

# Managed Services

## Focus on your core business

Our Managed Services team can act as your remote hands to ensure that your databases, backups, Kubernetes clusters, and more are taken care of 24/7/365. These add-on services can be applied to any part of your Cleura infrastructure and allow you to focus on what you do best while we do the same thing.

### Managed Database

Our Database Management and Monitoring service lets you focus on other things while we ensure that your databases are up-to-date and operating 24/7/365.

### Managed File Backup

We offer a fully-managed file backup service for all our clients. Through continuous incremental and encrypted backups, we ensure that your data is safe 24/7/365. Data is backed up and stored using object storage in any Cleura region of your choice.

### Server management & monitoring

Let us pet your virtual servers so that you can focus on other things. Our teams can monitor, patch, upgrade and troubleshoot your virtual machines to keep them healthy and secure.

## Managed Services Pricing

Managed services is all about peace of mind and comfort in knowing that infrastructure experts look out for your company's most critical assets. It keeps you and your staff focused on innovating and growing your business while we make sure that your IT infrastructure is secure and operating at optimal performance.

## