# WEBFOCUS SOLUTIONS, INC. PROPOSAL

# Dedicated Cloud Hosting Proposal

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**WebFocus**
Solutions, Inc

## WHO WE ARE

**ServoBox Hosting Company**, a registered trademark of WebFocus Solutions, Inc., is a Philippine-based web hosting company that stands above among the many other hosting companies. Backed up with more than 10 years of experience in the industry, composed of more than 50 highly-skilled, professional, and competitive employees, has served more than 5,000 satisfied clients – this is who we are. These are all facts. We find strength in numbers. We find strength in you – our partners.

## WHAT WE HAVE

**www.webfocus.com.ph**
**Web Development | Online Marketing | E-Commerce Solutions**

**www.servobox.com**
**Shared and Dedicated Hosting | Domain Registration**

**www.docpedro.com**
**Maintenance | Prevention | Technical Support**

## WHAT WE DO

We've said it before – when **affordable** hosting is just not enough, go for **reliable** and **powerful**. Why settle for cheap web hosting solutions when you can go for far better services just by adding some more spare change. You are thinking, *okay, tell me more about your "far better services"*. When we say better services, we also meant the best.

ServoBox boasts off a **rock-solid network**. Our data center is backed up by a 235,000-watt diesel generator and a 24-hour security. It is strategically located near an internet exchange point, so we can assure you optimum performance, minus the traffic hops. Speaking of assurance, ServoBox also **guarantees 99.5% uptime** so your websites are up and running not most of the time, but all the time.

We don't have to mention all of the other clichés. You've probably read all of them anyway. But this we can really take pride of – our **industry-leading customer care program**. We believe that giving you the best customer service also means providing you with a consistent and credible business relationship.

**Addess**     Unit 1707 One San Miguel Avenue Building,     **Telephone** (02) 706-5796
San Miguel Avenue corner Shaw Boulevard,     **Mobile** (0917) 569 7380
Ortigas Center, Pasig City 1603     **E-mail** sales@webfocus.ph

**Website Development**
Our designers are trained to produce websites that balance stunning graphics with easy navigation. The ability to create a navigable interface that customers can use the first time they visit your site, while maintaining the creative, attention-getting aspects is mark of a true talent.

**Hosting Solutions**
We offer affordable, powerful virtual hosting solutions that can store websites with fully integrated internet solutions for organizations of all sizes.

**E-commerce Solutions**
From simple online ordering systems, shopping cart to more complicated Business-to-Business (B2B) systems, we can design it for you at a very low cost.

**Content Management Systems**
We can design customized web-based content management programs so you can edit your website contents by yourselves.

**Online Marketing**
We can submit your websites to 300 plus various top search engines. We can analyze and optimize your websites to improve your search engine ranking and internet visibility. This will surely increase your chances of being found in the worldwide web.

**Flash Animation**
We design flash animation that delivers low bandwidth, high impact message to your audience, giving visitors a moving visual presentation. Our comprehensive in-house design process offers clients every element needed to create both a dramatic and effective online message for marketing, sales, training, or product development.

**Database Applications**
Our staffs include certified experts in Microsoft Access and SQL Server. We make use of Active Server Page (ASP) technology, as well as other popular database tools. We use this to build effective, cost efficient, web integrated database applications like building product catalogues, and member's database.

**Outsourcing**
We accept outsourcing work for various I.T. companies in the U.S. Our team includes some of the finest programmers in the Philippines. Our quality work, professionalism, talent, customer service, and fluency in English make us ideal partners for outsourcing web projects.

**Domain Registration**
We register top-level (.com .gov .net .org) and country-level (.ph) domains at very competitive rates.

## WHAT YOU WANT

### 24/7 Technical Support
Network Operations Center (NOC) staff monitors the network 24 x 7, with the network engineers available at any time in the event of an emergency. You have direct access to phone or online support at any time of the day or night.

### 99.5% Uptime Guarantee
ServoBox has chosen six of the best backbone providers to relay all traffic. This means that all our clients have a 99.5% uptime guarantee. The network is designed around redundancy and efficiency. BGP4, five DS-3 lines and one OC3 connection to diverse backbones and a fully 100 mbps Cisco switched network make our network truly top-notch.

### Affordable
ServoBox offers the best web hosting price in the industry, given the amount of web space, emails, bandwidth, added package features, and high-quality customer service.

