



**HOSTING**  
TAKING YOU FURTHER

## HOSTING ENHANCED SERVICES™ TRANSFORMING TECHNOLOGY INTO INSIGHTS

While hybrid and cloud environments offer the ability to create, store and manage a wealth of data and applications, many organizations find them to be too unwieldy to manage on their own. Lacking the necessary resources and expert guidance, they often wonder if they're realizing all the benefits of their technology investments – or just scratching the surface.

There is a better way.

**HOSTING ENHANCED SERVICES™** provides organizations with the visibility, support and business intelligence they need to accelerate their business strategies. The result is smart, data-driven decisions being made in less time. Engage with HOSTING Enhanced Solutions and take advantage of the following benefits:

- Dedicated teams of HOSTING experts and engagement managers with deep knowledge of your environment and business goals
- Continuous monitoring of your environment to ensure technology investments are optimized to support key initiatives

- Detailed dashboards and regular account reviews that help identify opportunities and remove potential obstacles
- Service level packages that are “right-sized” to meet your specific needs

### HOSTING ENHANCED SERVICES BRONZE PACKAGE

- Dedicated engagement manager serving as a single point of contact
- Business intelligence reporting to meet specific business and operational needs
- Recurring service reviews to translate raw data into actionable business insights

### HOSTING ENHANCED SERVICES SILVER PACKAGE

- A technical architect to proactively document and update environment resources
- Recurring service and architecture reviews that facilitate capacity planning and resource optimization
- Proactive issue management including root

- cause analysis and remediation planning
- All the features included in the Enhanced Services Bronze Package

### HOSTING ENHANCED SERVICES GOLD PACKAGE

- A named engagement manager to oversee your environment and serve as a seamless extension of your internal team.
- A completely custom portfolio of services and resources designed to support your specific business and technology initiatives.

The HOSTING Enhanced Services team leverages decades of IT experience to provide organizations with the visibility, support and insights they need to drive future-focused initiatives. They can do the same for you.

Contact HOSTING today to schedule a customized assessment of your IT environment.



FEATURES	STANDARD	BRONZE	SILVER	GOLD
24x7x365 phone and ticket support	X	X	X	X
System health monitoring, problem notification	X	X	X	X
Sales team consisting of assigned Account Manager with a team of Solutions Architect resources	X	X	X	X
Engagement Manager single point of contact to document and remediate ongoing customer requests / concerns		X	X	X
Recurring Service Reviews recurring customer service reviews by your designated Engagement Manager that translate raw data into business information		X	X	X
Business Intelligence Reporting customized reports based on your business and operational needs		X	X	X
Engagement Architect a named Architect with a deep understanding of the environment configuration, including identifying and documenting new service requirements and solution enhancement recommendations			X	X
Recurring Architecture Reviews by your designated Engagement Architect that address capacity planning and resource optimization			X	X
Proactive problem identification, diagnoses and resolution, including root cause analysis and remediation planning			X	X
Dedicated Technical Account Manager engaged to extend hosting SLA's, support any customer specific processes for change, incident, and request and deliver customized support for any non-standard product				X

## ABOUT HOSTING

HOSTING delivers secure, compliant, highly available cloud solutions that empower companies to increase their revenues, reduce their expenses and manage their risk. Headquartered in Denver, Colorado, HOSTING owns and operates six geographically-dispersed data centers under an ITIL-based control environment validated for compliance against HIPAA, PCI DSS and SOC frameworks. Its superior infrastructure, expert cloud architects and industry-leading customer satisfaction scores have been consistently recognized by Gartner in the Managed Hosting Magic Quadrant.

Learn more at

[www.HOSTING.com](http://www.HOSTING.com).