



## SPEAKEASY MANAGED SERVICES

Custom-engineered  
hosting solutions



### Demand more from server hosting.

When you choose Speakeasy for managed hosting or colocation, you get more than cabinet space in a “big-box” data center. You get the peace of mind that comes from working with experienced engineers. We can take care of your existing server, host your website, or architect a customized infrastructure solution that frees you to focus on building your business.

*“Speakeasy is exceptional because of the quality of their people, their responsiveness, and the level of communication they provide. I have the utmost confidence that when we have a problem, they’re going to figure it out. With our rapid growth, we’ve had to keep changing and adapting our infrastructure. There were some major stress points, but every time Speakeasy was able to find a resolution.”*

— Mike Kaneshiro, Senior Developer  
Office Ally

Speakeasy Managed Services include:

- › **Managed Hosting** — Dedicated servers architected and supported by Speakeasy engineers to meet your unique needs.
- › **Colocation** — Host your servers in any of our eight first-class data centers with your choice of service options.
- › **Shared Web Hosting** — Simple but robust, our web, mail, and DNS hosting plans deliver 99.99% uptime.

Get Started Now. Call to learn more: **1.800.556.5829**

## MANAGED HOSTING: DEDICATED SERVERS ARCHITECTED BY ENGINEERS

Let Speakeasy's experienced engineers architect a dedicated server solution to meet your needs. We own and maintain the servers, lease them to you, and offer a range of service options for complete customization.

The right Managed Hosting solution can resolve your infrastructure challenges and simplify IT management. Additional benefits of choosing Speakeeasy include:

- › **Cost.** One low monthly fee includes hardware, network connectivity, IP addresses, hardware replacement, and your choice of value-added service options.
- › **Capacity.** Enjoy greater processing and storage resources. Host your website, email, database, or proprietary software on its own group of dedicated servers.
- › **Speed.** Reduced system response times and increased processing speed for your infrastructure allows for faster access to information and an improved experience for the end user.
- › **Flexibility.** Our engineers can solve a wide range of business challenges with intelligent hardware design and best-of-breed software integration. We support diverse platforms, including Windows, Linux, and Unix.
- › **Support.** 99.99% uptime guarantee. 15 minutes responses times. Trouble ticket resolution within 72 hours.

## COLOCATION: ENGINEER-SUPPORTED SERVER HOSTING

Colocation with Speakeeasy means we host your hardware in one of our highly secure data centers. We supply high-capacity bandwidth, 24/7 facility monitoring, IP address assignment, rack space, and your choice of value-added service options.

Enjoy a unique level of support from Speakeeasy's engineering team. We provide advanced power control and flexibility for your servers, and we can also provide remote hands support for sticky situations. When you contact us for support, a certified engineer responds within 15 minutes. All trouble tickets are resolved within 72 hours.

## SHARED WEB HOSTING: RELIABLE AND EASY-TO-MANAGE

In addition to Colocation and Managed Hosting, Speakeeasy offers cost-effective shared web hosting plans customized to meet your needs. Enjoy 99.99% guaranteed uptime, top-flight 24/7 support, and the continuity of a single provider for all of your services. Speakeeasy provides a range of plans and options for web hosting, mail hosting, and DNS hosting.

## NETWORK AND FACILITIES

Speakeeasy's high-performance private-fiber network provides exceptional stability, speed, security, and redundancy.

Our eight data centers deliver top-tier security, stringent environmental controls, and leading edge equipment.



