

MANAGED SERVICES BRAZIL SERVICES CATALOGUE

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1. Document Description

The Equinix Brasil services catalogue includes the description of the services available via Managed Services Portal.

The services are divided into two categories, as follows::

Basic Technical Support

Equinix Brasil offers 24x7x365 support for the services listed below, included in the product offered by Equinix Brasil, and which may be ordered at no additional charge.

The “Product Information” service available on Brazilian Managed Services portal is classified as basic technical support for all technologies.

Additional Technical Support

Equinix Brasil offers Complementary Technical Support, not included in the services listed below, based on the product or the supported technology. All support services may be ordered through the Customer Portal, and will be billed by Support Hour provided, as a non-recurring charge.

2. Services

Cloud

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
DATABASE CLOUD	Oracle Exadata	Enable features on environment		x
		Create pluggable Database (PDB)	x	
		Create/Change tablespaces	x	
		Capacity report	x	
HYBRID CLOUD	-	Enable On-Demand Infrastructure		x
		Performance analysis		x
		Create account to access the Portal		x
		Information about VM (Instance)		x
PRIVATE CLOUD	-	Virtual machine creation (without backup and monitoring)		x
		New O.S. Template creation		x
		Software ISO management		x
		Snapshot/Checkpoint creation		x
		Resources usage report		x
		Create portal access account		x
VIRTUALPRIVATE SERVER	-	Performance analysis		x
		Data copy		x
		OS Template creation		x
		VM monitoring report		x
		Information about VM		x
		Component management		x
		Software ISO management		x
		Turn on/off/reboot VM		x
		VM reset		x
		Perform Protected Cloud Virtual Machine Switching	x	

Interconnection

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
CUSTOMER CONNECT	-	Product Information	x	
EQUINIX CONNECT FOR MANAGED SERVICES	-	Product Information	x	

Hosting

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
HARDWARE	Roteador	Firmware file		x
		Execute firmware update		x
		Tunnel configuration		x
		Network or Route configuration		x
		New Rule		x
		Access Grant	x	
		Power Cycle Hardware		x
	Servidor	Hardware analysis		x
		Hardware configuration		x
		Execute firmware update		x
		Firmware file		x
		Power Cycle Hardware	x	
	Storage	Execute firmware update		x
		Hardware analysis		x
		Host mapping change		x
		Firmware file		x
		Configuration report / Information		x
		Auditing configuration		x
		Volume creation	x	
		Power Cycle Hardware		x
	Switch	Stack configuration		x
		Firmware file		x
		Execute firmware update		x
		Port configuration		x
		Power Cycle Hardware	x	
		Hardware analysis		x
	Outros Appliances	Hardware analysis		x
		Hardware configuration		x
		Execute firmware update		x
		Firmware file		x
		Power Cycle Hardware		x
SOFTWARE LICENSING	-	Software update		x
		License install		x
		License usage report		x

Segurança e Performance

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
MANAGED DDOS MITIGATION	-	Attack mitigation report		X
		Black hole unblock	X	
		Black hole block	X	
		Attack mitigation	X	
MANAGED BACKUP	-	Test/Audit data restore		X
		Production environment data restore		X
		Backup policy change		X
		Information about backup window		X
		Schedule Maintenance / Backup Suspension		X
		Off-site data volumes report		X
		Information about backup overuse		X
		Install the new agent		X
DEDICATED BACKUP	-	Test/Audit data restore		X
		Backup policy change		X
		Backup agent update		X
		Off-site data volumes report	X	
		Information about backup window	X	
		Information about backup overuse	X	
		Schedule Maintenance / Backup Suspension	X	
		Production environment data restore	X	
DNS	-	PTR, IPv4 and IPv6 change		X
		DNS entry creation		X
		Request zone delegation	X	
		Delegate reverse zone	X	
		Records management	X	
		Create subzone	X	
		Domain management	X	
		Exclude DNS entry	X	
GSLB	-	Add DNS server to the pool	X	
		Change balancing method	X	
		Certificate renewal	X	

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
VIRTUAL APPLIANCE	Firewall	Configure VPN access		x
		Rule list		x
		Policy changes		x
		Creation of document send blocking policy		x
		Rule creation		x
		Log collection		x
		Rules change		x
		Creation of geographic release / block		x
		Virtual firewall reboot		x
	Load balance	Add real server to pool		x
		Application restart		x
MANAGED FIREWALL	-	Configure VPN access		x
		Creation/management of firewall rule		x
		Rule list		x
LOADBALANCER AS A SERVICE	-	Rule list		x
		Access management	x	
DEDICATED APPLIANCE	Firewall	Hardware analysis		x
		Configure VPN access		x
		Log collection		x
		Policy changes		x
		Creation of geographic release / block		x
		Rule creation		x
		Rules change		x
		Rule list		x
		Creation of document send blocking policy		x
	Load Balancer	Hardware analysis		x
		Add real server to pool		x
MANAGED STORAGE	SMB, NFS	Performance analysis		x
		Host mapping change		x
		Permission change		x
	Object	Generation of new access keys		x
		Increase in number of copies		x
	Block	Performance analysis		x
		Host mapping change		x

