



HI-TOUCH

Application Server Management Services

Hi-Touch **Application Server Management Services** provide customers with access to application environment planning, administration, and monitoring services. Our Application Engineers provide subject matter expertise for **end-to-end support** of all aspects of customer application environments. Application Engineers are able to provide architecture recommendations, incident triage, and in-depth knowledge and troubleshooting on a wide range of J2EE technologies.

Application Server Installation and Management

Hosted Solutions will provide management of the customer application environments, providing incident response and routine maintenance, including:

- **Initial Software Installation and Configuration**
Install application server platform and configure the application server per the specifications provided by or developed with the customer.
- **Configuration Review and Auditing**
Review and report on application server configuration, delivering a list of recommendations based on current best practices and standards.
- **Performance Tuning**
Utilize audit findings, vendor and industry best practices, and real-time diagnostic data to maximize application performance.
- **Monitoring**
Identify and implement real-time monitoring of the application servers and customer applications, providing 24x7 alerts to the Hosted Solutions NOC.

- **Capacity Planning**

Utilize historical performance and audit data to estimate environment capacity, and make recommendations around future expansion of the application environment.

- **Application Troubleshooting**

Review application logs and utilize industry standard tools to assist in the diagnosis and resolution of complex issues.

Real-Time Incident Support

Hosted Solutions offers an experienced staff of application engineers who are able to help troubleshoot and resolve critical issues while they are occurring.

Primary Technical POC includes:

As a customer of Hosted Solutions' Application Server Management Services, an application engineer will be assigned to serve as Primary Engineer for your environment. In this role, the Application Engineer can assist with the integration of the environment, drawing on a wide range of knowledge and expertise encompassing the web application environment, and engaging appropriate subject matter experts to help answer complex cross-disciplinary questions.

Routine Application Management includes:

- Application process and availability monitoring
- Application server patching and maintenance
- Application and code deployment
- Configuration review
- Log file maintenance
- Regular environment capacity and growth review

Hi-Touch Application Server Management Service Levels

Standard service:

- Application Engineer support between 8 AM and 6 PM Eastern time
- 4 hours of Application Engineer support per month

Premier service:

- 24x7 Application Engineer support
- 10 hours of Application Engineer support per month

Custom service:

- Customized support services are available on an SOW basis

Environment Architecture and Design Services

Hosted Solutions' offers an environment architecture and design service that can be contracted on a per project basis. Application Engineers are experienced in N-tier application environment design and architecture. The Application Engineers will work with the customer to:

- Review the customer's service requirements and provide Best Practice guidance to determine the optimal implementation strategy.
- Develop environment architecture, including Web, Application, Database, Storage, and Network requirements.

- Serve as the integration point for all technical aspects of the environment to ensure optimal configuration, implementation, and operational deployment.
- Make recommendations for alterations of previously architected environments to bring them in line with current best practices and standards.

Software Supported:

- Weblogic Application Server 8.1
- Weblogic Application Server 9
- Weblogic Application Server 10
- WebSphere Application Server V5
- WebSphere Application Server V6
- JBOSS Application Server 4.2

Additional Terms and Conditions

- Licensing is not included with this offering.
- Hi-Touch Application Server Management services are only available in conjunction with Hi-Touch Managed OS Services.

Responsibility Matrix – Application Server Management

Services	Customer	Hosted Solutions
Application Environment Design	●	●*
Application Server Installation		●
Environment Configuration		●
Application Installation	●	●
Environment Management		●
Application Management	●	
Environment Audit		●
Application Monitoring		●
Capacity Planning	●	●
Performance Tuning	●	●
Production Outage Support		●
Cross-team POC		
Application and code deployment	●	Upon Customer Request

* Environment Architecture and Design services are available as a contract service and are not included in the Standard or Premier service.

For more information call **919-852-0690**
or visit us at **HostedSolutions.com**

