

SLAs

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NetStorm Hosting: Service Level Agreements

With the NetStorm Hosting Service you will choose a Service Level Agreement (SLA) from the list to the left.
Here you will see what you get. In detail.

In the menu list, the next SLA (higher number) is an improvement over the previous. Differences and additions of features are presented accumulating. Please click to see details for each level, beginning with [SLA 1](#).

If you still don't know exactly what you need, the best choice might simply be [SLA 1](#). It's a safe, fast and inexpensive. All levels, from SLA 1 and up, are fully professional levels.

Please [contact us](#) for further assistance.

SLA 1

NetStorm Hosting - Service Level 1

This document has details on our product "NetStorm hosting service level 1", to be included in offers etc.

Primary service

The primary service will be preferred and used at all times, except for disaster situations.

Location

The equipment is located in the professional hosting premises of Oslo Innovation Center, Gaustadalléen 21, 0349 Oslo.

Internet connection

- 100Mbps both ways, dedicated line from the data-center of Oslo Innovation Center, provided by [DataGuard AS](#) (*).
Up-time estimated to be better than 99.73% (**)

Servers

The following components are running the NetStorm hosting services.

Software

In addition to your/our hosted software:

- MS IIS 7.5 & .NET 4.0 by Windows 2008 R2 Server Datacenter on both application- and database servers.
- MS SQL Server 2008 Enterprise Edition (***)
- 3rd party support software as specified in various AllView/TopView system requirements



Hardware

- Dell 4210, 42U Rack Cabinet
- Dell PowerEdge 2950 III, 2x quad core Xeon 2.8GHz, 16GB RAM, PERC 6/I controller w/ hotplug SAS 15k HDs 4x 146GB + 2x 73GB, redundant power, Drac5 remote controller.
- Dell PowerEdge R300, Quad core Xeon 2.5GHz, 4GB RAM, SAS 6I/R hd-controller w/ 2x 160GB SATA 7.2k hotplug, redundant power, Drac5 remote controller.
- Dell PowerEdge R300, Quad core Xeon 2.5GHz, 4GB RAM, SAS 6I/R hd-controller w/ 2x 160GB SATA 7.2k hotplug, redundant power, Drac5 remote controller.
- Dell PowerEdge R300, Dual core Xeon 3.0GHz, 6GB RAM, SAS 6I/R hd-controller w/ 2x 250GB SATA 7.2k, Drac5 remote controller.
- PowerEdge 2850, 4x Xeon 3.2GHz, 8GB RAM, Perc4 hd-controller w/ 3x 73GB SCSI 15k, redundant power
- PowerEdge 1850, 2x Xeon 3.0GHz, 6GB RAM, Perc4 hd-controller w/ 2x 73GB SCSI 10k, redundant power
- PowerEdge 2850, 4x Xeon 3.2GHz, 8GB RAM, Perc4 hd-controller w/ 3x 73GB SCSI 15k, redundant power
- PowerConnect 5324 managed 24 Port gigabit switch
- Powerware UPS 5115Rm 1000I, 1500 VA
- Powerware UPS 5115Rm 1000I, 1500 VA
- Powerware UPS 5115Rm 1000I, 1000 VA
- Powerware UPS 5115Rm 1000I, 1000 VA
- D-Link DGS-1224T 24 port gigabit switch
- PowerConnect 2716 managed remote controlled 16 port gigabit switch
- Avocent SwitchView 1000 8-Port XGA/USB in rack, ++

Environmental security

1. Servers are within a concrete basement dedicated for a server hall purpose
2. 3 layers of physical break-in security
3. All access doors alarm equipped, with security guard call-out
4. The server hall and the rest of the building is controlled by security guards at regular intervals
5. No wireless access points within the network segment of the hosting servers

Backup services

- Database change logs backed up every hour
- Backup every night to other media
- Backup every week to a geographically separate location
- Backup every 4 weeks sent to NetStorm's two trusted parties for backup storage

Restore

As needed to quickly recover from serious malfunctions. Can optionally be ordered by a customer.

Failover service

Our failover service is similar to our primary service, but resides on a geographically separated network where user data is one way replicated at regular intervals.