E-mail Solution

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
BASTION HOST	-	Blocked e-mail report		X
		Domain management		X
E-MAIL TOTAL	-	Creation / management of distribution groups	X	
		Auditing configuration	X	
		Mailbox password change	X	
		E-mail account creation	X	
		Blacklist / whitelist management	X	
		Account restore	X	
HOSTED EXCHANGE	-	Creation / management of distribution groups	X	
		Create/Edit Room	X	
		E-mail account type change	X	
		Create/Edit Contact	X	
		Domain change	X	
		Account restore	X	
		E-mail account management	X	
		Sent/Received email audit	X	
		Create/Edit Equipment	X	
SHARED RELAY	-	Other requests		X

Environment Management

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
ANTIVIRUS	Deep Security	Antivirus scan		X
		Antivirus policy change		X
	Symantec Endpoint Protection	Antivirus scan		X
		Antivirus policy change		X
DATABASE	MySQL	Database configuration		X
		Parameters configuration		X
		DBMS management		X
		Database restore		X
		Database backup		X
		Management access		X
	Oracle	Parameters configuration		X
		DBMS management		X
		Database configuration		X
		Database restore		X
		Database backup		X
		Management access		X
	PostgreSQL	Database configuration		X
		Parameters configuration		X
		Database restore		X
		Database backup		X
	SQL Server	Database configuration		X
		Database restore		X
		Parameters configuration		X
		DBMS management		X
		Database backup		X
		Management access		X

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DATABASE	Maria DB	Database configuration		x
		Parameters configuration		x
		DBMS management		x
		Database restore		x
		Database backup		x
		Management access		x
HYPERVISOR	Hyper-V	Virtual machine creation (without backup and monitoring)		x
		Hypervisor configuration		x
		Virtual machine migration		x
		Resource usage report		x
		Virtual Machine configuration		x
		Snapshot management		x
	Oracle VM	Virtual machine migration		x
		Virtual machine creation (without backup and monitoring)		x
		Resource usage report		x
		Hypervisor configuration		x
		Snapshot management		x
		Delete virtual machine		x
		Virtual Machine configuration		x
	VMWare	Virtual machine creation (without backup and monitoring)		x
		Hypervisor configuration		x
		Dabase configuration		x
		Cluster configuration		x
		Virtual Machine configuration		x
		Snapshot management		x
		Virtual machine migration		x
		Resource usage report		x
MAIL	Blackberry	Manage BES		x
		Device activation		x
	Lync Server	Application restart		x
		Account creation		x
	Microsoft Exchange	Performance report		x
		Manage antispam restricion policies		x
		Manage blacklist / whitelist		x
		Distribution list creation		x
		Account restore		x
		Mailbox password change		x
		E-mail account creation		x

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PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
MAIL	Postfix	Performance report		X
		Manage antispam restricion policies		X
		Manage blacklist / whitelist		X
		Distribution list creation		X
		Account restore		X
		E-mail account creation		X
		Mailbox password change		X
DIRECTORY SERVICES	Active Directory + DNS	Performance analysis		X
		User report		X
		Account removal		X
		Account creation		X
		Organization Unity creation		X
		Domain Policy Creation		X
		Domain Policy Reports		X
OPERATIONAL SYSTEM	Linux	Performance analysis		X
		Kernel update		X
		Package install		X
		User account creation		X
	Windows	Operational system update		X
		Performance analysis		X
		Supported feature install		X
		Account creation		X
VPN	IPSEC	Tunnel management		X
		Management access		X
		Account creation		X
	OPENVPN	Tunnel management		X
		Account creation		X
		Management access		X
	PPTP	Tunnel management		X
		Account creation		X
		Management access		X
	RRAS	Tunnel management		X
		Management access		X
		Account creation		X

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PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
WEB SERVICES	Apache / HTTPD / LIGHTHTTPD	Digital Certificate management		X
		Application configuration		X
		FTP configuration		X
		FTP access management		X
		Service restart		X
	IIS	Site creation		X
		Log collection		X
		Digital Certificate management		X
		FTP configuration		X
		Application Pool Restart		X
		Setup site redirect		X
		Service restart		X
OTHER APPLICATIONS	Citrix XenaApp	Application configuration		X
		Permissions Management		X
	Failover Cluster	Perform cluster validation		X
		Configuration		X
		Add drives		X
		Add host to cluster		X
		Log collection		X
		Application restart		X
	Iptables	Hardware analysis		X
		VPN management access		X
		Log collection		X
		Rule creation		X
		Rule list		X
	Log Service - Splunk	Log collection / analysis		X
		Repository configuration		X
	Middleware Jboss	Log analysis		X
		Application configuration		X
		Application restart		X
	Middleware Tomcat	Log analysis		X
		Application configuration		X
		Application restart		X
	Proxy NGINX / Varnish	Cache analysis		X
		Access stats		X
	Proxy Squid	Access stats		X
		URLs management		X
		User creation (Authentication method)		X

Other Managed Services

PRODUCT	TECHNOLOGY	SERVICE DESCRIPTION	BASIC SUPPORT	ADDITIONAL SUPPORT
CUSTOMER CONNECT MONITORING	-	Suspend monitoring		X
	-	Events information gathering		X
SERVER RESOURCES MONITORING	-	Create/Delete monitored item		X
	-	Suspend monitoring		X
CUSTOMER CONNECT	-	Events information gathering		X
SWITCH MONITORING	-	Suspend monitoring		X
	-	Events information gathering		X
ROUTER MONITORING	-	Suspend monitoring		X
	-	Events information gathering		X