

Get More.  
Give Less.  
Get Ahead.

## WEB AND APPLICATION SERVER HOSTING

### Maximize Server Uptime

Access to Web, database and application servers is mission critical, and your business needs a solution that provides aggressive uptime guarantees, specialized client service and flexible options. Choose LightEdge as your partner for Web, database and application server hosting, and benefit from our specialized team of experts working to ensure safe, secure, optimized server performance. With an industry-leading service level agreement (SLA) LightEdge monitors and responds to server issues 24/7/365, enabling you to focus on your core business.

### Flexible Options

LightEdge offers flexible service options and add-on features to meet a variety of business needs. No matter which option you choose for your business, you benefit from LightEdge Solutions' carrier-class hosting facility as well as our knowledgeable staff that is committed to delivering optimum performance for your chosen Hosting Service solution.

### Complete Outsourced Hosting

Data housed in the LightEdge carrier-class facility

Superior customer service with quick response times and access to data hosting experts

Industry-leading SLAs and 24/7/365 monitoring and response

Flexible server access options and support for industry-standard remote management tools

### Additional Services

#### Managed Load Balancing

Dynamically determines which one of an array of servers configured with the same content can best handle an incoming request, then routes each request to the appropriate server for an optimized end-user experience

#### Managed Firewall

Acts as a filter between your server and the Internet to protect your server from malicious Internet traffic

#### Managed VLAN

Creates a Virtual Local Area Network to enable secure communication across multiple hosted servers

#### Managed Tape Backup

Prevent the loss of critical data from a malicious attack or hardware failure

#### Monitoring and Management

Web-based, real-time bandwidth monitoring with reboot capability and remote hands service via Web interface

### Virtual Hosting: Shared Equipment and Facilities

Shared hosting from LightEdge gives you access to high-performance hardware, reliable bandwidth and a secure environment for a low monthly fee. This is a logical choice for simple Web site hosting, where you provide and maintain content, and LightEdge handles the server, bandwidth and management. For dynamic Web sites, you can add access to a shared database server for an additional fee.

### Collocated Hosting: Your Equipment, Our Facilities

Collocated hosting allows you to place your equipment in our facility, and retain responsibility for its maintenance, content and applications. LightEdge provides a secure, environmentally-controlled data center and carrier-class facilities with clean power and dedicated, redundant network connectivity.

### Dedicated Hosting: Our Equipment, Our Facilities

Dedicated hosting offers you a complete solution, with LightEdge providing servers, hosting space and carrier-class facilities. This service provides a business-class server with a base operating system and remote access software that enables you to manage your content and applications and remotely access your dedicated server. LightEdge provides base configuration, monitoring and maintenance of the server and hosting environment, and an entire menu of hardware and additional service features.

LIGHTEGE



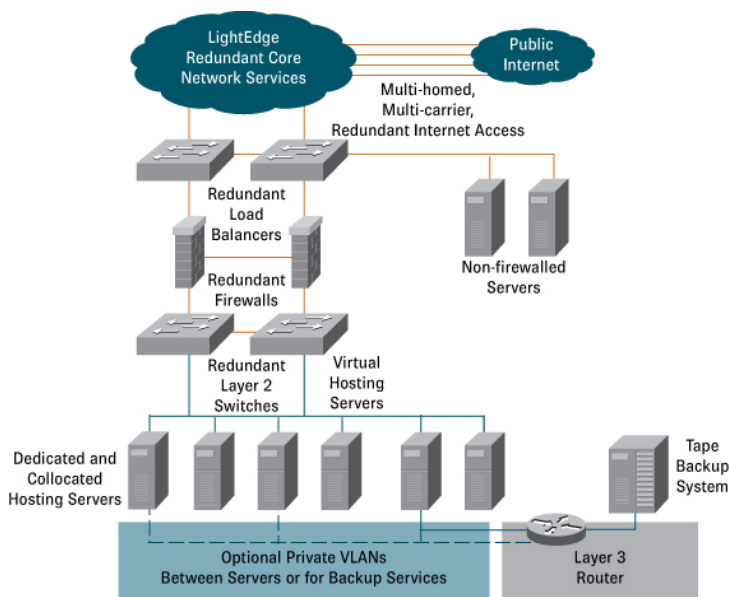
[www.lightedge.com](http://www.lightedge.com)

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## Product Features

Features	Advantages
<b>Managed Hosting Services</b>	Cost-effective, dedicated hosting expertise without the need for additional IT resources or facilities investment
<b>Carrier-class Hosting Facility</b>	State-of-the-art facility designed specifically for the data center environment for secure hosting
<b>Specialized Customer Service</b>	Our staff specializes in hosting services and other data networking solutions, allowing you to focus on core areas of your business
<b>Service Accountability</b>	Industry-leading SLAs including 99.9% network availability
<b>Network Monitoring</b>	24/7/365 monitoring of your servers by our network operations center
<b>Ease of Access</b>	Flexible server access options and support for industry-standard remote management tools
<b>Bandwidth On Demand</b>	Burstable bandwidth to handle peak usage times
<b>Customized Options</b>	Hosting services for a variety of applications, including Web sites, data-driven Web sites, mail servers, business application servers, databases, e-commerce, off-site storage, disaster recovery and more

## Hosting Environment



## Repair and Response

- Remote hands requests confirmed within one hour
- Remote hands requests fulfilled within four hours
- Break/fix on dedicated server confirmed within fifteen minutes
- LightEdge equipment replacement within four hours
- OS recovery: system rebuilt to base configuration within four hours (dedicated only)
- Service outage notification sent within fifteen minutes (automated) with e-mail or pager notification
- 24/7/365 provided technical support from the LightEdge network operations center

## LightEdge Network Facilities

- Fully climate controlled: 60°-75°F, 40-45% humidity
- Multi-homed, multi-carrier Internet access with redundancy
- Scalable, burstable bandwidth on demand
- Redundant SONET rings with physically-divergent entrance to and exit from the building
- N+1 redundant switching and routing
- 24 hour onsite security with a state-of-the-art biometric identification entry system
- Fire suppression system
- UPS and diesel generator backup power supply
- Onsite server parts inventory (dedicated only)



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