



Management Service

Our management service can be used together with our products such as Dedicated Server, Cloud Servers and VDS / VPS. Please refer to the items below for the baseline of our management service.

Scope of our Management Service

- Provide first line of trouble-shooting
- Patching and upgrades
- Analyze system performance
- Configure and optimize system services
- Offer consultation advices and suggestions
- Escalate issue directly to vendors
- Monitor system health proactively
- Given priority to replace defective hardware

Out of Scope

- Provide application support which includes but not limited to debugging and upgrading. These applications are mostly web applications such as CMS, blogging software. System applications and middleware such as IIS, Apache / Tomcat, IPsec are supported. Please contact us if you are unsure your applications can be supported within our management service.
- Installation and configuration of out-of-support or end-of-life system softwares