

Remote Server Management

- **Client Overview:**

The client is located in California, with web hosting as their main line of business. They are maintaining a large data center and hosts servers of different types of platforms. The data center currently serves diversified industry from Government, Pharmaceuticals, Biotechnology and Research, Manufacturing, etc.

- **Services Provided**

The client required an offshore provider to remotely manage the servers from their data center. Currently our dedicated system administrator is managing eleven (11) of their servers from the client's data center. The initial engagement with BlastAsia is six month to provide the following services:

- Weekly patching of all servers
- Weekly Security Audit
- Weekly written instructions for updating the servers
- Testing of all servers, sites and webstore to ensure that the servers will be fully operational after patching and/or reboot
- Provide documentations on all procedures that will be performed in the server
- Provide weekly reports on the status of each servers as well as all procedures done on the servers
- Daily Monitoring of the servers to ensure that all servers are fully operational
- Emergency and on-call services in cases where immediate response is needed