### Bandwidth
ServoBox have taken great strides to provide reliable access to our clients. Our bandwidth saturation average (a measure of how crowded our systems are) is less than 30%. We have redundant DS-3 (capable of 45 mbps each) lines with diverse routes to the internet backbone, ensuring our servers always have an active connection to the Internet.

### Complete
ServoBox offers a full range of service for your hosting needs. Whether it's Linux or Windows, ASP, PHP, MySQL, additional web space, bandwidth, or email accounts, we can customize it for you.

### Cutting-Edge Technology
ServoBox provides all of its clients with cutting-edge hardware, software and technology. All of our servers are custom-built with the most reliable equipment for optimum performance. Best of all, there are less than 300 domains hosted on each of our servers, unlike the majority of our competitors who host anywhere from 500 to 1000 domains per server. With such a small number of domains on each server there is a lower server load, disk access time decreases and network speed increases.

### Industry-Leading Customer Care Program
ServoBox believes in giving the best customer service to our clients. This means providing consistent quality service. We are dedicated in helping the clients with all their questions, problems, and suggestions regarding our hosting packages, so it will meet with their requirements. At ServoBox we are always ready and available to offer technical support.

### Optimum Network Performance
ServoBox's network is built on a series of dedicated links between all of our facilities using multiple high-speed connections. Our 10gb / OC 192 network architecture provides a superior IT plat-form to support your online business growth and new technology innovations. We have strategic peering relationships with over 500 networks and we utilize four Tier 1 upstream providers – Level 3, Savvis, AT & T and Sprint – to ensure continued high performance. Peering lets us reduce latency be-tween the networks, avoid additional third-party network costs, and so we could pass the savings on to you, our clients.

**Reliable Backup Power System**

ServoBox does not rely upon the local grid to guarantee uptime. Our data centers' on-site, diesel-powered generators and centralized Uninterruptible Power Systems (UPS) provide power conditioning and ensure uninterrupted dedicated hosting data center operation.

**Rock-Solid Network**

ServoBox's data center is geographically located near an internet exchange point to minimize traffic hops and optimize performance. Our data center facility is backed up by a 235,000 watt diesel generator and a 24-hour security. We use IBM-X Series computers for our servers. We are connected to the best 6 backbone provider in the world (AT&T, Qwest) to relay all traffic.

**Safe and Secured**

Security personnel guards the facility and monitors the closed-circuit television 24 x 7, while military-grade pass card access and biometric hand-scan units provide further layers of security.

**Needs Analysis**

As your business partner, we have designed our proposal to be responsive to what you, our client, need. Based on our needs analysis, your existing website, and our own market research, we have the following assessment of your requirements:

- ✓ Your site must be up and running 100% of the time
- ✓ There must be a support you can rely on when technical concerns arise
- ✓ You must ensure that hardware specifications is of importance for the site to perform as expected
- ✓ You must ensure that your hosting provider will always be there for your online (website) presence in the market as it is crucial for your business

## WHAT YOU NEED

| Specifications | WSI CLOUD SERVER PREMIUM | WSI CLOUD SERVER PROFESSIONAL | WSI CLOUD SERVER CORPORATE |
|---|---|---|---|
| **Operating System** | Linux CentOS 6 (64bit)/Windows 2012 STD Edition | Linux CentOS 6 (64bit)/Windows 2012 STD Edition | Linux CentOS 6 (64bit)/Windows 2012 STD Edition |
| **Processor** | 4vCPU | 6vCPU | 32vCPU |
| **RAM** | 8 GB RAM | 16 GB RAM | 32 GB RAM |
| **Storage** | 160 GB | 320 GB | 640 GB |
| **Bandwidth** | 5000 GB | 8000 GB | 16000 GB |
| **IP Address** | 2 IPv4 | 2 IPv4 | 2 IPv4 |
| **Control Panel (Linux)** | cPanel | cPanel | cPanel |
| **Control Panel (Windows)** | Parallel Plesk (additional Php1,750 on top of monthly fee) | Parallel Plesk (additional Php1,750 on top of monthly fee) | Parallel Plesk (additional Php1,750 on top of monthly fee) |
| **Domains** | Unlimited | Unlimited | Unlimited |
| **Sub-domains** | Unlimited | Unlimited | Unlimited |
| **E-mail Address** | Unlimited | Unlimited | Unlimited |
| **Web-based E-mail** | YES | YES | YES |
| **SMTP, POP3 & IMAP** | YES | YES | YES |
| **Easy Access Customer Assistance 24/7** | YES | YES | YES |
| **Setup Fee** | FREE | FREE | FREE |
| | | | |
| **Monthly Fee** | **Php 6,450.00** | **Php 11,650.00** | **Php 17,960.00** |

