

# MANAGED SERVICE OFFERINGS

## About Us

Stop focusing on managing your infrastructure and shift your priorities to growing your business. Webair's 24/7/365 technical support team can take full ownership of your environment. We provide à la carte service management that suits your business requirements. Our highly trained expert staff can handle even the most complex environments, backed by a service level agreement that ensures you're getting what you pay for.

Webair managed service packages provide you access to highly skilled experts for a fraction of the cost of hiring internal resources. Our team specializes in services ranging from meeting PCI/HIPAA Compliances to server level application management. In addition, Webair continues to add additional services to provide industry leading technical support to meet your ever growing business needs.

## Service Highlights

### Server Monitoring

- 24/7/365 service monitoring
- Resource Utilization (Ex. CPU, Memory, Disk)
- Service / Process monitoring
- URL /PORT / ICMP Monitoring
- Events are monitored by Webair and escalated to customer for remediation.

### Managed Windows Server

- All features of Server Monitoring
- + **Plus**
- Base OS Administration/Installation/Hardening/User-Management
- Patch Management
- Anti-Virus Management
- Management of .NET Framework and underlying applications (Including IIS, SQL Server)
- Events are received and remediated by Webair support team. Customer is contacted and involved if required.

### Managed Linux Server

- All features of Server Monitoring
- + **Plus**
- 24/7/365 Service Monitoring
- Base OS Administration/Installation/Hardening/User-Management
- Patch Management
- Anti-Virus Management
- Management of Linux based frameworks (Inc, Apache, Nginx, MySQL, PHP,Galera, Postgres, Redis, Memcache, Java, Wowza)
- Events are received and remediated by Webair support team. Customer is contacted and involved if required.

## Service Overview

This section highlights Webair's managed service offerings, including but not limited to:

- **Infrastructure Management & Monitoring**
- **Managed Networking**
- **Database Management and Monitoring**
- **Backups & Disaster Recovery**
- **Managed Security**
- **Application Support**

## Service Highlights CONTINUED

### Managed Anti-Virus

- Automated & scheduled security scanning of files and running processes
- Predictive Zero-day Malware and APT Prevention
- Customizable Heuristic settings, whitelists, and blacklists based on risk tolerance and service roles
- 24x7 automated notification to Webair staff
- 15 minute alert response, research and issue remediation by Webair
- Customizable actions including quarantine, cleaning, and notification
- Historical event & compliance reporting
- Fully inclusive of all required software, installations, management, and operations

### Patch Management

- 24x7x365 automatic or scheduled deployment of recommended patches with the ability to rollback to previous patch configurations
- Patching of Base OS, Kernel and all applications and services managed by Webair.
- Policy based patching & reboots based on software, services, locations, and time
- Historical event & compliance reporting
- Fully inclusive of all required software, installations, management, and operations

### Database Server Management

- Management of database platforms including Microsoft SQL Server, MySQL, MariaDB, Galera, and Oracle.
- Management of the database service and associated RDBMS
- 24x7 performance assurance including service, caching, and query monitoring
- Service tuning based on customer applications and use-cases
- Management & integration of multiple caching strategies and tiers
- High availability cluster management
- Hotfix/Updates patching
- Troubleshooting and Performance tuning including index & table structure recommendations

### Managed Networking

- Management of dedicated physical and virtual network appliances including Cisco, Juniper, PaloAlto, MikroTik, and Arista
- Configuration of Layer1-3 routing, iBGP, eBGP, NAT, and other services
- Internal network segmentation via VLAN, VXLAN, and e-VPN
- Integration between physical and virtual appliances and networks
- High availability configuration
- Performance assurance via 24x7 infrastructure monitoring and alerting
- Ownership of patching & security
- Design and architecture assistance for proper configuration

### Load Balancing as a Service (LBaaS)

- Dedicated or shared load balancing services
- High availability & redundancy built into solution
- SSL offloading & proxying
- Customizable health monitoring and application delivery rules
- Automatic failover
- Fully managed service
- Real time dashboard

### Bare Metal & Virtual Private Cloud (VPC)

- Installation, configuration, and licenses for hypervisors (Vmware Enterprise or Xen Server), Microsoft OS licenses, and backup software
- Management of dedicated vCenter environment (Bare Metal)
- Performance assurance via 24x7 infrastructure monitoring and alerting
- Management of optional integrated backups and disaster-recovery
- Ownership of patching & security for all underlying infrastructure
- Network management and integration

## Backups and Disaster Recovery

From on-site to off-site backups to disaster recovery replication, Webair offers the most flexible solutions for every business. Our solutions range from protecting your mission-critical data and minimizing data loss 24x7x365.

### On-site Backups

- Managed backups on Webair cloud environments
- Ability to restore individual files, databases, and server images
- Ability to restore data back to original location, new server instance, or download locally
- Flexible backup policies with customized frequency & retention periods
- Management, monitoring, and restoration processes owned by Webair
- All software & licenses included

### Off-site Backups

- Veeam Enterprise software licenses, installation, and configuration included
- Ability to utilize software & services for local backups in addition to off-site cloud backups
- 24x7 monitoring of local and off-site backup job failures and other events by Webair
- Ability to perform per file, database, bare-metal server, and VM image based backups locally or cloud from a single interface
- Ability to control and customize backup jobs based on frequency, retention, and other factors
- In-depth reporting and search capabilities
- Data reduction via pre-processed compression and deduplication
- Encryption with customer definable keys
- No charge for data transfer, operations, restorations, or infrastructure - Storage metric only
- Restore process initiated within 15 minutes of request
- See more here:  
<https://www.webair.com/backups-as-a-service/>

