



Dedicated Servers

Service Description

Introduction

Technology promises the world—streamlined infrastructure, instant scalability, seamless cloud migrations, and much more. But technology doesn't live up to its promise without a trusted advisor.

The Deft team humanizes technology. We actively listen to our clients, learning and collaborating to develop tailored proposals that perfectly fit your company's needs. We then design, build, operate, secure, and scale unique technology solutions with a singular purpose: to deftly deliver on the promise of technology for you and your customers.

We make a difference for our clients daily. We anticipate your needs, and consistently bring thought leadership and expertise to every encounter.

We push our potential to maximize yours. Growing our skill sets, embracing change, innovating, optimizing, and setting new standards: these are Deft's core operating principles.

We always find a way forward. Creativity is fundamental to our problem-solving process. Strong, well-informed perspectives guide our strategic decisions and define our products and services.

We care, and we show up. We're the right partner. We believe in your business and in your ability to succeed. Your issues and needs drive our mission every day.

Deft: the most trusted technology partner since 2000.

Managed Services Partnerships

At Deft, we approach Managed Services Partnerships (MSP), especially those involving the Data Center, in a unique way.

You'll see that we use the term Partner instead of Provider. This is because we see Managed Services as a true partnership — and successful MSPs are that — partnerships.

The foundations of success are planning and collaboration. With regular, constructive conversations about business continuity, and its requirements for your business, we can and will deliver success.

Our MSPs focus on delivering tangible value in four distinct phases:

Consult

- We begin with a detailed assessment of your current strategy and environment.
- Everything that can impact your business success is accounted for, including physical infrastructure, individual workloads, server configurations, network architecture, databases, data lakes, security concerns, compliance requirements, and application and business process interdependencies.

Plan, Design and Build

- We then build out a detailed strategy that aligns specifically with your desired business outcomes.
- After agreement on the Plan and Design, we begin building your Data Center environment. We work with your team so you are fully prepared for operating in your new environment.
- Once aligned, we work with your team to migrate to

your environment.

- We apply guidance and best practices gained through our operating experience and supported by our partners (AWS, Microsoft Azure, Dell, Ciena, Cloudian, Juniper, Nimble, Rubrik, Veeam, VMware, Zerto and more).

Run and Operate

- Now that your environment is successfully migrated and verified as ready for production, we perform proactive management, administration, monitoring, and support in line with our Data Center MSP Management Matrix.

Optimize and Evolve

- The final step in a Deft MSP is the ongoing optimization and evolution of your environment.
- As we manage your environment on a day-to-day basis, we will identify opportunities for improvement and continue to make sure your environment still aligns with your business objectives.
- Any opportunities are shared directly with your IT and leadership teams to inform strategy and decisions.

Each phase uniquely supports your business, providing exactly the management you need to ensure success.

We are a trusted partner that is constantly being prescriptive and proactive about changes to your solution based on your needs and the ever-evolving technology landscape.

Service Overview

Dedicated Servers from Deft give Customers access to bare metal servers with an operational expense model. Dedicated Servers are deployed in Deft-operated Data Centers and include full hardware support and maintenance. Our IP Transit service is included for access to the Internet. Customers can integrate Dedicated Servers with other Customer-operated infrastructure or a variety of Deft Services, including Data Center Services, Managed VMware Clouds Public Cloud, Managed Backup and Recovery, Advanced Monitoring, and more.

We maintain an inventory of enterprise-class servers with various processor, memory, and storage configurations. Options range from 1 Rack Unit (RU) models ideal for scale-out web applications, to servers with multi-core processors and support for greater memory expansion, to larger units with greater in-chassis storage density. Solid State Drives (SSDs) or Hard Disk Drives are available, with options to add SAN storage via our Managed Storage services. By default, Dedicated Servers have dual power supplies installed. If a Customer has applications that require special hardware or configurations, we can work with Customers to create custom server configurations.

