

# CenturyLink Dedicated Hosting Service

## Networkx Service Overview

### Customer centric in every way

CenturyLink's Dedicated Hosting Service (DHS) provides Agencies with world class hosting services that emulate the Agency's computing/IT environment without the capital investment.

### Features

- Proactive monitoring and/or management:
  - Uptime service level agreements (SLAs) for entire managed service environment
  - Monitoring features include:
    - Base monitoring (ping, system checks, fetches)
    - Process monitoring
    - Trending analysis
    - Hardware monitoring
    - Router and switch monitoring
    - Application and database monitoring
    - Custom application monitoring
- Management—cluster and high availability
- Portal availability—ticketing and alarms
- Dedicated customer service manager (CSM)
- Server management hours—CenturyLink manages your Agency's server during the hours your Agency specifies
- Installation and configuration services:
  - Hardware
  - Operating system
  - Applications/databases
- Service delivery - standard, hardened improvement service delivery methodology
- Subject matter experts - involved in every proposal and quality assurance assessment
- Simplified invoice - one line item for all managed services
- Certification:
  - Tier 3 Certified by the Uptime Institute – CenturyLink's Networkx CyberCenter™ locations are certified at the Tier 3 level with regard to fault tolerant power, cooling compliance and site infrastructure rigor
  - SAS 70 Type II Internal Control Standards - Type II audit includes not only the description of controls, but also the detailed testing of controls; CenturyLink's facility operations annually undergo a thorough inspection and evaluation with results reported and published

### Benefits

- Customized managed services solution built to meet your Agency's exact needs
- Full accountability and ongoing consultation from your Agency's CenturyLink-dedicated CSM
- Hosting knowledge and experience give your Agency the confidence CenturyLink can take more of your Agency's managed service needs

### Geographic availability

Available world-wide

### Contact your CenturyLink Representative today!

Visit [GSANetworkx.com](http://GSANetworkx.com) and click on "Locate your Account Manager".  
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx  
(866-472-6389) Email: [federal@CenturyLink.com](mailto:federal@CenturyLink.com)



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## How it works

No matter how your Agency uses its IT environment (production or disaster recovery site), CenturyLink can support it. CenturyLink will work with your Agency to implement project deliverables and tasks, as well as manage CenturyLink's CyberCenter personnel who install, configure, monitor and manage your Agency's chosen environment. CenturyLink's DHS combine technical account management, senior-level technicians and certified processes to provide customer-centric, 24x7x365 managed services.

## Why buy from CenturyLink?

- Expertise - CenturyLink has provided hosting services since 1994; few other providers have comparable hosting experience
- Certifications - CenturyLink personnel have dozens of certifications, and over 75 master skill sets
- Customer service - CenturyLink personnel work with your Agency hand-in-hand to provide guidance and expertise to ensure a quality hosting experience; CenturyLink will help your Agency with its IT infrastructure, so that your Agency can focus on its mission
- Full service hosting provider - CenturyLink can provide a wide range of hosting services, including managed applications and databases, storage, tape backup and disaster recovery services
- Location - CenturyLink's DHS facilities are available nationwide
- Breadth of knowledge - CenturyLink's CyberCenter personnel manage over 80 unique applications, databases and operating systems

## Other products available from CenturyLink

In addition to Dedicated Hosting Services, CenturyLink has an array of other Services to meet and/or enhance your Agency's hosting needs, including:

- Collocated Hosting Services
- Internet Protocol Services
- Customer Specific Design and Engineering Services
- Network-Based Internet Protocol Virtual Private Network Services
- Managed Network Services
- Call Center / Customer Contact Center Services
- Voice Over Internet Protocol Transport Services
- Internet Protocol Telephony Services
- Converged Internet Protocol Services

## Contract Vehicle

### Networx Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Networx Website at <http://www.gsanetworx.com>

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(866-472-6389) Email: [federal@CenturyLink.com](mailto:federal@CenturyLink.com)

