

ANCHOR COMPLETE

Anchor Complete is a hands off approach to server management. It's a truly managed solution – we don't stop at the operating system level we attend to every part of the delivery of services to the point where your customised application sits.

Anchor Complete is as much about offering you a solution that frees you of the need to worry about application configuration as it is to give Anchor the capacity to take control.

By taking control of the configuration we're able to implement a more robust approach to configuration control. Utilising centralised management systems which incorporate revision control on all changes ultimately results in increased accountability and reliability.

CONFIGURATION AND SECURITY MANAGEMENT

Anchor complete covers configuration and security management of the following aspects of your server:

System security

- Application of updates
- Firewall management
- Host access control
- Authorisation control
- Disabling of unneeded services
- Security hardening
- User/Group management

Web server

- Virtual host configuration
- Statistics
- Performance tuning
- Security hardening
- Server side languages

Mail server

- Configuration
- Security hardening
- Web based mail
- POP3 & IMAP
- Mailing lists

Database

- Configuration
- Performance tuning
- Security hardening
- Clustering/Replication
- Backups

Application servers

- Tomcat (JSP/Servlet/JEEE)
- Zope

Full server backups

Anchor Complete covers configuration management of all of the applications listed above. Other applications can also be supported (subject to approval).

AVAILABILITY AND PERFORMANCE MONITORING

Full availability and performance monitoring keeps an eye on your server 24/7 to make sure that it is always online and running to specification.

Our monitoring systems also keep a record of all service faults and performance data thus allowing trends to be identified, capacity planning to be performed and appropriate action to be taken.

The following aspects of your server are monitored:

Network services

- FTP
- SCP/SSH
- Web (HTTP/HTTPS)
- DNS
- SMTP
- POP3
- IMAP
- Database server
- Client provided URLs

Detailed host monitoring

- System load
- CPU usage
- Memory usage
- Swap usage
- Disc space usage
- Disc I/O
- Time synchronisation
- Mail queue size
- RAID status
- Updates needed
- Firewall status
- Number of processes
- Logged in users
- Network statistics
- Application servers



FAULT RECTIFICATION

If any of the monitored services fail, multiple Anchor staff are notified immediately by Email, Instant messaging, and SMS. Notifications continue and are escalated until the problem is acknowledged and fixed.

All problems are also analysed to not only restore the service to but to find the root cause of the failure and prevent re-occurrence.

PROACTIVE SYSTEM AUDITING

Rather than just waiting for problems to occur on your server, Anchor also performs proactive auditing of your server. This includes:

- Review of daily system log summaries by Anchor staff
- Daily scanning of all changed system binaries, accounts, and operating system modules
- Predictive checking for hardware failure

PRICING

Anchor complete is provided as a fixed monthly charge for most clients. We encourage you to rely on our expertise and don't want to inhibit communication through incremental billing.

Anchor Complete charges are bundled into the base monthly charge across our range of premium services.

The fixed monthly charge covers up to 10 virtual hosts. Additional charges may apply for additional virtual host.