



## Datacentre Services – Added Value Options

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### 1. Overview

7global offers 3 Server packages to meet different needs and requirements:

Standard Server	Advanced Server	Enterprise Server
7global's entry level package. Your application or web site deployed in a secure, quality environment straight away.	Provides an impressive array of server hardware and associated services to get your application hosted in a 7global data centre.	Ideal for large corporates and high demand applications. Offers a powerful, resilient environment for an enterprise-class service.

Within each of the three packages there are additional added-value options:

- **Management**
- **Data**
- **Networking**
- **Server**

The following content within this document identifies these options, their monthly or one off costs and also where they are currently a default setting in one of the packages e.g. **dedicated firewall – Enterprise**.

### Price on Application (POA)

In developing and designing our Datacentre Services 7global wanted to provide total visibility, make the small print large and hide nothing behind contractual speak.

As every business is different 7global's wanted to provide additional solutions that are not necessarily mainstream upgrades such as bandwidth and storage space but require that "something extra" to improve and increase business practices. POA items are some of these solutions; they are suggestions and are part of 7global's complete Managed Service portfolio. If you cannot find what you need, please give us a call.

## 2. Management Services Upgrade(s)

Advanced Monitoring, Management & Reporting	Per month		
<p><b>Advanced Server and Application Performance</b></p> <p>By default the following metrics will be monitored, recorded and presented within your monthly report (CPU – average and maximum usage, Disk Space, Availability, Memory – average and max). However, you may require additional performance metrics to match specific application services. These can be made on request up to a maximum of 3 additional services.</p>	<p><b>£99</b></p>		
<p><b>Notification</b></p> <p>Your applications are critical. The need to be kept informed as to the current status of your server is not just important but essential. SMS and/or email notifications can be sent to nominated individuals within your company providing the current status of named services i.e. providing the average performance of CPU, RAM and RT. When a threshold is hit a trigger is sent. The following is an example of what you can be notified on.</p> <ol style="list-style-type: none"> <li>1. <b>1. CPU (80% triggered and held for a pre defined period of time)</b></li> <li>2. <b>Memory (80% triggered and held for a pre defined period of time)</b></li> <li>3. <b>NIC Utilisation (80% triggered and held for a pre defined period of time)</b></li> <li>4. <b>Service[1] RTM (80% triggered and held for a pre defined period of time)</b></li> <li>5. <b>Service[2] RTM (80% triggered and held for a pre defined period of time)</b></li> </ol> <p><b>A maximum of 3 notifications will be sent as the result of any single event.</b></p>	<p><b>£25</b></p>		
<p><b>Reporting</b></p> <p>Your monthly report will be emailed each month that simply states the availability of your Internet access to the respective Service Level Agreement and any performance issues. The following additional reporting features may be collated (subject to the server build) in real time and viewed via a secure reporting portal</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>1. <b>CPU mean, peak failures</b></li> <li>2. <b>Memory mean peak</b></li> <li>3. <b>NIC performance</b></li> <li>4. <b>Service (1) RTM Performance</b></li> <li>5. <b>Service (2) RTM</b></li> </ol> </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>6. <b>Event logs and login</b></li> <li>7. <b>Disk Space</b></li> <li>8. <b>PING (RTM)</b></li> <li>9. <b>Generic Windows</b></li> <li>10. <b>Bandwidth</b></li> </ol> </td> </tr> </table>	<ol style="list-style-type: none"> <li>1. <b>CPU mean, peak failures</b></li> <li>2. <b>Memory mean peak</b></li> <li>3. <b>NIC performance</b></li> <li>4. <b>Service (1) RTM Performance</b></li> <li>5. <b>Service (2) RTM</b></li> </ol>	<ol style="list-style-type: none"> <li>6. <b>Event logs and login</b></li> <li>7. <b>Disk Space</b></li> <li>8. <b>PING (RTM)</b></li> <li>9. <b>Generic Windows</b></li> <li>10. <b>Bandwidth</b></li> </ol>	<p><b>£35</b></p>
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<p><b>Critical Updates and Upgrades</b></p> <p>Updates and upgrades will be carried out during the standard maintenance window, unless you notify us that on a certain day you do not want any changes taking place e.g. company audit taking place</p> <p>Updates or upgrades are not be automatically implemented within the default packages. Updates and upgrades will however be made available to all customers within a secure location.</p>	<p><b>£35</b></p>
<p><b>Patch Management</b></p> <p>By default 7global will hold all operating system security patches and will notify the customer as and when these should be implemented. Further requirements to implement OEM application patches tested by the customer can also be requested:</p> <p>Patches will be carried out at a pre-arranged time/date. A relevant database and system back up will be carried out.</p> <p>For full information on operations, upgrade, updates and maintenance windows, procedures please contact the 7global Sales team.</p>	<p><b>£POA</b></p>

Support Services	Per hour
<p><b>“Intelligent Hands”</b></p> <p>There are a number of activities and functions that can be requested which require remote Intelligent Hands. From basic powering off and on of the server, stop and starting a service, swapping cables to tape changing and ghosting. All of which requires manual input.</p> <p>Times stated are for when the work is to be carried out not when the request is made.</p> <p><b>Standard Rate</b> (during normal working hours 8:30 am to 17:30 hours – Monday to Friday)</p>	<p><b>£15</b></p>
<p><b>Premium Rate</b> (out of hours i.e. 17:30 to 8:30 am - Monday to Friday and Weekends/Bank Holidays)</p>	<p><b>£45</b></p>
<p><b>Professional Services inc Consultancy</b></p> <p>Customers can request consultancy hours to assist in planning, design and complex server builds to bespoke specifications.</p>	<p><b>£75</b></p>
<p><b>Data centre Visits (As per Intelligent Hands i.e.)</b></p> <p>Standard Rate (during normal working hours 8:30 am to 17:30 hours – Monday to Friday)</p>	<p><b>£15</b></p>
<p>Premium Rate (out of hours i.e. 17:30 to 8:30 - Monday to Friday and weekends/Bank Holidays)</p>	<p><b>£45</b></p>

## 3. Data Upgrade(s)

Network Attached Storage (NAS) Volume Data Storage	Per month
<p><b>Additional Data Storage to Disk per 50GB</b></p> <p>Nominated data will be stored on a 7global NAS drive (minimum 50GB). This is in addition to your default storage space purchased within the specific Server package.</p> <p>Backups to NAS to be scheduled by the customer (see below)</p>	<b>£5</b>
Storage Area Network (SAN) Volume Data Storage	Per month
<p><b>Additional Data Storage to Disk per 1GB, minimum 25GB</b></p> <p>Nominated data will be stored on the 7global SAN drive with a minimum of 25GB. SAN storage is access directly from a Host Bus Adapter (HBA), in your server, through 2Gb fibre connections.</p> <p>Backups to SAN to be scheduled by client (see below)</p>	<b>£5</b>
Tape Back Up	Per month
<p><b>Tape Back Up – Daily</b></p> <p>Back up to tape scheduled by 7global to a tape library will be carried out and tapes changed on a daily basis by 7global and stored within the data centre.</p> <ul style="list-style-type: none"> <li>• 1 tape restoration per week included</li> <li>• Minimum of 7 tapes will be required</li> </ul>	<b>£125</b>
<p><b>Tape Back Up – Weekly</b> <span style="float: right;">included in Enterprise</span></p> <p>Back up to tape scheduled by 7global to a tape library will be carried out and tapes changed on a weekly basis by 7global and stored within the data centre.</p> <p>Client nominates day of the week.</p> <ul style="list-style-type: none"> <li>• 1 tape restoration per week include</li> <li>• Minimum of 4 tapes will be required</li> </ul>	<b>£50</b>
<p><b>Tape Back Up – Monthly</b> <span style="float: right;">included in Advanced</span></p> <p>Back up to tape scheduled by 7global to a tape library will be carried out and tapes changed on a monthly basis by 7global and stored within the data centre.</p> <p>Client nominates day of the month.</p> <ul style="list-style-type: none"> <li>• 1 tape restoration per month included</li> <li>• Minimum of 2 tapes will be required</li> </ul>	<b>£25</b>
<p><b>Tapes</b></p> <p>Tapes will be supplied by 7global as per client’s specific requirements and storage capacity.</p>	<b>£25</b> One off charge

