

Website Management Services Datasheet

Analyze Trends

Use compelling reports to analyze trends and optimize website performance. Improve user experience by solving problems even before your customers realize there is an issue.

Complete Accountability

All services performed on customer's infrastructure are recorded for full accountability.

Your website is the face of your brand and your business, providing the first impression to customers. Even a few minutes of downtime means loss of profits and revenues. Optimizing website performance and ensuring 100% availability helps give you a competitive advantage.

ACE IT Solutions Website Management service helps improve uptime, publish your brand and safeguard your revenue. With extensive monitoring, ACE IT Solutions' certified administrators will notify you if your website is down or if it exhibits performance issues. Our website monitoring services are designed to reduce the total cost of ownership by delivering value-added services that increase performance and reliability.

We offer two levels of services for website management.* The **BASIC** level of services delivers monitoring, alert triggering, SOP based first level remediation, notification of system updates, and reporting via a secure web portal. The **PREMIUM** level of services provides an extra layer of services for website management focused on troubleshooting, remediation, problem reporting and coordination with third party vendor tech support.

SERVICES FOR WEBSITE MANAGEMENT*	BASIC	PREMIUM
24 x 7 Monitoring of websites	✓	✓
Alert Validation and Escalation	✓	✓
Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Executive Dashboard (web portal), On-Demand, Weekly and Monthly Reports	✓	✓
Troubleshooting and Full Remediation	x	✓
Root Cause Analysis of Critical Issues	x	✓
Vendor Tech Support for Further Troubleshooting and Full Resolution	x	✓
Pro-Active website Health Checks	x	✓

* Website monitoring is only available to clients who subscribe to our [Managed Services](#)

Key Capabilities

ACE IT Solutions provides industry standard monitoring that checks the availability and performance of websites by executing tests from different locations, measuring response times, checking for specific content on pages or even simulating a login in a form. These tests run at custom frequencies to ensure that your customers and end users can reach your website. It also includes DNS checks to make sure your domain is available at all times.



Accountability and Compliance

Website management services are delivered via ACE IT Solutions' Services Gateway, which provides all of the technology needed to deliver highly professional managed services. The Services Gateway controls and manages access to devices via role-based access control. Restricted access is provided to remediate any issue. All Services Gateway login sessions are recorded and attached to the trouble ticket. This meets accountability and compliance requirements for IT operations.

Website Monitoring

ACE IT Solutions provides extensive performance and availability monitoring of websites.

Monitoring includes:

Website Availability, Website **Response Time**, Website **Response Code** (200 OK, 300 Redirection – Success, 400 Not found, 500 Unknown – Failure), Website **Response Content** Check(Parse content for a pre-defined string and ascertain success/ failure), Website **Synthetic Transaction** or Login Check, Website **Certificate Expiry** Check, and DNS **resolution** checks for your website.

Multiple Location website checks:

Monitoring source (as applicable): From within customer's premises, From customer's internal network/ DMZ , From ACE IT Solutions SJC and PHX data centers, DNS Resolution for the URL from SJC/ PHX and Internal Load balancer URL Response + Individual webserver URL Response (from inside the network)

Website Health Checks

ACE IT Solutions will run health checks on managed websites to identify any critical issues and will alert the web host and resolve critical issues as they are identified.

Some of the health checks include:

- URL Login (synthetic transaction) and session based URL query-response
- HTTPS Certificate Expiry monitoring

Standard Operating Procedures (SOPs)

ACE IT Solutions' personnel will review incoming alerts and log files to quickly pinpoint an issue and then apply pre-defined standard operating procedures (SOPs) for remediation.

Troubleshooting and Full Remediation

ACE IT Solutions will remotely troubleshoot and fix issues for alerts that are generated from the existing server configuration under various conditions such as:

- If SOPs fail to resolve a problem, the ticket is updated and escalated immediately to the appropriate domain expert at ACE IT Solutions, who then troubleshoots and remediates the issue.
- ACE IT Solutions will contact a third party vendor tech support for resolution of issues related to vendor.