## OUR LINUX FEATURES AND SPECIFICATIONS

**Operating System**
CentOS 6/7 (optional) / Latest Version.

**Server Access**
SSH Root Access

**Web Server Application**
Apache 2.2.11 / Apache 2.4 / Latest Version
VSFTP / ProFTP
Cron Jobs

**Database**
MySQL 5.5 / Latest Version

**Data Access Technology**
MySQL Server Connectivity

**Hosting Control Panel**
cPanel Control Panel (Optional)
Webmin (Free)

**Web Services and Server-Side Scripting Language**
PHP 5.5, 5.6, and 7.0 / Latest Version
Mod Rewrite .htaccess
MIME Type
XML Web Services Support
Server-Side Includes (SSI)
Perl Support

CGI Scripting

**Server Monitoring**
Server Uptime and Downtime
Bandwidth
Disk Usage

**Security**
IP Tables
Mod Security
DDoS Protection (Optional)
ClamAV
Eset Security for Mail (Anti-spam, Mail server security)

**Email Features**
POP
IMAP
SMTP
WebMail
-        SquirrelMail
-        RoundCube
-        Horde
Forwarders / Aliases
Auto Responders
Mailing Lists
Catch All
SPAM Filter and SPAM Protection
Virus Protection

## OUR WINDOWS FEATURES AND SPECIFICATIONS

**Operating System**
Web Server Application
IIS 7.5 IIS 8

**Databases**
MSSQL 2000 / 2003 / 2005 / 2008 (Optional)
MySQL 5.5
MS Access

**Data Access Technology**
ADO.Net
ODBC
SQL Server Connectivity
MySQL Server Connectivity

**Hosting Control Panel**
Plesk (Optional)

**Web Services and Server-Side Scripting Language**
ASP.Net Version 1.1 and 2.0 with .Net Framework 3.5
ASP 3.0 (Classic ASP)
PHP 5.5, 5.6, and 7.0
XML Web Services Support
MIME Type
Server-Side Includes (SSI)
Perl Support
CGI Scripting

**Security**
Windows Firewall

DDoS Protection (Optional)
ClamWin or Microsoft Security Essentials (Free)
Eset Security for Mail (Anti-spam, Mail server security)
Server Monitoring
Server Uptime and Downtime
Bandwidth
Disk Usage

**Email Features**
POP
IMAP (Paid Version)
SMTP
WebMail
- MailEnable Web Mail (POP only)
Forwarders / Aliases
Auto Responders
Mailing List
Catch All

**Paid Software and Applications**
Eset Security (Mail, HTTP, FTP)
Mail Enable Professional Edition
CodeGuard Automatic Backup

**Other Technologies**
Remote Data Services (RDS)
.Net Mobile Internet Toolkit
Wireless Application Protocol (WAP)

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**OUR SERVICE LEVEL AGREEMENT (SLA)**

Our Linux Features and Specifications
ServoBox Hosting Company, a registered trademark of WebFocus Solutions, Inc., is committed to provide services to its customers at a standard of excellence commensurate with the best practice in the industry's network uptime and server availability of the importance. The following service levels are designed to assure ServoBox's clients of ultimate performance and maximum uptime.

**Server Hardware Replacement**
ServoBox guarantees the functioning of all dedicated hardware and will replace any failed component at no cost to the client within four (4) hours following the receipt of client's trouble ticket concerning the dedicated hardware (Replacement Guarantee). Dedicated hardware means the processor(s), RAM, hard disk(s), motherboard, NIC card, and other related hardware listed in the service. Replacement Guarantee does not include the time required to rebuild a RAID array or the reload of the operating systems and applications or changes to dedicated hardware during maintenance, as defined below.

