, Implementation will be considered complete and the Service Delivery phase begins. In general, billing for the service begins immediately after the Out-of-Band connection is made available to the Customer.

# Service Delivery

## Customer Hand-Off

The Project Manager or Provisioning staff will schedule a Customer Hand-Off Meeting, either in person or via conference bridge. The Meeting is designed to advise the Customer of the state of the service, the current configuration, and answer any general questions about the Service. The Meeting will usually include training on using the ServerCentral Customer Portal, including providing any access credentials to the Customer, walking the Customer through support engagement procedures, and general interaction with the Portal. The Project Manager will also share the final/completed Customer Workbook, which takes the data from the Technical Design Workbook and Implementation process and acts as a the “as-built” documentation of the Service.

## Initial Configuration

During the Service Delivery, the ServerCentral Provisioning and Managed Services teams will review the configuration documents in the Technical Design Workbook and discuss any changes to scope. These changes, if any, will be documented in the Customer Workbook described above.

Many times, the Service will be integrated with additional Services provided by ServerCentral. Some examples include Colocation, Managed Firewall, Managed Storage, CloudLink, Enterprise Cloud and Managed Backup. All services and products necessary to complete the deployment will be completed either in tandem or in a phased approach during this post-implementation configuration period.

## Additional Modifications

Using the baseline information in the Technical Design Workbook, the ServerCentral Data Center Operations team will configure the baseline parameters for initial operation.

Should any ongoing changes be necessary, such as additional memory, storage, uplink ports, or any other type of work, Customers can open a support case with ServerCentral to request the work. Requests for non-standard changes will be reviewed by ServerCentral and evaluated on a case-by-case basis.

Customers can request to have ServerCentral engineers assist with making changes to the Dedicated Servers on their behalf. This assistance, as well as additional support, is available as a billable service on a time & materials basis. Please contact [sales@servercentral.com](mailto:sales@servercentral.com) for more information.

For any of the other ServerCentral Services associated with your Dedicated Server, please refer to the appropriate Service Description for further information.

# Service Operations

## General Operations

In the event of hardware failure, the Customer will notify ServerCentral to begin steps to remediate the issue. ServerCentral personnel will replace any failed hardware and restore the Service to normal operations. If the Service is configured for high availability, ServerCentral’s network team will attempt to coordinate the replacement to fit with the Customer’s normal change schedule.

From time to time, ServerCentral will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, ServerCentral will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

Customers may also view real time and historical graphs of the Service via the ServerCentral Customer Portal located at <https://portal.servercentral.com>.

ACCOUNT MANAGEMENT SERVICES	
Dedicated Client Relationship Manager	Included
IMPLEMENTATION SERVICES	
Hardware Procurement & Assembly	Included
Data Center Provisioning (Generator+UPS-backed Redundant Power, Cooling, Cables, Rack)	Included
Resilient Facility (24x7 Physical Security, Video Surveillance, Fire Suppression, Monitored Access)	Included
Network Provisioning (IP addressing, VLAN Configuration, Physical Cabling)	Included
Feature Validation for Firmware	Included
Device Configuration per Customer Specifications	Included
24 X 7 MONITORING SERVICES	
Network Traffic Analysis & Volumetric DDoS monitoring on IP Transit Service	Optional
Hardware Availability Monitors	Optional
Hardware Performance Monitors	Optional
Capacity Monitors	Optional
Custom Runbook coordinated with Customer	Optional
Complex Custom Monitor Development	SOW Based
24 X 7 SUPPORT (RETURN TO SERVICE & VENDOR ESCALATION)	
Onsite sparring of identical hardware in US locations	Included
Hardware Troubleshooting	Included
Hardware Replacement	Included
Hardware Maintenance	Included
Access to 24x7 Network Operations Center (telephone, web, and email)	Included
Access to Customer Portal w/ Customer-defined roles	Included
Ticket Response time - Promised	15 minutes

## Responsibilities

The following section outlines the scope and limitation of support that ServerCentral offers for this Service.