We hope you never have to resort to the failover service, and statistically such occurrences should be extremely rare. (e.g. a fire not caught in time by the sprinkler) But in case, to log on to the failover system, replace the letters "www" or "hosting" in the web address with "backup". For example, if you are using "http://hosting.netstorm.no/topview", go "http://backup.netstorm.no/topview". Or for "http://www.netstorm.no/app1", go "http://backup.netstorm.no/app1"

The failover servers are for viewing backup data only. Any data changes by the user will later be overwritten, unless merge services are specially ordered.

Should the primary location be cut off from the internet for *long* periods, the *primary service* can be manually relocated to the failover site in approximately 30 to 90 minutes. Hosting customers will be directly informed in such cases. (relocating has *not* been necessary during all the the 7 years of service up to now, but the emergency procedure has been regularly tested)

Location

The service is located inside a rented and alarmed unit in Valdresgata17, 0557 Oslo. This is just a few kilometers from the primary location, making any physical transfers (if needed) or on-site servicing easy. It has the advantage of not being connected to the same upstream network, making internet connection failures at both locations at the same time very unlikely.

Internet connections

- 2 Mbps both ways, SHDSL from [DataGuard AS](#) (Spare: 1 Mbps both ways, cable from [Get AS](#))

Servers

Hardware

- Fujitsu Primergy TX120, dual core Xeon 1.86GHz, 4GB RAM, RAID 2x 73GB SAS 10k hotplug, iRMC remote controller.
- Fujitsu Primergy TX120, dual core Xeon 1.86GHz, 4GB RAM, RAID 2x 73GB SAS 10k hotplug, iRMC remote controller.
- D-Link DGS-1216T 16 port gigabit switch, Powerware UPS 5110, 500VA, ++

Software

As for the primary location.

Environmental security

1. 3 layers of physical break-in security
2. Access doors to the servers are alarm equipped, with security guard call-out
3. The building is controlled by security guards at regular intervals
4. No wireless access points within the network segment of the hosting servers

Service and recovery

Personnel ready for call-outs to reset servers etc, at all times.

Notes

- Content on this page may change without previous notice. We have to continuously be on track with needs and requests as they evolve. Details will change.
- (*) Theoretically, the speed can be geared down to 10 Mbps by our provider during peak load periods, but this has never happened so far.
- (**) Based on offer from our ISP (99.75% up-time) and statistics for maintenance restarts etc (0.02% downtime). See [SLA 3](#) for a formal guarantee.
- (***) Database storage limit is 1GB at this service level. For increased storage please see upgrade option [SLA 2](#).

SLA 2

NetStorm Hosting - Service Level 2

This version of our hosting service has some additions/differences compared to [SLA 1](#):

1. Storage limit is increased from 1 to 5 GB.
2. Mailbox on same network, for *document posting* and similar features.
3. The [AllPlay](#) application product is included for safe and easy Web Service data exchange, to and from the customer's local systems or their systems hosted at a third party.
4. When requested, copies weekly backups are sent to the customer.
5. An extra local installation is allowed, for verification and test purposes.

Notes

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- Next upgrade option is [SLA 3](#)

SLA 3

NetStorm Hosting - Service Level 3

This version of our hosting service has some additions/differences compared to [SLA 2](#):

1. A separate database instance is used
2. Storage limit is increased from 5 to 10 GB
3. Up-time is guaranteed better than 99.73%. (*)

Notes

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- (*) Evaluated quarterly based on the customer's reports and test tools. Liability limited to the cost of a 3 month hosting service period.
- Next upgrade option is [SLA 4](#)

SLA 4

NetStorm Hosting - Service Level 4

This version of our hosting service has some additions/differences compared to [SLA 3](#):

1. A separate server instance/computer (typically virtual) is used.
2. Database storage limit is 50GB.

Notes

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- Next upgrade option is [SLA 5](#)

SLA 5

NetStorm Hosting - Service Level 5

This "full custom" version of our hosting service has some additions/differences compared to [SLA 4](#):

1. More than one server, typically separate firewall/proxy, database server and application server.
2. A dedicated Internet connection could be set to a guaranteed 100Mbit or 1000Mbit.
3. Additional monitoring services, for connection, hardware, database and application.
4. Price upon request. Some features of hosting levels 2, 3 and 4 could be removed for lower cost.

Notes

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