



Server management

Statement of work

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Support plans

Standard

Inclusive Total Support Time	None
Additional Support Time	£1.50/minute
Response Time	Emergency <i>1 hour response</i> High <i>4 business hour response</i> Normal <i>7 business hour response</i> Low <i>14 business hour response</i>
Server Performance Review Frequency	Not applicable
Store Performance Review Frequency	Not applicable
Contact Methods	Ticket

Enhanced

Inclusive Total Support Time	15 minutes per server, per calendar month
Additional Support Time	£1.50/minute
Response Time	Emergency <i>1 hour response</i> High <i>4 business hour response</i> Normal <i>7 business hour response</i> Low <i>14 business hour response</i>
Server Performance Review Frequency	Quarterly
Store Performance Review Frequency	Not applicable
Contact Methods	Ticket

Intensive

Inclusive Total Support Time	15 minutes per server, per calendar month
Additional Support Time	£1.50/minute
Response Time	Emergency <i>1 hour response</i> High <i>4 business hour response</i> Normal <i>7 business hour response</i> Low <i>14 business hour response</i>
Server Performance Review Frequency	Monthly
Store Performance Review Frequency	Quarterly
Contact Methods	Ticket

Definitions

Installed Software	The pre-installed software on the server included as part of the operating system
Engineer Time	The time provided by a member of the server support team
Server Support	The type of proactive or reactive support for adjustments to the server hardware or server operating system (or its subcomponents). Not including the client's Magento E-Commerce store, or other client applications running on the server
Development Support	The type of reactive support provided for Magento E-Commerce development. Not to be used as a replacement for retained development support or to be used for consultancy/capacity planning
Inclusive Support Time	The monthly allocation of support time as defined in the specifications. This period of time is allocated to a single month and does not roll-over if un-used
Scope of Support Time	The inclusive support time may be used for both proactive and reactive server support
OOH	Out Of Hours is defined as the period after 18:00 GMT and before 10:00 GMT, Monday to Friday (excluding public holidays); and all day Saturday and Sunday.

Description of Included Services

As part of this statement of work, Sonassi will provide hosting and managed services for the client's Magento E-Commerce store(s) environment.

The following is a list of services that Sonassi will provide as part of management service fee.

1 Managed Services

1.1 Monitoring

- 1.1.1 Remote Availability Monitoring. Sonassi will monitor HTTP response per MageStack instance for service availability from an external 3rd party monitoring platform. General server availability is tested every five (5) minutes via ICMP. An alert will be generated if either monitor fails three (3) consecutive times.
- 1.1.2 Local Availability Monitoring. Sonassi will utilise server-side daemons to automatically monitor and restart services. In the event of service failure, an alert is generated for technician response.
- 1.1.3 Fault Monitoring. Sonassi monitors status events on servers and network devices including network availability, process status, file system capacity, and backup success/failure. Sonassi also monitors core OS and application log files for critical/warning application and system events; including hardware monitoring (PSU/fan) and RAID status.
- 1.1.4 Graphing. A server side utility will be run to provide historical graphing statistics for all critical services and hardware; including (but not limited to); file system usage, CPU usage, RAM usage, Nginx status, PHP status, MySQL status etc.
- 1.1.5 Logging. Server logs are generated for all services (as necessary) and retained for a period of 7 days.
- 1.1.6 Monitoring of 3rd Party Software. Sonassi will make efforts to ensure 3rd party software is sufficiently monitored, however, this may not be possible in all situations.
- 1.1.7 Disabling or Removal of Monitoring. The client must alert Sonassi in advance if there are plans to disable, block or remove any services or applications that may result in a false-positive alert notification.

1.2 Maintenance

- 1.2.1 Software Updates. Updates will be applied automatically. We may elect to apply updates that we deem critical (in our reasonable discretion) without scheduling the update. We will give you notice of any critical update that we apply without prior scheduling with you. The engineer time will be deducted from the inclusive support time.

- 1.2.2 Installed Software. The server will come pre-configured with the latest release of MageStack. All pre-installed components of MageStack, including, but not limited to; HAProxy, Nginx, PHP, MySQL, Munin, Monit, Varnish; will be configured and maintained by Sonassi within the inclusive support time.
 - 1.2.3 Software Customisation. In the event the client requires a customisation of configuration for software (eg. Nginx rewrite change, Varnish rule adjustment), where it requires a manual adjustment to the existing configuration. The engineer time will be deducted from the inclusive support time.
 - 1.2.4 Installation of 3rd Party Software. Sonassi will install any software on the clients request; subject to software licensing conditions and Sonassi's ability configure the software. The engineer time will be deducted from the inclusive support time.
- 1.3 Performance
- 1.3.1 Server Performance. The server statistics, graphs and logs will be reviewed (as defined in the specifications) by an engineer to ensure it is operating optimally and utilise this time to fine-tune any application configuration settings where necessary. No report is produced.
 - 1.3.2 Store Performance. The Magento store(s) hosted on the infrastructure will undergo a brief performance check to ensure it is operating with the most optimal settings. No report is produced. A temporary administrator user will be added to your store during this process and removed thereafter. This is not a replacement for code profiling and deep auditing.
- 1.4 Backups
- 1.4.1 Local Backup Creation. Database backups will be generated every 24 hours and stored for a period of 7 days. Document root backups will be generated every 24 hours and stored for a period of 3 days. MageStack Configuration files will be stored in a central Git Repository.
 - 1.4.2 Local Backup Restoration. Backups are accessible to the client and can be restored without assistance. Sonassi can restore backups on your behalf; the engineer time will be deducted from the inclusive support time.
 - 1.4.3 Remote Backup Creation. If applicable, a remote copy of your local backups will be stored on an offsite machine, to keep a secondary, remote copy of your local backups.
 - 1.4.4 Remote Backup Restoration. If applicable, restoration can only be carried out by Sonassi engineers.

Description of non-inclusive services

All other services not outlined above, or that extend beyond the scope or time allowance available is deemed "non-included".

Some services that fall within this category include (but not limited to):

- Magento Code profiling
- Magento deep code profiling and auditing
- Magento upgrades
- Magento extension installation
- Magento general "day to day" administration
- Report production
- Consultative services
- Capacity planning

These services are available as an optional extra with priced with the following charges:

Server/DevOps/Development support	Additional support	£1.50
	Per minute, billed in 1 minute increments	
	OOH Additional support	£45.00
	Per 15 minutes, billed in 15 minute increments	
	<i>Available 24/7/365</i>	

Please Note. This pricing information is accurate as of the time of production of this document and is subject to change.