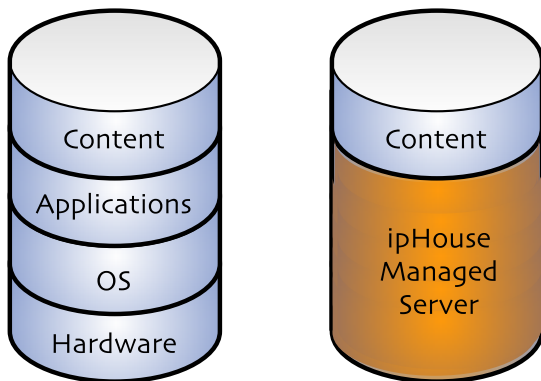


### What is a Managed Server?

Traditional shared server hosting solutions are sufficient for most web sites but are limited to standard software packages. A Managed Server allows you to install and customize applications to your specific needs. The hidden benefit of a Managed Server is in the cost. The total cost of ownership for a Managed Server is usually less than colocation but allows nearly the same flexibility. By using a Managed Server, you focus on your business instead of the server.

#### Skills Required



### What does ipHouse do?

We provide fully managed web and database server solutions on which your applications reside. We take the worry of hardware support, OS updates and server software operations off your shoulders.

Utilizing industry leading server hardware and software, we operate your Managed Server with the same delicate care we provide to our own equipment. All housed in our secure, climate controlled data center.

We provide system availability reporting, statistical usage analysis, data replication (optional) and security analysis. ipHouse Engineers are familiar with installing, updating and maintaining server systems and the necessary vigilance that must be taken when working with server software to prevent vulnerabilities. Hardware & software updating and patching is a standard process that is a regular part of our daily operations.

### Platform Highlights:

- Full management of hardware, operating system, and base server software applications on a server dedicated to you. If it breaks, we fix it.
- Full management of user accounts, disk quotas and access control.
- Testing and integration of hardware, operating systems and third-party software. Don't spend time managing the systems; use your time to develop content.
- Installing all bug fixes and updates to hardware, firmware, OS, applications and third-party software to keep systems stable and functional.
- Extensive monitoring of hardware and software from our network. We can notify you directly when system status changes.
- Freedom to install custom server applications not available in traditional shared server environments.
- Exclusive access to our Senior Engineers.
- Industry leading Dell® hardware housed in our secure data center.

### Administration

As a value added feature of Managed Servers, ipHouse administrates and manages all userspace, e.g. accounts, directories, quotas, and permissions. ipHouse will provide or restrict access control to internal processes and infrastructure of the Platform.

### Statistics

Platform usage and availability statistics are available 24 x 7. We maintain performance statistical information for up to 56 weeks. Web logs are maintained as long as you remain a Managed Server customer. An example of our statistics is available online at: <http://www.ipHouse.com/stats/AWStats/>

### Monitoring

ipHouse performs extensive monitoring of hardware and software from our network. Platform monitoring is performed by utilizing industry standard open-source products (NAGIOS & Smokeping) in conjunction with internally developed software to monitor, notify and report on incidents that affect the Platform.

### Software Licensing

Managing hardware and software is not enough. In the event you require specialty software beyond the basic configuration, ipHouse can also implement and manage software, licenses, and maintenance agreements to ensure the Managed Server meets your needs.

### Remote Access

ipHouse utilizes industry standard remote access tools. We require a VPN solution to utilize remote access when "off-net" of Managed Server equipment. Additional security protocols or procedures are employed depending on customer requirements.

### Optional Data Replication

ipHouse can provide data replication of customer specified data sets. ipHouse can also perform data replication of system configurations, operating systems and third party software data. Restoration of customer specified data sets is a separately billable event. Talk to your sales representative for details.

### Basic Configuration

Our standard configuration is a Dell® Power-Edge server dedicated to you in your choice of configuration:

#### Windows Based

- Microsoft Windows Server 2003 & 2008
- MS-SQL 2005 / 2008 or MS Access
- IIS with .NET and ASP
- Perl via ActivePerl
- PHP
- AWStats

#### Unix Based

- Redhat Enterprise Linux, Ubuntu, or FreeBSD
- MySQL
- Apache Web Server
- Perl
- PHP
- AWStats

### Why ipHouse?

We are a knowledge company that delivers expertise in getting you online and keeping you online, allowing you to achieve the best return for your Internet dollar.

We have extensive experience in managing and delivering Internet services, experience that will help you reach your goals. Our engineering staff each have over 10 years of direct Internet services delivery experience. Its no wonder our customers consider us Internet Gurus™. Our lawyers say we should use the term Internet Professionals™. Whatever works for you - we're simply the best at what we do.

Our mission is to be the invisible catalyst that makes the Internet a useful, robust tool so you can focus on your business, not ours.