



## Server Service Plans

### Server Watch

**\$95**

Watch your Servers 24x7 for their availability and performance. Get experts to carryout Server health-checks and key trend analysis.

### Server Watch+

**\$125**

All the services of our Server Watch along with patch and anti-virus definition updates, log maintenance and Server tuning and cleaning.

### Server Care

**\$195**

All the services of our Server Watch+ plan as well as proactive problem resolution not requiring an on-site visit.

### Server Complete

**\$395+**

The complete package for businesses trying to stay ahead of the curve. On-site and remote service is included. Disaster recovery in the event of server failure.

DBLS provides an array of essential Server management services on a flat rate subscription basis to small and medium sized businesses. We help you maximize your Server & application uptime to keep productivity levels high. We also minimize the daily hassles involved with using and managing technology, so you can get on with your business.

# Server Services

Plan / Services	Server Watch	Server Watch+	Server Care	Server Complete
24x7 monitoring with escalation	✓	✓	✓	✓
Server availability checks	✓	✓	✓	✓
Service availability monitoring	✓	✓	✓	✓
Back-up log checks	✓	✓	✓	✓
Anti-virus log checks	✓	✓	✓	✓
Monitoring network devices like DNS, DHCP, TS etc	✓	✓	✓	✓
Basic response time monitoring	✓	✓	✓	✓
Monitoring custom performance Parameters	✓	✓	✓	✓
Server health check and analysis of key trends	✓	✓	✓	✓
Event log monitoring	x	✓	✓	✓
Patch assessment & management	x	✓	✓	✓
Service pack updates	x	✓	✓	✓
Anti-Virus Software Licenses	x	✓	✓	✓
Anti-Virus checks, scanning and removal	x	✓	✓	✓
Server tuning & cleaning	x	✓	✓	✓
Remote service requests and problem remediation	x	x	✓	✓
On-site service requests and problem remediation	x	x	x	✓
Disaster Recovery in the event of server failure	x	x	x	✓
Major server OS or application upgrades. (Charged on time and materials basis)	x	x	x	x