Dedicated Servers are installed in Deft-operated Cabinets in the Data Center. Each Cabinet contains a Managed Switch that provides connectivity to our IP Transit, third-party transport, or other services available in the Data Center. Cabinets are not accessible by Customers. Deft's Data Center Operations team can be dispatched to the Cabinet if the Dedicated Server needs to be accessed physically.

One network uplink is installed with each Dedicated Server, with the option of adding uplinks for an additional fee. These connections are terminated into ports on Deft Managed Switches and enable access to our IP Transit and the monthly transfer billing package for

internet access included with each Dedicated Server. A set of public IP addresses are also included with each Server. Cross-connects to other third-party services or Customer-operated equipment are available for an additional fee.

VLANs can be created and configured for use on Deft-operated networks to allow Layer 2 connectivity between a Dedicated Server and Customer-operated networks or infrastructure. Customers also have access to a Deft-operated out-of-band management network via a separate Intelligent Platform Management Interface (IPMI) port on the Server, providing access for monitoring and configuring the Server.

We fully support the hardware for the Dedicated Servers. All warranties, support agreements, and onsite sparring of parts is included in the Service. Spare inventory of Dedicated Server models is kept in stock, allowing quick turnaround on orders for additional servers. Deft's Service Desk oversees ticketing, support activities, troubleshooting, and physical repairs with a mix of system administrators and Data Center technicians available 24x7x365. Reporting and documentation about the Service are provided through our secure Customer Portal.

Dedicated Servers may be deployed in the following Deft Data Centers:

Chicago Area

- Elk Grove Village, IL – Deft’s flagship facility with the highest power density and deepest on-site services, including an on-site Service Desk and equipment depot. Elk Grove Village is a Deft Managed VMware Cloud Availability Zone for flexible hybrid Data Center - Cloud Environments.
- Chicago, IL – We maintain multiple independent spaces within 350 E. Cermak, one of the core networking interconnection points in North America. Chicago is a Deft Managed VMware Cloud Availability Zone for flexible hybrid Data Center - Cloud Environments.

United States

- San Jose, CA – Multiple facilities in the heart of Silicon Valley for the best proximity to the technology sector and Asia-Pacific peering points. San Jose is a Deft Managed VMware Cloud Availability Zone for flexible hybrid Data Center - Cloud Environments.
- Ashburn, VA – Multiple facilities in the largest Data Center hub in the world, with close proximity to financial markets, Europe, and major cloud providers. Ashburn is a Deft Managed VMware Cloud Availability Zone for flexible hybrid Data Center - Cloud Environments.

International

- Amsterdam, The Netherlands – Located within the European Union, ideal for access to the common market and businesses with data sovereignty requirements.

- Frankfurt, Germany – Located within the European Union, ideal for access to the common market and businesses with data sovereignty requirements.
- London, UK – Close proximity to major European financial markets and technology centers.
- Sydney, Australia – Supporting rapidly growing APAC markets.
- Tokyo, Japan – Supporting rapidly growing APAC markets.

Carrier Neutral Data Centers

All Deft-operated Data Centers are carrier neutral. This ensures customers will be able to connect to any carrier in the facility and take advantage of changes in the carrier marketplace, as it evolves. Termination & demarcation points for carriers are generally installed in a common “meet-me room” (MMR) in each facility. For security, consistent management, and operational stability, Customers are not allowed to install direct connections into MMRs. We offer services to extend the demarcation point from the MMR to Customer equipment installed in Cabinets and Cages, giving Customers access to the various carrier services.

Deft Private Network Services

Deft maintains a separate, private network core at each Data Center. Each core contains redundant sets of network equipment to provide core routing for the Data Center network and internet-facing routing infrastructure. This is the demarcation point for our Global Network, a multi-gigabit private backbone enabling Dedicated Server customers to connect to services and infrastructure in every other Deft Data Center. The services delivered from the network core are 100Gigabit-enabled, offer disparate physical paths to each location, and are built using resilient, standards-based protocols.

