



Premier Managed Services

Partnering with ColoCrossing for your IT infrastructure is an excellent business continuity decision. We take a multifaceted approach to ensuring your equipment is safe, secure and functioning as intended. We stand behind our clear no-excuses 100% uptime service level agreement – protecting every device attached to our network(s).

Scenario: It's 4:28 AM and you've just gotten a call from a panicked employee - one of your integral distribution servers has failed. Is it time to run down your dark street crying? If you're a ColoCrossing customer, absolutely not. At 4:28 AM our highly trained technicians are burning the midnight oil, and have you covered. One call to our toll free support line (800-518-9716) and a solution is just minutes away. Yes, quality is priceless, much like your rest -- sleep easy and let ColoCrossing host your IP needs. Our specially tailored managed solutions include:

- **Dedicated Firewall**

ColoCrossing offers a wide variety of Cisco Systems firewall appliances, ranging from ASA5505 to ASA5550 models. These best-of-breed appliances from Cisco's flagship Adaptive Security Appliance fleet power the largest enterprise networks around the world; securing data from attack by hackers, network worms and malicious internet traffic.

In an era of denial of service attacks, script exploitation and rampant viruses you can never be too cautious when it comes to your network security. Choose from fully or partially managed packages depending on the needs of your organization.

- Fully Managed
 - ColoCrossing handles initial implementation
 - ColoCrossing monitors firewall appliance
 - At your request, ColoCrossing conducts configuration changes on your behalf
- Partially Managed
 - ColoCrossing handles initial implementation
 - You configure the firewall as your needs require
 - ColoCrossing is available to assist you as needed

Ask your ColoCrossing [sales representative](#) about a dedicated firewall today!



- Data Backup

The peace of mind that knowing your data is protected is worth the investment. Fortunately, ColoCrossing affords you that peace of mind by offering backup services for your critical data in an off-site, secured location. Sleep soundly knowing that no fire, natural disaster or employee mistake will cost you untold amounts of pain and lost opportunity.

Choose your backup location from one of our geographically diverse datacenters, total backup space, and you're on your way to backup bliss!

Our data backup hardware is built in-house and from the ground up using the highest quality components. We utilize industry standard best practices, including RAID 10 for the most secure data protection and read / write performance.

- Industry standard best practices
- Custom designed hardware
- Easy-to-use FTP based solution
- Easily integrated with backup software

Ask your ColoCrossing [sales representative](#) about how you can sleep better knowing your data is protected.

- Proactive Uptime Monitoring

The Graveyard shift adds significant cost to IT budgets each year. What if you could avoid the tremendous costs associated with hiring, training, and maintaining third shift technicians? Enter ColoCrossing managed proactive uptime monitoring.

ColoCrossing will monitor your IT equipment ranging from dedicated servers, network switches and firewalls to ensure green lights across the board. In the rare event your equipment malfunctions or requires a technician to act, ColoCrossing will automatically escalate our support response based upon your predefined outline. Need us to login to your server and start Apache? Consider it done.

You could spend thousands of dollars for an off the shelf software solution to provide uptime monitoring. In the event something actually takes place, such software



solutions do nothing but notify you. ColoCrossing improves on that concept by providing the skilled hands and minds the software applications can't offer. Proactive uptime monitoring by ColoCrossing can be a great enhancement to your IT strategy.

- Monitor a range of IT equipment, anywhere in the world
- Predefine mitigation strategies which ColoCrossing engineers will follow, or let us define our response for you
- Preferred support care

Hire your most proactive IT manager yet, ColoCrossing. Let one of our [specialists](#) tailor a solution for you today.

● Proactive Service Monitoring

Ensure your users are always able to access critical services on your devices with ColoCrossing Proactive Service Monitoring. Define a set of procedures you would like our staff to complete in the event a service is unreachable.

Proactive service monitoring works by testing the responsiveness of a port (such as port 80) every few minutes. Should the port's response time out, ColoCrossing will be subsequently notified and your pre-defined action plan will be set into motion.

- Monitor any TCP service (ex, mail servers & web servers)
- Predefine mitigation strategies which ColoCrossing engineers will follow in the event a service times out.

Don't let application downtime prevent your business from maximizing its potential. Speak with a [solution specialist](#) today.

● Initial Configuration Setup

Our engineers are happy to implement your desired hardware and software configuration, letting you focus on more important aspects of your business. Our skills range from Microsoft Windows, Linux, BSD, Databases, Cisco IOS and many combinations in between.