**Power and HVAC Availability**
ServoBox guarantees that its power and HVAC systems will be available 99.5% of the time in a given month, excluding maintenance, as defined below. "Infrastructure Downtime" means:

(a)      ServoBox power or HVAC systems are not available and (b) client submits ServoBox a trouble ticket detailing the unavailability of our power or HVAC systems resulting in client downtime. Infra-structure downtime doesn't include downtime issues related to power supplies on client's server.

**Network Uptime**
ServoBox guarantees that our network will be available 99.5% of the time, excluding maintenance, as defined below. Clients are eligible for a credit for Network Downtime for any breach of his guarantee, which can be verified by our technical support team. "Network Downtime" is defined as an inability to transmit and receive data caused by network equipment failure managed and owned by ServoBox, excluding maintenance.

**Service Credit**
ServoBox will provide equivalent credit of the duration of the failure, applied against fees for the service subject to the network failure. For example, where applicable pursuant to this SLA: a failure lasting eight (8) hours would result in credit of eight (8) hours of free service; a failure lasting fifteen (15) minutes would result in fifteen (15) minutes service credit. No credit will exceed the equivalent credit of customer's fees for such service.

**Exceptions**
The guarantees do not apply if Infrastructure Downtime or Network Downtime is caused by: (a) actions of the client or others authorized by client to use the service under the agreement (b) the failure of power facilities, equipment, systems or connections not provided by ServoBox (c) the failure of third party service to ServoBox's network (d) application, software, or operating system failure (e) the result of network maintenance activity (f) Denial of Service attack, hacker activity, or other malicious event or code targeted against ServoBox, or ServoBox's client, or (g) failure of any Network or Internet Infrastructure not owned or managed by ServoBox server hardware replacement guarantee does not include time required to perform data restores and backups if applicable.

**Maintenance**
"Maintenance" means Scheduled Maintenance or Emergency Maintenance. Scheduled Maintenance in the ServoBox Data Center means (a) of which the client is notified at least 24 hours in advance, (b) that is performed during ServoBox's standard maintenance windows. Emergency Maintenance means any maintenance in the ServoBox Data Center that (a) in ServoBox's sole discretion is necessary to avoid an immediate threat to the ServoBox Data Center or customer's server and (b) of which customer is not notified. Any emergency maintenance in excess of 2 hours per event will count as Network Downtime.

**Reporting of Problems**
WSI provides phone and email technical support twenty-four (24) hours a day seven (7) days a week. We encourage our CLIENTs to email their problems to support@servobox.com or in case of emergency, the CLIENT can call our hotline at +63(2)706-5796. During weekends, our technical support is available on the following numbers:

PLDT Wireless: +63(02)806-5201
GLOBE Mobile: +63(917)569-7380
SUN Mobile: +63(922)260-3819
SMART Mobile: +63(908)869-4069

**Reporting of Problems**
Emergency Ticket: 60 minutes

The following are the "Emergency" Categories:
- Server Down
- Packet Loss
- Routing Issue

Other Tickets: 120 minutes

A ticket number will automatically be provided to the client promptly after ticket creation, and technical support personnel will review the support request within the timeframe listed above. ServoBox may reclassify any ticket misclassified as falling into one of the Emergency categories listed above, and such tickets will not qualify for Emergency treatment.

**Support Level Description**
Level 1: Entry-Level technical support
Level 2: Dedicated hosting server support-related to minor server issues of web, DNS, mail, and database problems
Level 3: Dedicated hosting server installations, configuration, maintenance, and responsible in supporting server major issues for both software (e.g. web, DNS, mail, database, and hardware (e.g. hard-disk, memory, and network connectivity)

## Technical Responsibilities

1. Security Management
   a) Applying software security patches
   b) Anti-virus DAT file updates
   c) Primary hardening of the server
2. Primary setup of one live website
3. Setup of DNS (Domain Name Service)
4. Setup of Administrator and FTP user
5. Technical support will cover the following areas:
   a) Server access
   b) DNS
   c) My SQL
   d) phpMyAdmin
   e) FTP
6. Escalation level are as follows:
   a) Email support
   b) Phone support
   c) Remote log-in support

## Time Line

Day 1: Contract-signing and Payment
Day 2 – 3: Job Order
Day 4 – 7: Server setup and configuration which includes the following tasks:
1. Required software installations and configurations
2. Server security hardening
3. IIS installation and configuration
4. Domain pointing
Day 8: Email account setup

## Limitations and Out-of-Scope Areas

1. Installation and support of software, aside from the pre-installed software offered
2. Troubleshooting of the web scripts uploaded on the server
3. Backup of the files on the server
4. Uploading web files on the server

## Assumptions and Conditions

The systems administrator(s) that will be administering the server have extensive knowledge in handling CentOS 6/7.

