

ANCHOR MONITOR

All dedicated servers come standard with Anchor Monitor support. This is our guarantee to you that you don't need to worry about your server hardware.

HARDWARE MONITORING

Under the Anchor Monitor support pack we check the status of your server hardware every 2 minutes.

In the very unlikely event that your server fails (even 2am in the morning) Anchor will know about and we'll fix it rapidly.

SPARE PARTS INVENTORY

Because we deploy so many servers on a standardised hardware platform we hold a significant number of spare servers and spare parts on site. This means when a part does fail we've got everything we need on hand to fix it without the need to rely on hardware vendors or third party support contracts.

SUPPORT – REMOTE HANDS

Under Anchor Monitor our responsibility for your server stops at the hardware level. So whilst it's your responsibility to look after maintenance and configuration of the operating system and installed applications – help is never far away.

If you do find yourself out of your depth or encounter a problem you can't solve you can engage the Anchor support team to get you out of trouble. We call this remote hands. There's nothing we've come across so far that we can't make work on a Linux or Windows box. Remote hands is provided on a consultancy basis and is charged in 15 minute increments.

ANCHOR SECURE

The SANS Institute (a co-operative research and education organisation) reports that computers connected to the Internet without firewalling and patching are regularly compromised in as little 10 minutes.

Anchor Secure support pack was designed to protect your server from the most common security risks by keeping your server up to date with the latest patches and installing and managing a firewall.

Anchor secure is ideal for people that need to have their own server but don't know how to look after the security or simply don't have the time or inclination.

MONITORING

All managed servers from Anchor come with the Anchor Monitor support pack. At this level we keep an eye on the hardware to detect any faults but we don't watch any of the applications or operating system.

By upgrading to Anchor Secure we provide service level monitoring of the core systems, including:

- Ping
- Web (HTTP)
- Mail (SMTP, POP3, IMAP)
- SSH
- FTP

In addition to the core services Anchor will monitor up to 5 additional points that you request. For example we can tell the monitoring system to look for a specific word on a page to ensure that the desired output is being provided to visitors.

The status of each service is checked every 2 minutes. All changes to status are logged and alerts are provided to Anchor staff.

Monitoring alerts can be sent to you via email or SMS (for an additional charge).

RESPONSE

In the event that outage is detected our technical staff are automatically notified 24 x 7. They will login and perform a basic diagnosis. If the problem can be easily rectified it will be. If there is a complex issue you will be notified as the resolution may involve additional charges.

SECURITY

In order to maintain the security of your server Anchor installs and maintains a host based firewall. You can request changes and advice relating to the firewall configuration at any time.

Application of all vendor supplied patches to the operating system and applications on your server are also performed by Anchor. Patching of applications is a critical part of security maintenance to ensure that known vulnerabilities are eliminated before they are exploited.