

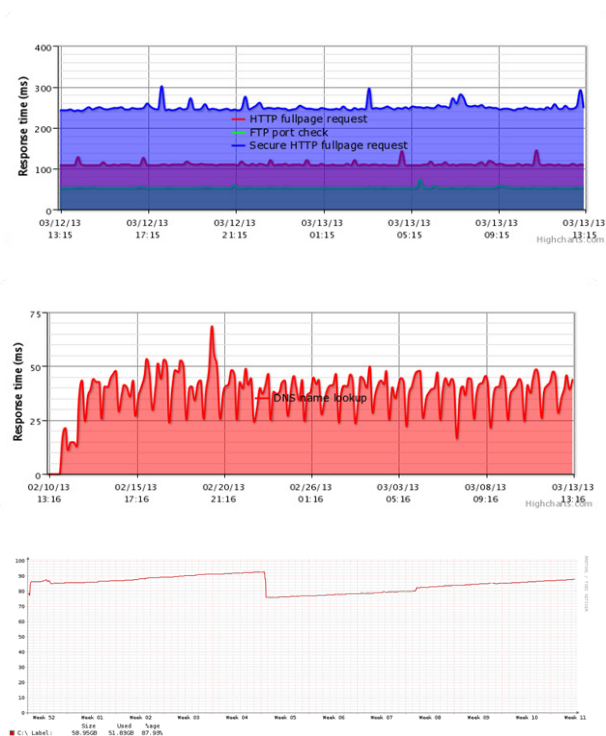


All Web In A Box services are monitored 24x7 both internally and through independent external services, with SMS paging to on-call engineers who will investigate and solve issues when they occur.

Internal Monitoring

Internally we continuously monitor all aspects of our network and infrastructure from response times of services such as FTP, HTTP, HTTPS, SQL & DNS to utilisation, to the status of every piece of hardware within our network.

Hundreds of metrics are compiled every second across a suite of industry standard tools to give us a real-time view of the state of our hosting ecosystem - allowing us to proactively detect potential issues and continually plan within the business.



Availability Report for Last 7 Days

Server Name	Last 7 Days Uptime	Current Status
Customer Facing Email Servers	100.00%	✓
Inbound Email Servers	100.00%	✓
Ironport Antispam	100.00%	✓
Linux Web Cluster	100.00%	✓
Microsoft SQL	100.00%	✓
MySQL	100.00%	✓
Primary DNS	100.00%	✓
Secondary DNS	100.00%	✓
Tertiary DNS Server	100.00%	✓
Windows Web Cluster	100.00%	✓

External availability generated by Panopta on March 13th, 2013

External Monitoring

In addition to our internal monitoring, we employ 24x7 monitoring of our hosting ecosystem by independent external services.

With monitoring from multiple locations worldwide, actively every 60 seconds - we are able to minimise the impact of outages to our customers.

Custom Monitoring

For critical customer websites or servers, we can customise a dedicated monitoring plan along with the provision of SMS notifications against key services such as HTTP or SQL. Contact us to discuss your particular needs.

