



Dedicated Server Hosting

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Why hosted server service?

Corporate business applications should be hosted in a fully managed, fault-tolerant environment. These applications should be connected directly to fast, reliable internet networks. Intdev uses Internet Solutions' infrastructure, giving clients the advantages of guaranteed internet connectivity with our fully managed services. The Dedicated Hosting Solution allows clients to host a server on the internet, and ensure that valuable business services are always available.

Background

Intdev is an internet technology company providing affordable web hosting services on our servers, giving our clients the opportunity to establish a successful presence on the Internet. Our strength lies in our strong technology background, years of hosting expertise and approach to customer service. We host for a few prominent companies, amongst others, Sothebys Lew Geffen, Phumelala, Bytes Technologies, National Film and Video Foundation, SAP Marketing Bureau and the Municipality of Mbonambi.

Our dedicated hosting solution makes it possible to host any server platform on the internet. A customer wanting to host an online application, a web site or even an internal business system can leverage this solution to address these requirements. The Intdev solution includes rack space, server hardware, comprehensive server monitoring, backups, firewalling and support to a single client ensuring the software is isolated and run independently.

Intdev, in partnership with Internet Solutions, provides a high-availability, managed hosting infrastructure. This enables clients to host business critical online systems, connected directly to the Internet Solutions hosting network. The environment has high speed access to other local and international internet service providers. The data centre has a number of physical security measures to ensure access is tightly controlled. The Internet Data Centre (IDC) makes use of redundant and uninterruptible power supplies and have carefully controlled temperature and humidity. It is further equipped with generators – able to provide power over outages that run into days. A number of peripheral systems, integrated with a 24-hour helpdesk, are configured to provide services such as backups, hardware monitoring and web statistics.

The dedicated and leased server options are priced according to the following factors:

| Variable costs for | Dedicated Hosting Solution |
|-----------------------------|---|
| IDC space per server | This is the height required by a server in the rack charged according to the height of the server quoted in "U". |
| Bandwidth threshold | The maximum volume of data that a server is anticipated to transmit each month. Above this threshold, an out-of-bundle charge per megabyte is applied. |
| Firewall services | Secure your servers from attack by protecting them with our firewall services. This allows only authorised protocols to connect to your server ensuring vulnerable or critical services will not get compromised. |
| Server monitoring | A granular service for application level monitoring, testing not only availability but also service responsiveness and request latency. This allows for protocol level testing of services hosted on your server. |
| Backup and recovery | This is a managed backup service controlled by a software agent (Legato or Applix) that is installed on the server. Backups are automated and offsite storage is included. |

Option 1: Server lodging

This option is suited to clients that already own a server they would like to employ in a managed dedicated server hosting solution. The server will be mounted and secured in Intdev hosting cabinet. The cost for the server lodging is:

| Description | Unit | Setup | Monthly |
|------------------------|------|------------|----------|
| IDC space (per U) | 1 | R 0.00 | R 350.00 |
| Support and monitoring | 1 | R 1 500.00 | R 650.00 |

Option 2: Leased server hosting

This option is for clients that want a dedicated server but do not own the physical hardware. **Intdev** will supply a high quality server and install it in the Intdev hosting environment.

Intdev chooses **Dell** hardware and leases this to clients over 18 months. The advantage of Dell hardware is the high quality, reliability and three year warranty on all parts. For the duration of the server lease, the following pricing applies:

| Description | Setup | Monthly |
|-------------------------|------------|------------|
| DELL™ PowerEdge™ SC1435 | R 2 000.00 | R 1 240.00 |

Server specifications

Intdev has chosen the following configuration as the base leased server option. This configuration allows for a high performance server with options to upgrade processing and memory capacity at a later stage. It is the ideal server for any highly available dedicated solution as well as the possibility of expansion later on.

| Module | Description |
|------------------------------|--|
| Base | Dual Core AMD Opteron™ 2212; 2.0GHz, 2X1MB Cache, 95W, 1Ghz HyperTransport |
| Memory | 2GB Memory for 1 CPU, DDR2, 667MHz (2x1GB Single Ranked DIMMs) |
| 1 st hard drive | 160GB, SATA, 3.5-inch, 7.2K RPM Hard Drive |
| 2 nd hard drive | 160GB, SATA, 3.5-inch, 7.2K RPM Additional Hard Drive |
| RAID or SCSI controller card | SAS 5/i Integrated Controller Card for SATA hard drives |
| RAID configuration | SAS RAID0,1, 2 Hard Drives connected to the add on the SAS5iR controller |
| Optical devices | 24x IDE CD-ROM drive |
| Power supply | Redundant power supply |
| Backplanes | 1x4 Backplane for 2.5" HDD support chassis |

Other server configurations can be quoted on request. Please ask a sales representative for alternate server configurations and leasing terms.

Optional services

Intdev provides optional services to further enhance the dedicated hosting offering. These can be added anytime and are configured to your exact needs.

| Item description | Setup | Monthly |
|------------------------------|----------|----------|
| Firewalling (per server) | R 600.00 | R 300.00 |
| Server monitor (per monitor) | R 200.00 | R 50.00 |

Firewalling: Intdev provides Linux iptables with NAT allow/deny rules and PPTP VPN termination.

Monitoring: Intdev provides ipMonitor application level testing on any protocol, with intelligent availability monitoring on SMTP, POP, HTTP, HTTPS, SQL, FTP and file changes.

Backup and recovery: Intdev offers a fully managed, cost-effective backup solution to protect clients' critical data. Daily backups of the servers' system state and databases or mail stores are stored offsite at Metrofile. The Application Specific Backup uses a special plug-in to backup open file data sources. In the case of a disaster or loss of data tapes are retrieved and the data restored to the server.

Bandwidth: Bandwidth is bundled into the lodging and leasing solutions. Additional bandwidth over the monthly allocated bandwidth will be charged extra. We have designed these competitive bandwidth bundles to provide for sufficient traffic to your dedicated solution.

| Item description | In-bundle price | Out-of-bundle price |
|-------------------|-----------------|---------------------|
| 1 GIG – 10 GIG | R 0.16 | R 0.20 |
| 11 GIG – 20 GIG | R 0.14 | R 0.20 |
| 20 GIG – 30 GIG | R 0.13 | R 0.17 |
| 30 GIG – 50 GIG | R 0.11 | R 0.17 |
| 50 GIG – 75 GIG | R 0.10 | R 0.15 |
| 75 GIG – 100 GIG | R 0.09 | R 0.15 |
| 100 GIG – 250 GIG | R 0.08 | R 0.15 |
| 250 GIG+ | neg | neg |

Architecture

All our servers are hosted in Intdev cabinets at the Internet Solution's Rosebank IDC. They ensure 100% connectivity through redundant network and failover configurations. The environment provides high speed uplinks to various other networks in South Africa, and serves a large corporate and retail consumer base.

Terms and conditions

All prices are quoted in South African Rand, excludes VAT and are subject to Intdev's terms and conditions which are available on request and need to be signed for account opening. One quoted, the prices will be valid for 30 days.

If the running of the platform requires technical skills which go beyond the maintenance of the software package, these will be considered special requests. Technical support of this nature will be billed at a rate of R400.00 per hour.