## SERVICE OPTIONS FOR COMPLETE CUSTOMIZATION

SERVICE OPTION	DESCRIPTION	MANAGED HOSTING	COLO-CATION
<b>Network Backup Services</b>	Automated backup and data synchronization services. Options include backup to multiple file repositories throughout our eight locations. Geographic redundancy ensured through Speakeasy's multiple points of presence.	✓	✓
<b>NAS and SAN Solutions</b>	Network Attached Storage (NAS) or Storage Area Network (SAN) solutions put you in control of live storage on a partition or shared drive. Connect directly to your server infrastructure with NAS devices. Use SAN to allow direct connection of computer storage devices such as disk array controllers, tape libraries or CD arrays.	✓	✓
<b>DNS Management</b>	Simplify management of your domains.	✓	✓
<b>Firewall Services</b>	Share a Cisco or Juniper firewall with other Speakeasy customers or choose a dedicated firewall. Firewall services are recommended to all Windows hosting environments.	✓	✓
<b>Load Balancing</b>	Increase capacity, prevent downtime, and ensure that server maintenance or failure will not interrupt service. Dividing work between multiple servers optimizes resources and reduces computing time.. A number of schemas can be used, including open connections and round-robin server load. Geographical load balancing is also available, and ensures maximum uptime, even if an entire data center is compromised.	✓	✓
<b>Advanced Monitoring Services (AMS)</b>	Ensure the availability, performance and efficient operation of your infrastructure. AMS monitors uptime, packet delivery, utilization, disk usage, memory utilization, FTP, and HTTP. If an error is detected, the system pages a Speakeasy engineer, and it is corrected before it develops into a potential disruption.	✓	✓
<b>Remote Hands</b>	Let our experienced engineers be your remote hands when a physical intervention is needed. , We handle everything from Systems and Network Administration to just rebooting a machine This service assists customer staff in managing infrastructure and allows Speakeasy to perform customer-scheduled maintenance events.	✓	✓
<b>Plesk Control Panel</b>	Control your servers from a web-based interface. Enjoy the security advantages of Linux or Unix based servers, even if you're not experienced with those platforms. Also available for Windows users.	✓	
<b>Secure Certificate</b>	Web-based certificate required for SSL connections.	✓	
<b>Cross Connections</b>	We can help you run cross connections to other vendors and manage the entire installation process.		✓
<b>Switch Fabric Management</b>	We can provide and administer a wide range of switches for your colocation environment. Our customers may utilize Foundry Networks 24-port or 48-port switches.		✓
<b>Power Circuits</b>	20 or 30 Amp power circuits (120v or 208v)		✓

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## THE SPEAKEASY ADVANTAGE

Speakeeasy simplifies communications for today's small business. We offer eleven years of experience, a nationwide private network built for performance, and the best customer support in the industry. Our goal is to make it easy to do business with us:

- › **One provider** for all your voice, broadband, and hosting needs
- › **One contact** for technical and account support
- › **One bill** with simple, predictable pricing

## ONE PROVIDER. THE TOTAL SOLUTION.

Speakeeasy offers a full range of innovative broadband services for worry-free productivity and business continuity. In addition to Managed Services, we can be your single provider for all these small business focused services:

- › **Speakeeasy Hosted Voice** — Our hosted solution integrates voice, data, long distance, conferencing, and better-than-PBX functionality for significant TCO savings and simplified maintenance. Next-generation phone functions like Voicemail to Email and MS Outlook Integration deliver a competitive edge for enhanced productivity and customer satisfaction.
- › **Speakeeasy Connectivity** — For small businesses, we offer the options of Business Ethernet, T1 and Bonded T1. Business Ethernet service meets the needs of growing businesses with 10 Mbps of symmetrical bandwidth and 99.99% guaranteed uptime. T1 service offers prioritized data routing, robust service level guarantees, and incremental 1.5 Mb T1 bonding. Speakeeasy also offers business-class DSL, including SLA-backed OneLink™ DSL with no phone service required.
- › **Speakeeasy Private WAN** — Our private point-to-point connections provide secure interoffice connectivity for multiple locations nationwide or simply across town.

## ABOUT SPEAKEASY

Speakeeasy, one of the nation's leading broadband voice (VoIP), data and IT service providers, simplifies small business communications with cost-effective service packages and unparalleled support. Speakeeasy joined the Best Buy family in 2007 and now works with Best Buy for Business to champion technology for small businesses throughout the U.S.

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