



## ● CloudSure UK Web Server ●

### Service Description

CloudSure UK from Daisy provides the ultimate in flexible and scalable hosting solutions with a secure, virtualised environment that delivers IT resources – including servers, storage, memory, software licensing and bandwidth – ‘as-a-Service’. Built using CloudSystem technology from HP, Daisy’s next-generation enterprise class infrastructure combines the economies of scale of a public cloud with the flexibility, security and resiliency of a private cloud.

#### Service Change Notice

Daisy reserve the right at any time to update a service and its description in line with changes to the proposed service. These changes will be communicated in writing to the customer before any such change is implemented at least 30 days in advance. All previous versions of a service description are superseded by the latest available release.

#### Web Server

- Daisy will provide Microsoft® Windows 2012 Standard Server with the Web Role enabled
- Daisy will provide a Standard Configuration which includes installation of IIS 8.0, Dot Net 3.5 and 4.5

#### Monitoring & Reporting

Daisy will monitor and report on the following metrics:

- Max Page Load Time (Monitor)
- Min Page Load Time (Monitor)
- TCP Connect Time (Monitor)
- Time to First and Last Byte (Monitor)
- Redirect Time (Monitor)
- Byte Count (Monitor)
- Download Content Time (Monitor)
- DNS Resolution Time (Monitor)
- Text Check (Monitor)
- Certificate Expire/Due to Expire (Monitor)
- URL Response (Monitor)

#### Load Balancing (Optional)

- Daisy will provide Load Balancing as an optional contracted service upon CloudSure UK which if taken is stipulated in the Schedule

- The Customer may add this service during the term of any existing CloudSure UK Agreement through Change Management Process
- Design and Implementation of this service carries additional charges for any Professional Services used, subject to design
- Daisy provides CloudSure UK Load Balancing as a centrally managed service and as such Customers do not have direct access to the provisioning hardware or software delivering the service at anytime
- Daisy will provide a single context for Customers upon a multi tenant Load Balancer

Daisy will provide a single dedicated context with the following standard limits:

Service	Throughput	Concurrent Sessions	Max Sessions per Sec
Load Balancer	50	50,000	1,500

- Daisy will provide support of L2-7 Load Balancing of HTTP/HTTPS, FTP, DNS, ICMP, SIP, RTSP, Extended RTSP, LDAP, RADIUS, SCCP and Microsoft RDP
- Daisy will support Load Balancing algorithms, server health checking and stickiness options upon the CloudSure UK

#### Load Balancer Service

- Daisy can support SSL Offload and Page Rewrites dependent on the encryption and maximum read, write and rewrite values
- Daisy will support SSL Encryption Keys up to 2048 Bit