### Disaster Recovery as a Service (DRaaS)

- Software licenses, installation, and configuration included
- Fully managed service including failover, failback, testing, and customized configurations
- Integrations with customer networks via VPN, private connectivity, MPLS, VPLS, DNS, and other
- Multiple SLA tiers with RTO as low as 1 hour and RPO as low as 15 minutes
- 72 Hours of failover testing and/or utilization included per month
- Managed quarterly testing
- Ability to roll back applications to specific points in time in response to ransomware and other events
- Self-service portal to spin up applications/servers on-demand for testing or production usage

## Webair Managed Service Compliances

Webair is dedicated to upholding the highest industry standards for compliance, security, and continuous improvement, evidenced by our achievement and attainment of numerous data center and service certifications to help meet your managed service requirements:

### PCI Protection

Combining network security technologies, PCI-specific procedures and expert personnel into a single solution. This service can help you meet many of the requirements for compliance with the Payment Card Industry Data Security Standard.

- Encryption of data at-rest & in-transit
- Network segmentation between customers
- Segmentation between web/app and database servers
- Managed firewalls with IDS/IPS and WAF capabilities
- Multi-factor authentication
- Internal & external vulnerability scanning
- File integrity monitoring (FIM)
- Security event log management (SELM) and monitoring
- Real-time reporting portal & periodic email reports

### HIPAA Compliance

This managed security solution utilizes certified processes, security technologies and expert personnel to help you address numerous Health Insurance Portability and Accountability Act (HIPAA) requirements.

- BAA's signed with customers covering all aspects of managed services
- Encryption of data at-rest & in-transit
- Customized long-term backup retention with off-site copies
- Network segmentation between customers
- Managed firewalls with IDS/IPS, WAF, and multi-factor authentication
- Internal & external vulnerability scanning
- Security event log management (SELM) and monitoring

### SSAE18 SOC2 TYPE II Audited

Webair is dedicated to upholding the highest industry standards for security, controls, and compliance evidenced by our attainment of numerous certifications and 3rd party audits. These independent reports cover the following aspects of managed services:

- Physical security, controls, and surveillance protecting customer infrastructure and data
- Data center redundancy for critical power, cooling, interconnection, and monitoring systems
- Critical 24x7 management and monitoring systems
- Privacy and confidentiality of customer data
- Procedures & policies related to security, communication, redundancy, and business continuity

Webair's audits demonstrate compliance for the factors listed above against the following standards: **Trust Services Criteria (TSC), CJIS, FISMA, HIPAA, NYS DFS**

### DATA PROTECTION & Privacy

Webair is committed to the protection and privacy of managed customer's data. In addition to a comprehensive privacy policy, Webair provides data protection via the mechanisms listed below. Managed customers can share this information with interested 3rd parties, providing assurances that Webair, as an active participant in the management of customer's critical infrastructure will adhere to globally recognized standards.

- **PRIVACY-SHIELD:** Webair is a member of the Privacy Shield Framework. Webair adheres to Privacy Shield's principles of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability.
- **GDPR:** Webair assists customers in achieving GDPR compliance as required by Article 28 of the GDPR, including cooperating with security audits and providing contractual assurances where necessary. Webair provides a Data Processing Addendum (DPA) to customers demonstrating compliance with GDPR

## Managed Security and Firewall (MIDPS)

Managed Intrusion, Detection, & Prevention Services are integrated into a security appliance and responsible for detecting anomalous, inappropriate, or other data that may be considered unauthorized on your network. MIDPS enables the Webair Technical Assistance Center to capture and inspect all traffic and detect, alert, and block for security threats including volumetric DDoS attacks, enumerative IP scanners, remote application privilege escalation, SQL injections, automated exploitation tools, and other layer7 application attacks.

### Dedicated Managed Firewall and VPN Service

- Dedicated firewall appliance
- Initial configuration of the firewall
- 24x7 management & monitoring including routing, ACL, VPN, DHCP, DNS, and NAT
- Ongoing firewall customization, up to one hour per month
- Up to five VPN connections (can be combination of site-to-site, remote client or SSL)
- Up to 50 customized firewall rules including ACL, NAT, dynamic rate-limiting, layer7 mitigation rules, and other
- Additional managed/professional services hours available
- Additional VPN connections available in blocks of five

### Managed Firewall & Intrusion Detection & Prevention System

- + **All features of a dedicated firewall plus:**
- Dedicated Palo Alto firewall appliance
- IDS & IPS management, alerting, and remediation
- WAF capabilities with layer7 security/DDoS protection -
- Built in mitigation rules for OWASP top 10, and multiple 3rd party feeds
- East/West traffic monitoring for internal networks & DMZs
- Anomalous traffic pattern detection

### DDoS Monitoring and Mitigation

- 24x7x365 monitoring of volumetric Distributed Denial of Service Attacks (DDoS)
- 10 global scrubbing nodes with private physical cross connects to Webair network
- Automated attack mitigation up to 600Gbps with clean traffic routed through to production
- Customizable profiles for monitoring and mitigation based on applications, traffic, and packet rate
- Customizable Email, SMS, and Webhooks
- Service offering is built into Webair's network and does not require any additional network or application integration
- Fully managed service

## Contact Us

For more information about these and other Webair managed services, contact your Webair account representative or reach out to us at: