

Full-Support vs. Self-Support

Dedicated service comparison chart

Feature	Full-Managed Dedicated Hosting Service	Self-Managed Dedicated Hosting Service
	24x7 FTP Access to manage your content only – Pagetrends.com completely manages and maintains operating system and all server software for you	Customer remotely controls operating system and server software configurations via remote administration software such as Terminal Server, pcAnywhere, SSH. The operating system and software applications are the sole responsibility of the customer.
Server Administration		
Full Root or Administrator Access		√
Operating System Platforms		
Windows 2000	√	√
Red Hat Linux	√	√
Mandrake	√	√
Server Solutions		
IBM xSeries Servers for Windows™ 2000 and Linux environments	√	√
Burstable Bandwidth Options		
125 Kbps – 100 Mbps	√	√
DNS/IP Support		
DNS Configuration on pagetrends.com Primary and Secondary DNS Servers	√	√
Configuration of 1 Initial IP address	√	√
Technical Support		
24 x 7 Toll Free Technical Support	√	√
Full Hardware Support	√	√
Standard OS Installation & Configuration	√	√
Hardened Operating System to provide resilience against denial of service attacks, IP and OS malicious activities from hackers	√	√
Installation of Basic Web Server Modules	√	√
FTP Server Installation	√	√
Hard / Soft Server Reboots	√	√
Basic Operating System Support	√	√
Initial Domain Configuration of Web Server	√	√
Initial Configuration of 1 FTP Server Account	√	√
Configuration Support	√	Optional
Advanced Operating System Support	√	Optional
Installation of OS Security Patches and Standard Patches as Needed	√	Optional
Web Server, FTP Troubleshooting	√	Optional
Operating System Reinstall	Optional	Optional
Web Server Reinstall	Optional	Optional
FTP Server Reinstall	Optional	Optional
Monitoring Services		
PING monitoring	√	√
Hardware Fault Monitoring	√	√
Port Monitoring	√	Optional
Performance Monitoring	√	Optional
Application Process Monitoring	√	Optional
SLA Guarantees		
99.9% Network Uptime Guarantee	√	√
Managed Services		
MADMIN CMS Suite	Optional	Optional
Secure Commerce With Cert	Optional	Optional
MySQL Database Services	Optional	Optional
Web Site Statistics Reports	Optional	Optional
Tape Backup and Restore Services	Optional	Optional
Firewall	Optional	Optional
Load Balancing	Optional	Optional
Managed Storage	Optional	Optional

Note: Optional denotes additional fees associated with service.