The network core allows us to offer its CloudLink service in each facility. CloudLink is managed by Deft and leverages multi-gigabit, carrier class infrastructure to connect Customer infrastructure to third-party cloud platforms including Amazon, Google, Microsoft, and Deft's Managed VMware Cloud offerings.

For more information, please see the CloudLink Service Description.

Cross-connect services are offered in each Data Center. Cross-connects can be delivered using different media types, including twisted-pair copper cables, multi-mode fiber optic cables, or single-mode fiber optic cables. Cross-connects can connect Customer-operated equipment in different Cabinets or Cages. Cross-connects can also be used to connect to Deft's network core, allowing access to other Deft Data Centers or services, such as IP Transit, Deft-managed transport services, or Managed Services like Managed Backup, Managed Storage, Managed Firewalls, and more.

We offer a host of additional services in each Data Center. Remote hands can be used to engage our experienced administrators and technicians to perform tasks for Customers at the Data Center. Other services include drive destruction, media wiping, equipment recycling, cardboard recycling, shipping & receiving, storage cabinets, free access to public Wi-Fi, customer break rooms, and more. At the Elk Grove Village, IL Data Center, Deft maintains an Onsite Parts Depot with an extensive inventory of servers, firewalls, routers, switches, load balancers, storage appliances, data cabling, PDUs, and accessories, all available 24x7x365. For details and pricing information on these services, please contact sales@deft.com.

The Data Centers, network cores, environmental systems, and security systems are all monitored 24x7x365 by our Service Desk. Reporting and documentation on these services is provided through our secure Customer Portal.

Key Features Summary

- 20+ year track record of 100% uptime SLA on power and network services in Data Centers
- Variety of enterprise-class server configurations
- Custom hardware configuration designed around customer needs
- Hardware warranty, support, and maintenance included Hardware configuration & administration by our Service Desk and Data Center Operations teams
- Software configuration & administration controlled by the Customer
- Bundled IP Transit & public IP addresses for scalable, reliable internet access
- All-in-one price for server, power, cooling, network access, and support
- IPMI port access for direct monitoring and management
- Pre-configured network access to additional Data Center services
- Secure customer portal for monitoring, documentation, ticketing, and other deliverables

Customer Success and Service Operations

The foundation of every Deft Managed Data Center Service is collaboration. All customer success and service operations workflows have been designed to minimize response time, mitigate risk and optimize collaboration so knowledge transfer occurs when and where necessary.

We recognize your business, and your customers, operate 24x7x365. We have designed and operate our business to be here for you, whenever and however necessary to ensure your success.

Customer Success Team

Deft provides each customer with comprehensive resources to deliver ongoing service and support for your cloud environment. From sales, solution architecture and certified engineer support on our Service Desk, to customer success and executive management sponsorship, you will have experts with you every step of the way.

How to Contact Deft Support

Deft uses cases to identify incidents and provide support to our clients until the incident is resolved. Case identification and review is conducted using the Deft Customer Portal. Each Deft client is supplied with accounts that are permissioned to create, update and view their cases.

Case Creation – Customer Portal

Support cases submitted to Deft are submitted using the Deft Customer Portal. The portal is accessible at: <https://portal.deft.com>

To create a support case:

- Log into the Deft Customer Portal.
- Select “Create Case”.
- You receive an automatic confirmation of the successful case creation, including the case number.
- Deft Service Desk staff review the case for accuracy, confirm the Severity Level, and send acknowledgment of case receipt to you.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Creation – Telephone

We recognize there may be times when a support case required the immediacy only a phone call can provide. Support cases may be created by calling the Deft Service Desk at +1 312-829-1111, Ext. 2. Telephone submitted support cases utilize a similar support operation, with a few modifications.

To create a support case:

- Call the Deft Service Desk at +1 312-829-1111, Ext. 2.
- Deft Service Desk Agent verifies caller identity, captures relevant information, creates the support case, and assigns a Severity Level.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Escalation Paths

Deft provides several, formal options for support case escalation. Escalations occur to set a support case to a desired Severity Level, as outlined below.

