



Alpha Professional Managed Dedicated Servers

- No annual contract required
- First-call resolution by a certified engineer who provides a single point of contact per incident
- 24 x 7 x 365 support availability
- An expert team that acts as a first line of defense against monitored alerts
- Available on a per server basis
- Fully managed customizable daily backups of your hosted environment

Available for
\$125/month
per server

Managed Dedicated Servers from The Planet

Expert team delivers service and support with Alpha Professional

As the world's largest, privately held provider of dedicated servers, virtual racks and private rack hosting solutions, The Planet offers enterprise-class service levels and high-quality support through its Alpha Professional Managed Dedicated Servers. With Alpha Professional from The Planet, you have a team of certified engineers always available to support your hosted infrastructure and respond to your business needs.

Whether your business requires a single dedicated server or a highly available, complex hosted infrastructure, Alpha Professional Managed Dedicated Servers, give you the freedom to focus on your business goals rather than worrying about your IT infrastructure.

Benefits of a Managed Dedicated Server from The Planet

First-call resolution

Choosing Alpha Professional from The Planet means you no longer have to question whether you have the right person on the phone. When you need a certified team of experts to take personal ownership of support incidents for your most important servers, The Planet is ready to respond 24x7.

With Alpha Professional Managed Dedicated Servers, the person who receives your support request will manage the incident through completion. Every member of your Alpha Professional team is a senior member of The Planet's support staff, each certified on key hosting technologies including RHCE, MSCE and CCNA.

One-hour guaranteed hardware replacement Service Level Agreement (SLA)

Do you currently worry about spare-parts availability or simply need your business back online as soon as possible should you experience a hardware fault? The Planet's one-hour guaranteed hardware replacement SLA provides you with peace of mind, knowing we will have your failed components exchanged within one hour of receiving your service request so you can get back to your business.

Managed Backup

You can rest better at night knowing that you have a dedicated team of certified system administrators watching your backups 24x7. If you require a restore or you'd like to customize your backup scheduling, our team is available to assist you around the clock. Twenty (20) GBs of high-availability redundant storage are included with Alpha Professional, and plug-ins are available at no additional cost for MS SQL, MySQL, Exchange and SharePoint®.

Server Monitoring and Reaction

Our team of monitoring engineers is constantly on standby watching for service notifications from your server. If a critical fault is detected any time of day or night, they immediately jump into action to resolve the service issue. In the event the service issue lasts longer than anticipated, our team will reach out to your designated contact(s) to provide updates and guidance on the correct course of action and timing of a resolution.

Alpha Professional is available on any Virtual Rack or Private Rack server. To learn more about Alpha Professional Managed Dedicated Server:

Visit our website at www.theplanet.com/managed-dedicated-server/



Managed Dedicated Server Key Features

Service Level Guarantees & Contract Term	Managed Dedicated Servers
Power and network uptime	100%
1 hour hardware replacement	✓
Contract term options	Monthly/Annual
Enterprise-Class Hardware	Managed Dedicated Servers
Enterprise-class Dell PowerEdge servers	✓
Cisco ASA hardware firewalls	Available
Hardware load balancing with GSLB options	Available
Gigabit (1Gbps) frontend & backend networks	Available
Fully redundant highly-available environments	Available
Storage & Backup Technologies	Managed Dedicated Servers
Disk-to-disk based performance backup system	✓
Application-specific backup agents	✓
Fully managed backup and restore process	✓
Direct Attached Storage (DAS) devices	Available
Storage Area Network (SAN) devices	Available
Storage Cloud scalable usage-based disk space	Available
Global Content Delivery Network (CDN)	Available
Support Coverage	Managed Dedicated Servers
24x7x365 support	✓
Support team is 1st line of defense for all alerts	✓
Comprehensive customer portal	Orbit
Hardware and software vendor incident escalation	✓
Server Management services	Managed Dedicated Servers
Remote server reboot	✓
Remote console & terminal access	✓
Root/Admin access to all servers	✓
Server administration services	Available
Server patching	Available
Server hardening using best-practice	Available
Monitoring services	Managed Dedicated Servers
Uptime monitoring	✓
Port monitoring	✓
Distributed Denial of Service monitoring	✓
Bandwidth utilization monitoring	✓
Custom escalation procedures for alerts	✓

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