

Feature Description

Features Of Virtual Instances With Linux/xBSD:

- 10 GB Storage
- 512 MB RAM
- 50 GB Monthly traffic

Features Of Virtual Instances With MacOS X Server/Windows:

- 50 GB Storage
- 1 GB RAM
- 50 GB Monthly traffic

CPU Power

CPU power is distributed evenly between the virtual servers; the absolute share of cpu power thus depends on the number of virtual servers running on the hardware – and that depends on the amount of RAM bound to each virtual server.

Internal Traffic

Traffic within the genioDATA site the server resides in is not invoiced.

Features Of Real Instances (Dedicated Hardware):

That depends on the chosen hardware.

Featured Systems Management

Monitoring: The uptime of a system is monitored with a guaranteed response time of 4 hours on workdays between 08.00 and 18.00 o'clock. Shorter response times are available upon request.

Backup: Daily backup of virtual servers on the block level layer in the night; guaranteed restore time: 6 hours on workdays from 08.00 to 18.00 o'clock. Shorter restore times are available upon request.

Connections: All servers are connected fully redundantly to switches and routers.

Electric Power: All servers have redundant power supplies.

Support: Email support via ticket system. Telephone support available upon request.

Additional Features Of Managed Systems:

- Support with a response time of 4 hours via telephone, email and ticket system.