Primary Escalation Path - This method is preferred as it is the most efficient method for raising the Severity Level of a case. To create a support case, you will:

- Log into the Deft Customer Portal.
- Navigate to the appropriate case.
- Click the “Escalate Case” link.
- Select the desired Severity Level and submit.

Alternate Case Escalation Path(s) - Additional Case Escalation paths are also available. However, it is important to note that Alternate Case Escalation Paths will not be as expedient as the Preferred Escalation Path.

Alternate Escalation – Case Response

You may submit a response to an existing case and simply request an escalation to the desired Severity Level. The Severity Level will be raised once a Service Desk Agent has reviewed and processed the request.

Alternate Escalation – Phone Support

- You may call the Deft Service Desk at +1 312-829-1111, Ext. 2.
- The Deft Service Desk Agent will verify the caller’s identity and the support case number. You verbally request escalation to the desired Severity Level.
- The Deft Service Desk Agent updates the case accordingly.

Response Time

All Deft MSP customers can set the severity level of their support cases. The severity level you select will determine the response time. You can select the following severity levels when submitting a support case:

Infrastructure Administration (Proactive Services)

Severity Level	Description	Response Time SLA
Critical / Level 1	Critical Issues include business-critical system outages or issues causing extreme business impact.	15-minute response time
High / Level 2	High Severity Level issues include the impairment of production systems, impaired application performance, and moderate business impact.	30-minute response time
Normal / Level 3	Normal Severity Level issues include standard service issue requests and minimal business impact.	1-hour response time
Low / Level 4	Low Severity Level issues include general information requests, questions and guidance from Deft MSP team members, arranging prescheduled maintenance activities.	4-hour response time
Informational / Level 5	Informational Issues include general questions, how-to style requests, or reports.	24-hour response time

As standard business practice, Deft’s Service Desk acknowledges all support cases within 15 minutes of case creation. The response times identified in the table above represent the average time required to remediate such issues. Please note the response time to resolution of your issue may vary based upon circumstances and configurations unique to your business and your cloud architecture. Any support cases created without a severity level selected will be set to “Level 3 – Normal” by default.

Service Level Agreements

Deft provides multiple Availability SLAs for Dedicated Server customers including:

- Deft Network Uptime SLA
- Deft Network Packet Loss SLA
- Deft Network Latency SLA
- Hardware Replacement (Chicago Market) SLA
- Hardware Replacement (Worldwide Market) SLA
- Ongoing Maintenance SLA
- Support

You can find current version of the Dedicated Server SLA on our website at <https://www.deft.com>.

Account Reviews

Deft offers quarterly and annual Account Reviews for all Managed Service Partnerships. These collaborative sessions aim to provide greater visibility into the technical, operational, financial and business aspects of your company and your Cloud. Account Reviews also provide you with a way to offer direct feedback, including areas of improvement, on the status of your Partnership with Deft.

An Account Review agenda includes:

- Introductions
- Technical, Operational, Business Updates
- Service & Performance Metrics/Dashboard Review
Optimization Recommendations
- SLA Adherence & Support Ticket Review
- Access Control List (ACL) Review Q&A/Discussion

Upon completion of each account review, you should be confident that we are flexing our services and approach to meet you where you are and have a plan to take you where you want to go so that you can focus on what matters most for your customers and your business.

Responsibility Matrix

We are committed to solving your Dedicated Server challenges so you can focus on what matters most.

Each Deft Managed Services Partnership operates with the understanding that there are two parties involved in supporting your environment: your in-house experts and ours.

The Managed Data Center Service, including all Deft-operated hardware and software utilized in providing the service, is monitored by our Managed Services Team and Service Desk. Should any issues or anomalies be detected with the Service, a member of the Deft Managed Services Team or Service Desk team will take corrective action as planned and notify the customer.