Should you have any questions, please feel free to give us a call at +63 (2) 706-5796, or e-mail us at info@servobox.com or sales@servobox.com.

Thank you very much and we sincerely hope that this will be the start of a mutually beneficial Relationship.

## WHO CHOSE US (PARTIAL LIST)

| | |
|---|---|
| Access Inc | www.acccess-inc.com |
| Acestar | www.acestar.com.ph |
| Ariel Javelosa Photography & Videography | www.arieljavelosa.com |
| Asialink Finance Corporation | www.asialinkfinance.com.ph |
| Assurance Controls Technologies | www.assurancecontrols.com |
| AWS Distribution Phils., Corp. | www.awsgentec.com |
| BJMP Mutual Benefot Association, Inc. | www.bjmpmbai.com |
| Celo Business Solutions, Inc. | www.celobusiness.com |
| Cnergy Group | www.cnergygroup.ph |
| DATEM Homes | www.datemhomes.com.ph |
| Destura Law Offices | www.desturalaw.com |
| Employers Confederation of the Philippines | www.ecop.org.ph |
| Enagic Hong Kong Co., Ltd. | www.enagic.ph |
| Energy Regulatory Commission | www.erc.gov.ph |
| EPMPC Members Portal | www.excellentpeoplescoop.com |
| Ferrostaal Industrial Services | www.ferrostaal.com |
| GETZ Advanced Materials | www.getzam.com.ph |
| Grandtech | www.grandtechintl.com |
| John Robert Powers | www.johnrobertpowers.com |
| La Consolacion University Philippines | www.lcup.edu.ph |
| Land Registration Authority | www.lra.gov.ph |
| Lydia's Lechon | www.lydiaslechon.com |
| Manly Plastics, Inc. | www.manlyplastics.com |
| MBT Freight Forwarders Philippines | www.mbtphilippines.com |
| NorthPine Land, Inc. | www.northpine.com |
| Provincial Assessor Occidental Mindoro | www.ompassessor.com.ph |
| Permex Ltd | www.permex.com |
| People Management Association of the Philippines | www.pmap.org.ph |
| Quickpak Records Management, Inc. | www.quickpakgroup.com |
| RD Corporation | www.rdphilippines.com |
| Rizal Poultry & Livestock Association Inc | www.rizalpoultry.com |
| R. Lapid's Chicharon and Barbecue | www.rlapids.com.ph |
| Sumitomo Mitsui Construction Co. Ltd. | www.smcc.com.ph |
| S.W. Agencies Ltd. | www.swagencies.ph |
| Tech-Quipped Corporation | www.tech-quipped.com |
| Top Resto Management and Services, Inc. | www.topresto.com.ph |
| Travel Scene Inc. | www.travelsceneinc.com |
| Universal Harvester Incorporated | www.universalharvester.com.ph |

## WHAT OUR CLIENTS HAVE TO SAY

*"Throughout the years that we've been working with WebFocus and ServoBox, never pa kaming naka-experience ng downtime or any technical problems. Great service. Great product. Great quality!"*
**Mr. Gerik Chua – Owner, Eng Bee Tin Chinese Deli**

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*"Affordable service provider without sacrificing the quality."*
**Atty. Francis Saturnino C. Juan – Executive Office, Energy Regulatory Commission**

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*"Based on my canvass, ServoBox Hosting Company has cheaper price, provides excellent service, no encounter of downtime. Very approachable customer support, and always pre-sent when you need them."*
**Cesar Quintos – MIS Head, Laguna Lake Development Authority**

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*"ServoBox is your ultimate solutions for your web hosting needs. They offered very affordable price, approachable staffs, fast and reliable customer service."*
**Nelson Felicidario - IT Manager, Precious Pages Corp.**

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*"…Sobrang daling kausap. They provide us with hosting service and web design that perfectly fits our company needs. Napakabait ng mga staff and customer service associates."*
**Randy Ferrer - IT Supervisor, USA 88 Lubricants**

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