



Managed Services (For Public Cloud)

Secure Cloud Services for your online business since 1999.

.Reliable .Secure .Speed .Scalable .Manageable .Compliant



Managed SysAdmin & Monitoring Activities

Managed Backup & Storage Activities

Managed Database Administration Activities

Planning | Reporting & Monitoring Activities



Managed Services



Managed Servers



Big Storage



Fast Network



High Security



Database



OS Administration



OS Backups



Load Balancing



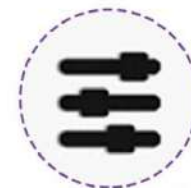
Disaster Recovery



Expert Support



Virtualization



Customized Solution

Start protecting your Cloud Infra today

<https://www.xcellhost.cloud/managedservices>

XcellManage | Managed Services Plans

	Gold Support	Platinum Support	Titanium Support
Cloud Management			
→ 24*7 Support Helpdesk	✓	✓	✓
→ 24*7 E-mail & Phone Access	✓	✓	✓
→ 24*7 Monitoring of AWS Systems	✓	✓	✓
→ Application & Database Monitoring	✓	✓	✓
→ DNS & Web Traffic Monitoring	✓	✓	✓
→ Real-time notifications & Alarms	✓	✓	✓
→ Incident Management	✓	✓	✓
→ Change & Release Management	✓	✓	✓
→ Backup Management	✓	✓	✓
→ AMLs/VMs Management	✓	✓	✓
→ Basic Patch Management	✓	✓	✓
→ DR Support		✓	✓
→ Advanced Patch Management			✓
→ Peak Traffic Support (Campaigns, Marketing etc...)			✓
Security & Devops			
→ Access Management (Users, Groups, ACLs, Servers)	✓	✓	✓
→ Perimeter Support (Firewall, VPNs etc.)	✓	✓	✓
→ DDoS Management & Support		✓	✓
→ WAF Management & Support		✓	✓
→ Anti-virus Management & Support		✓	✓
→ Continuous Deployment Automation			✓
→ Devops Support			✓
→ Security Audits		Quarterly	Monthly
→ System & Application Level VAPT		Quarterly	Monthly
SLA & Response Time			
→ Uptime SLA	99.95%	99.95%	99.95%
→ Response Time	< 15 mins	< 15 mins	< 15 mins
→ Resolution Time1	< 4 hours	< 2 hours	< 1 hours
Reporting & Review Meetings			
→ Daily Health Report	✓	✓	✓
→ Monthly Health Report	✓	✓	✓
→ Monthly Performance Review		✓	✓
→ Quarterly Business Review		✓	✓
→ Monthly Audit Reports		✓	✓
Value Added Services			
→ Cloud Consulting Support	4 hours/month	8 hours/month	16 hours/month
→ DBA Support	4 hours/month	8 hours/month	16 hours/month
→ Quarterly DR Drills & Failover Testing		✓	✓
Monthly Charges	₹ 5999	₹ 8999	₹ 11999