SERVERCENTRAL RESPONSIBILITIES
ServerCentral will retain ownership of the server hardware for the duration of the agreement.
ServerCentral will maintain onsite sparing for hardware replacement in case of equipment failure. In some locations, ServerCentral may also contract with the manufacturer for advance parts replacement to supplement onsite sparing.
ServerCentral will use commercially reasonable efforts to meet SLAs for power, cooling, network uptime, network packet loss, network latency, and hardware replacement.
ServerCentral will provide public and private IP addresses needed to connect to IP Transit services.
ServerCentral will be responsible for hardware support, including return-to-service and vendor escalation.
CUSTOMER RESPONSIBILITIES
Customer is responsible for installing, configuring, and maintaining all operating systems and applications used with any Dedicated Server.
Customer is responsible for all monitoring for the Dedicated Server. ServerCentral offers an Advanced Monitoring service. Please contact <a href="mailto:sales@servercentral.com">sales@servercentral.com</a> for additional information.
Customer is responsible for maintaining current backups of customer-owned data. ServerCentral offers a fully managed backup service for physical and virtual servers, including the Dedicated Server. Please contact <a href="mailto:sales@servercentral.com">sales@servercentral.com</a> for more information.
Customer is responsible for maintaining the list of authorized personnel on the ServerCentral Customer Portal. Customer is also responsible for maintaining any user accounts created for any Dedicated Server. ServerCentral is not responsible for any unauthorized access to the Dedicated Server due to out-of-date access list information.
Customer will provide IP addresses for Customer-operated equipment attached to a Dedicated Server.
Customer will designate and maintain a Technical Contact who can be made available to ServerCentral for troubleshooting or questions.

Requests that are out of ServerCentral’s support scope or responsibilities can be performed for a fee or on a time-and-materials basis. Please contact [sales@servercentral.com](mailto:sales@servercentral.com) for additional pricing information.

## Additional Services

**Backup:** Customers are responsible for maintaining current backups of data on Customer-owned devices. ServerCentral offers a Managed Backup Service for physical or virtual servers, including Private Clouds. Please contact [sales@servercentral.com](mailto:sales@servercentral.com) for more information.

**Monitoring:** Customers are responsible for monitoring Customer-owned infrastructure or applications. If desired, ServerCentral can perform that monitoring through the Advanced Monitoring Service. For details and pricing information, please contact [sales@servercentral.com](mailto:sales@servercentral.com).

**Managed Storage:** Customers who need expanded storage can connect to ServerCentral’s Managed Storage, a SAN-based service available to Dedicated Server customers. Please contact [sales@servercentral.com](mailto:sales@servercentral.com) for more information.

**Cloud Services:** ServerCentral offers Enterprise Cloud and Managed Private Cloud services that allow easy access to flexible and reliable compute resources. For details and pricing information, please contact [sales@servercentral.com](mailto:sales@servercentral.com).



## Access Management

Customers are responsible for maintaining the list of authorized personnel in the ServerCentral Customer Portal. The access list can be self-maintained by Customers and can be reached at <https://portal.servercentral.com>. ServerCentral is not responsible for any unauthorized access or modifications to any Service due to out of date access list information.

For ServerCentral Dedicated Server deployments, Customers will need to designate contacts that can have the following access levels:

ROLE	ACCESS
Administrator	Full access to all account functions, including user management and all other functions listed below.
Manage Users	Access to remove non-Administrator users or add users with permissions at or below the current level
Technical	Able to open support requests
Billing	Able to make billing inquiries related to the Services for the account
Sales	Able to order additional Managed Services via ServerCentral Sales

ServerCentral does not provide forensic analysis of application exploits as part of any managed service. If a Customer suspects that a customer-owned application or device has been compromised or exploited, the Customer is fully responsible for determining the attack vector and any compromise that may exist.

## Service Level Agreements

Service Level Agreements (SLAs) are posted for each service at <https://www.servercentral.com/legal-information>. For questions regarding SLAs, please contact your account representative.

## Service Interaction

ServerCentral provides customers with an online Customer Portal, allowing access to view and update account information and to open and review tickets. The portal can be accessed at <https://portal.servercentral.com>.

For any issues, Customers should contact the ServerCentral NOC. Support requests are monitored 24x7x365 by on-site and off-site personnel. There are three ways to contact the NOC:

- Customer Portal: Preferred method for Customers to open tickets, as well as monitor ticket status.
- Email: Customers can email a request for ticket to [support@servercentral.com](mailto:support@servercentral.com)
- Phone: (888) 875-7775 or (312) 829-1111, ext2 or +1 (312) 895-3005

For billing inquiries or to contact Sales, please call +1 (312) 829-1111.

## Support requests

Support for all ServerCentral Managed Services is included with each product. However, support requests beyond the scope of the Managed Service or device may result in additional charges. Support staff will indicate if billable time is applicable prior to executing the support request. Additional support can be purchased at a one-time rate or through a pre-reserved set of hours. Please contact your account representative for additional details and pricing.

ServerCentral personnel are generally available to accommodate end user prescheduled maintenance requests. All requests for scheduled maintenance must be submitted as a support request with, at a minimum, 48-hour advance notice of the requested date and time. Please note that submission of the request does not guarantee the requested date and time until ServerCentral personnel confirm availability for the date and time requested. This is necessary to ensure scheduling of all required ServerCentral personnel and to allow sufficient time for ServerCentral Change Review processes to occur.

If you have any questions, comments, or concerns, please notify the Sales team via email to [sales@servercentral.com](mailto:sales@servercentral.com).