From time to time, we will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, we will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

The following responsibility matrix defines the roles and responsibilities for each phase:

Consult Responsibilities		
Managed Service	Deft	Customer
Identify Business Drivers	Y	Y
Align Business Drivers with Project	Y	Y
Current Infrastructure	Y	Y
Current Applications	Y	Y

Plan, Design and Build Responsibilities		
Plan and Design Managed Service	Deft	Customer
Greenfield Architecture	Y	N
Total Cost of Ownership	Y	N
Migration Planning	Y	N
Hardware Selection Requirements	Y	N
Hardware Procurement	Y	N
Scale Requirements	Y	N
Build Managed Service	Deft	Customer
Proof of Concept / Pilot Environment	Y	N
Environment Build-Out	Y	N
Environment Migration	N	Y
Production Cutover	Y	Y

Run and Operate Responsibilities		
Configuration Managed Service	Deft	Client
Change Management Controls	Y	N
Change Management Coordination with Client	Y	Y
Configuration Changes per Client Request	Y	Y
Monitoring and Alerting Managed Service	Deft	Client
Environmental Controls	Y	N
Power Delivery Health (Branch Circuit Monitoring Systems)	Y	N
Network Capacity and Health	Y	N
Data Center-Specific Power Redundance Infrastructure	Y	N
Visual Display and Recording of Surveillance Video	Y	N
Infrastructure Alert Response and Triage	Y	N
Security Managed Service	Deft	Client
Network Configuration and Security Protection	Y	N
Data Center Physical Security	Y	N
Compliance Support	N	Y
Support / Incident Portal	Y	N
Incident Response	Y	N
Request Response	Y	N

Run and Operate Responsibilities Continued

Support Managed Service	Deft	Client
Onsite Sparing of Identical Hardware (U.S. Locations)	Y	N
Hardware Troubleshooting, Replacement, Maintenance	Y	N
Power Infrastructure Troubleshooting, Replacement, Maintenance	Y	N
24x7x365 Service Desk (Phone, Web, Email, Slack, Video)	Y	N
24x7x365 Secure Customer Portal with Client-Defined Roles	Y	N

Optimize and Evolve Responsibilities

Change Management Managed Service	Deft	Customer
Data Center Critical Resource Requirements	Y	N
Data Center Configuration and Optimization	Y	N
Audit Trails Managed Service	Deft	Customer
Infrastructure Logs	Y	N
Platform Compliance Initiatives	Y	N

Key Assumptions

Deft

- Will retain ownership of the server hardware for the duration of the agreement.
- Will maintain onsite sparing for hardware replacement in case of equipment failure. In some locations, we may also contract with the manufacturer for advance parts replacement to supplement onsite sparing.
- Will use commercially reasonable efforts to meet SLAs for power, cooling, network uptime, network packet loss, network latency, and hardware replacement.
- Will provide public and private IP addresses needed to connect to IP Transit services.
- Will be responsible for hardware support, including return-to-service and vendor escalation.

Customer

- Customer is responsible for installing, configuring, and maintaining all operating systems and applications used with any Dedicated Server.
- Customer is responsible for all monitoring for the Dedicated Server. Deft offers an Advanced Monitoring service. Please contact sales@deft.com for additional information.
- Customer is responsible for maintaining current backups of customer-owned data. Deft offers a comprehensive Managed Backup and Recovery Service for physical and virtual servers, including the Dedicated Server. Please contact sales@deft.com for more information.
- Customer is responsible for maintaining the list of authorized personnel on the Deft Customer Portal. Customer is also responsible for maintaining any user accounts created for any Dedicated Server. Deft is not responsible for any unauthorized access to the Dedicated Server due to out-of-date access list information.
- Customer will provide IP addresses for Customer-operated equipment attached to a Dedicated Server.
- Customer will designate and maintain a Technical Contact who can be made available to Deft for troubleshooting or questions.

Additional Questions

For more information, visit www.deft.com or contact us at (312) 829-1111 and sales@deft.com

About Deft

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