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## Managed Hosting and Cloud Solutions

Hedgehog Hosting provides customized hosting solutions to meet every client's unique needs. We specialize in high-end, fully-managed dedicated server hosting, and our customized solutions can be based on most UNIX or Windows platforms and can use commercial or "open source" databases.

**Systems Administration** - Hedgehog provides support of machine component hardware, operating system and software. An incremental daily backup and full weekly backup are included. Sites are fully monitored with leading software services to ensure clients networks are fully operational. Content matches and transaction monitoring can be provided for more robust checking. Hedgehog provides support for all major operating systems, including Windows, Solaris, Free BSD and all versions of Linux

Initial configuration includes the following:

- Build and configure servers
- Install and configure software
- Configure backups and monitoring
- Set up user accounts and permission tiers
- Configure Firewall

Hedgehog also provides the following recurring services:

- Monitor uptime and disk space
- Check for runaway processes
- Check error logs daily for irregularities
- Check that logs are written and rotated successfully
- Manage maintenance logs
- Reboot machines
- Research and resolve load, disk space, returned mail, and HTTP issues
- Evaluate and install current patches

**Database Administration** - Hedgehog offers a full suite of services for most major commercial and open source databases, offering both shared and dedicated database access.

Initial set up includes installation of database software and database configuration, and recurring services:

- Monitor table space growth, log files, check for file corruption and data consistency
- Monitor background processes
- Monitor memory utilization, CPU utilization, disk space and I/O activity on server
- Monitor Network processes including TCP/IP, Net 8, Listener, Cold Fusion connectivity, and server processes as applicable
- Monitor and tune System Global Area processes including buffer cache hit ration, redo log buffers and shared pool

- Tune database files including adding table space, rebuilding and analyzing objects for optimization
- Evaluate and install current patches
- Troubleshooting, diagnosis and resolution on above as needed

**Security** - Hedgehog provides the latest in both physical and network security. All of Hedgehog's sites sit behind a shared or dedicated firewall, and Hedgehog provides encryption services for those clients who collect sensitive information. In addition, Hedgehog routinely monitors websites, user groups, and industry publications to stay up-to-date on the latest information on security concerns, patches and upgrades. Services include:

- Firewall Installation and Management
- SSH access to sites rather than unencrypted telnet access
- Secure Certificates and SSL for secure transactions
- Evaluate and Install current security patches

**Domain Name Services** - Hedgehog registers domain names through Network Solutions. Hedgehog is set as the technical contact, and the client is set as the administrative and billing contact unless otherwise requested by the client. Hedgehog maintains a low TTL (6 hours or less) so that changes to DNS will take effect promptly. In addition, Hedgehog can lower TTL's to 10 minutes in advance of any planned change to DNS. All DNS hosted through Hedgehog is maintained on both our primary and secondary DNS servers for redundancy. Additional nameservers (up to 4) are also available.

Initial setup includes:

- Register Domain Name(s)
- Set Time To Live
- Setup sub-domains and MX record(s)

Recurring services:

- Monitor message log for zone errors
- Monitor domain name expiration and renew when necessary

**Site Statistics and Reporting** - Hedgehog provides a basic statistics package with daily updating as well as a more detailed package with daily, weekly, or monthly updating, based on the needs of the client and site. In addition, Hedgehog provides reports on disk space and CPU usage for dedicated servers. Hedgehog has experience with the industry-leading statistical software for all levels of reporting from simple reports on use to full reports on individual paths and e-commerce transactions on dynamic, database driven sites.

Initial setup includes:

- Configure Statistical Software
- Configure Server Logs

Recurring services:

- Monitor Server Logs
- Provide Web Interface for Reports