Not sure what you need? We can tailor our offerings to your requirements. Get everything you need, nothing you don't.

- **Initial OS Hardening**

Working in a secure environment is a must for network-aware applications. Don't leave yourself open to exploitation. Protect your data and equipment and let ColoCrossing harden your operating system architecture with industry standard best-practices.

OS hardening is available for both new and existing deployments, contact your [sales representative](#) today!

- **Security Announcements and Mailing List**

ColoCrossing managed customers enjoy the benefit of our security mailing list, and will receive updates directly in their customer portal with the latest security announcements. Our announcement data is derived from leading vendors including Microsoft, Kaspersky Lab, F-Secure and others.



SO, YOU WANT A GUARANTEE? WE GOT THAT.

Service Level Agreement Terms

ColoCrossing will provide 100 % uninterrupted transit to the Internet to all co-location customers who have purchased said service from ColoCrossing. Should transit to the Internet become unavailable for a cumulative period up to one hour in any one calendar month, Customer will receive a refund equivalent to one day of Customer's pro-rated Recurring Monthly Fees for that month. Customer will receive an additional refund of one day of the pro-rated Internet Connectivity Recurring Monthly Fees for each additional hour, or portion thereof, of unavailability. All refund calculations will be based on unavailability in one-hour increments. The above agreement does not cover outages caused by equipment and/or events not under the direct control of ColoCrossing or caused by individuals not directly employed by ColoCrossing.

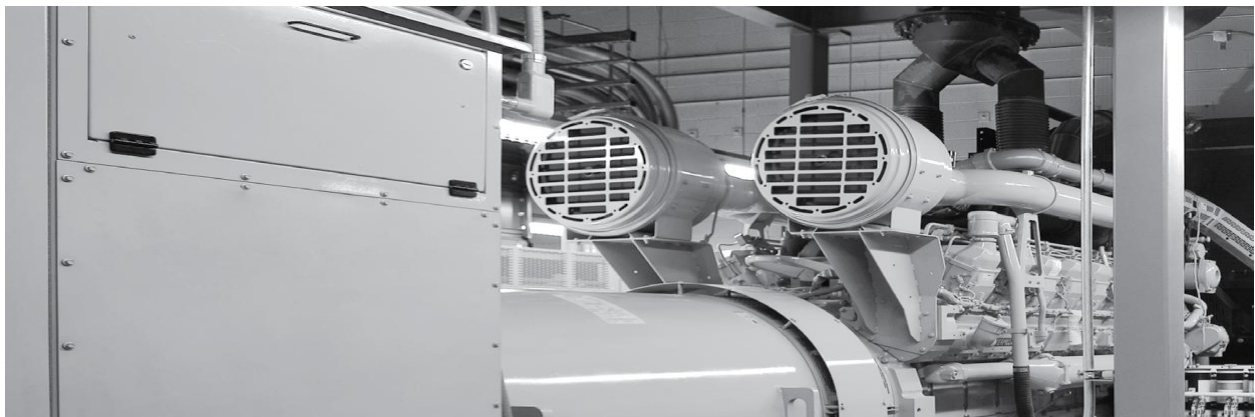
This Service Level Agreement does not cover outages due to scheduled or emergency network and/or facility maintenance, which will be broadcast to all customers in advance, and will not exceed 20 minutes per month. Any and all refunds to Customer will not exceed 50% of the Customer's Recurring Monthly Fees for the month in which the refund is paid.

Performance Guarantee

ColoCrossing will maintain its network in such a manner as to provide to all customers the best possible performance to the Internet. In order to achieve this ColoCrossing makes the following guarantees to all onsite Internet customers:

- 100% guaranteed uninterrupted transit to the Internet
- Zero packet loss internal to ColoCrossing network

In addition to the above performance guarantees ColoCrossing will take all possible measures to insure all Customer traffic reaches its destination in a timely fashion comparable and within reason to any other carrier in the area. These measures include the manipulation of routing tables so as to direct traffic to the Internet using its best possible upstream link.





YOU WANT TO KNOW MORE? WE THOUGHT SO.

For more information or to speak to a sales representative, please contact:

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We understand the value in providing our clientele immediate 24/7 availability to our operations center. Every VSNX employee is provided with a cellular PDA device, ensuring personal and professional accountability – view our company directory here:

<http://vsnx.net/directory.pdf>.