Extras	Per month
<b>Off Site Tape Storage - Daily</b> Tapes will be stored at an Iron Mountain facility for additional safety.	<b>£80</b>
<b>Off Site Tape Storage – Weekly</b> Tapes will be stored at an Iron Mountain facility for additional safety.	<b>£25</b>
Additional tape restorations (from <b>on-site</b> facility – per restoration).	<b>£15</b>
Additional tape restoration (from <b>off-site</b> facility, next day service).	<b>£15</b>
<b>Incremental Customised Ghosting</b> Besides the initial ghosting of your server for quick disaster recovery, incremental ghosting can be performed on a regular scheduled basis. <ul style="list-style-type: none"> <li>• Cost is per/ghost per month</li> <li>• Storage space for ghost images will be charged additionally at the standard NAS Storage rate</li> </ul>	<b>£25</b>

## Operational Notes

- There are many ways to recover from a disaster such as a complete hard disk loss or a simple file deletion. To reduce time for recovery the process utilised will depend on the application and data and need
- Basic back ups can be carried out by simply copying or running a batch file that replicates the data on a Network Attached Storage (NAS) which is located within the data centre but on a separate appliance. Disk space is provided depending on your entry level package and any further upgrades. This is a fast and easy way to back up your data and restore at any time. You decide on the day, time and frequency i.e. daily, weekly, and monthly
- From the NAS storage for additional resilience you can back up your data to tape and a frequency that suits your business. 7global will schedule backups of the requested model of specified data stored with in your NAS volume
- To avoid any disruption to working practices back ups will be scheduled during quiet periods and from data that has been stored within the NAS volume
- Tapes must be furnished by 7global
- Restorations cannot be carried over i.e. if you do not need to restore one week you cannot have two during the next
- During the initial build of the server an initial system ghost is created to aid if necessary a rapid system recovery. If subsequent ghosting is required this can be requested with a minimum of 48 hours notice. Sufficient NAS volume storage space must be available for a copy of the new ghost image to be stored in
- Off site storage compliments standard tape backups they are not inclusive i.e. you do not get two daily backups if you purchase a daily back up and daily off site storage

## 4. Server Upgrade(s)

Server Upgrade Options	Per month
HP Hot Plug U320 SCSI 36GB Disk 10k	<b>£10</b>
HP Hot Plug U320 SCSI 72GB Disk 10k	<b>£12</b>
HP Hot Plug U320 SCSI 146GB Disk 10k	<b>£18</b>
HP Hot Plug U320 SCSI 300GB Disk 10k	<b>£30</b>
HP Hot Plug U320 SCSI 36GB Disk 15k	<b>£11</b>
HP Hot Plug U320 SCSI 72GB Disk 15k	<b>£14</b>
HP Hot Plug U320 SCSI 146GB Disk 15k	<b>£27</b>
HP Hot Plug U320 SCSI 300GB Disk 15k	<b>£52</b>
Additional matched CPU	<b>£40</b>
HP RAM Memory 2GB Kit (Pair of 1GB memory sticks)	<b>£20</b>
HP RAM Memory 4GB Kit (Pair of 2GB memory sticks)	<b>£85</b>
Smart Array Controllers, External Disk Arrays built to order.	<b>£POA</b>

### Operational Notes

- Disks may only be installed in either mirrored pairs (RAID1) or multiple units (RAID 5). RAID 5 requires a minimum of 3 disks. With a RAID 5 Enterprise Server, with the standard implementation, all disks become 36GB
- HP Proliant 360 & 380 servers are dual processor capable; processor must be of matched specification
- HP Proliant servers have 6 memory slots available. Memory can only be added in matched pairs
- For load balancing see Network Options

Microsoft SQL Server 2000/2005	Per month
<b>Microsoft SQL Server 2000/2005</b>	<b>£ 157*</b>

\* Note the cost of the SQL Server shown above is licence per processor and does not include hardware or Management/DBA services. For use on Enterprise Server packages, which includes dual processors, the cost shown must be doubled.

## 5. Network Upgrade(s)

Bandwidth	Per month
<b>Additional Internet Bandwidth per 512 Kbps.</b>	<b>£40</b>
<b>Additional Internet Bandwidth per 1 Mbps</b>	<b>£78</b>
<p><b>Hardware Load Balancing</b></p> <p>To provide the correct balance of processing power and resilience it is a common technique to load balance access to multiple servers rather than a single server. Price is per server balanced.</p>	<b>£40</b>
<p><b>Managed Bandwidth</b></p> <p>Your server may be home to various applications some more critical than others. Access to the more critical systems at certain times of the day may be restricted causing poor response. Adding more bandwidth is not always the answer. 7global can manage your bandwidth for you and allow those non critical services less bandwidth that your more active ones.</p>	<b>£POA</b>
<p><b>Private Connections</b></p> <p>Every server built to your requirements is accessed securely via the Internet, providing mobility and flexibility. For more secure and personal links directly to your office(s) dedicated fixed data services can be commissioned. For further information please contact the 7global Sales team.</p>	<b>£POA</b>

