

# Server Management

Expert managed support so you can get to work


	Self-Managed	Prime Managed	360 Managed
24/7/365 Monitoring	✓	✓	✓
Fully Managed Network Infrastructure	✓	✓	✓
Fully Managed Hardware	✓	✓	✓
Wholly Owned Diadem Network & Hardware	✓	✓	✓
System Level Health Monitoring and Graphing	✓	✓	✓
Network & Hardware SLA	✓	✓	✓
Network Intrusion Monitoring	✓	✓	✓
Remote & Manual Reboots	✓	✓	✓
Blacklist monitoring and removal	✗	✓	✓
Manual OS Reloads (twice per month)	✗	✓	✓
OS Patches and Updates	✗	✓	✓
System Level Monitoring Alerts & Notifications	✗	✓	✓
Weekly Server Backups and DR	✗	✓	✓
Registrar DNS changes	✗	✓	✓
Firewall Hardening and Optimization	✗	✗	✓
OS Security Enhancements	✗	✗	✓
Free External Migrations	✗	✗	✓
Full Control Panel Support	✗	✗	✓
Proactive Malware Scanning and Spam Protection	✗	✗	✓
Managed, Sophisticated Solutions for Multi-node Configurations	✗	✗	✓
Email Service monitoring and management (whitelisting, antispam, delivery support)	✗	✗	✓
Custom backup scheduling and on demand data recovery	✗	✗	✓
Custom Software installation support	✗	✗	✓
MySQL / MSSQL Database Administration (Backup, restore, tuning)	✗	✗	✓
Webserver Tuning (Apache / PHP / Nginx / IIS)	✗	✗	✓
<b>Monthly Charges ( INR )</b>	<b>Free</b>	<b>1999/mo</b>	<b>5999/mo</b>

Due to the nature of highly customizable infrastructure, the installation and customization of certain applications and custom code may not be supported. The team at Diadem will make a best effort on all requests but reserves the right to exclude the following items from our Managed Services offerings.

**Following services are not supported with any support plan:**

- Troubleshooting any client, script, application, or content installed by customer
- Control panel plugins & add-ons we make best effort but cannot support third party plugins on the control panel
- Custom code and software
- Load testing and website performance optimisation
- Custom database administration (beyond standard import, dumps, tuning, DB basic admin)
- Email Client setup and troubleshooting local MUA issues

## Contact Us

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