Secure Remote Access	Set Up Only
<p><b>Site to Site VPN Management – per tunnel</b></p> <p>Secure VPN tunnels can be set up (max 8 tunnels). Customer must configure client settings. No client support is provided i.e. remote desktop configurations, customer installed firewall</p> <p>NB Dedicated firewall must be purchased.</p>	<b>£100 per tunnel</b>
<p><b>Secure Remote Access – per user/per connection</b></p> <p>SSL-VPN connectivity can be set up to your server or particular service; however this will require specific configuration and management. For further information please contact the 7global Sales team. Cost per user per month <b>does not</b> include any set up or configuration charges for bespoke company portals.</p>	<b>POA</b>

Security	Per month
<p><b>Dedicated Firewall*</b> included in Enterprise</p> <p>The provision and management of a dedicated Cisco PIX 506 firewall, including up to 10 rule changes per quarter.</p> <p>For other firewall model and high availability clustering options please contact Sales for a quote.</p> <p>(Must be included if VPN connectivity is required)</p> <p>Within the Standard and Advanced packages a shared firewall is utilised. If you wish to be supplied with your own Cisco PIX firewall then that is no problem. Furthermore the firewall will be managed in order to provide maximum availability, performance and security.</p> <p>N.B. Customers wishing to add VPN connectivity to their hosted applications or self management MUST purchase an individual firewall</p>	<b>£99</b>
<p><b>SSL Certificate (per server)</b></p> <p>Annual fee £69</p>	<b>£69 (p/a)</b>
<p><b>Email Content Filtering, including anti spam</b></p> <p>To meet compliance and regulatory requirements or simply control your email content to and from your business email content filtering services, including anti spam, can be applied via an on- demand service. Simply pay per user per month.</p>	<b>£POA</b>
<p><b>Web Content Filtering</b></p> <p>To meet compliance and regulatory requirements or simply control you Internet access Web Content Filtering services can be applied via an on- demand service. Simply pay per user per month.</p>	<b>£POA</b>

## Operational Notes

### Managed Firewalls

All firewalls, dedicated or shared, are managed and monitored as part of 7global's Managed Firewall Services, in terms of performance and availability, OEM subscription and port management. Customers sharing a firewall will not be notified of any attacks or security events, nor will reports be issued either directly or through a secure portal. Dedicated customers will be provided through the secure portal of reports showing security events, activity, availability, etc.

### SSL-VPN

SSL-VPN services and the ability to connect securely to your applications and data from virtually anywhere are becoming increasingly popular. 7global utilises the Managed SSL-VPN service to provide this facility which includes both the authentication of the user and then further mapping to their respective applications.

For company and multiple user requirements bespoke access portals can be set up and managed, providing a bespoke look and feel, such as corporate colours, logo, etc.

Domain and IP Addressing	Per month
<p><b>Standard</b></p> <p>By default each package provides the setup and implementation of a single public IP address on each server and will also provide a single UK domain name registration, migration and hosting services.</p> <p>7global operates a resilient and physically redundant DNS platform for delivery of Domain Name Services.</p> <p>Any additional or worldwide domain names (subject to local country regulations) will require an additional fee and may incur additional consultancy charges.</p>	<p><b>£35</b> per domain</p>
<p><b>Additional Public IP Addressing</b></p>	<p><b>£15</b> per address</p>

To find out how Managed Datacentre Services from 7global can help you meet your business objectives, call us on 0800 389 8895 or email us at [sales@7global.com](mailto:sales@7global.com).

**7global- making IT work for you:** 7global provides Managed Hosting, Datacentre Services, Software as a Service (SaaS), Microsoft Dynamics CRM and Infrastructure and Network Services.

We supply rental based services and products, hosted in 7global's secure data centres, avoiding the need for costly IT infrastructures and large, up front capital investment.



[enquiries@7global.com](mailto:enquiries@7global.com)

[www.7global.com](http://www.7global.com)

**Network Operations Centre (HQ)**

The Old Bank of England Building  
31 Castle Street, Liverpool L2 4GL

**Network Operations Centre**

Harrogate Business Park  
40-42 Freemans Way, Harrogate HG3 1DH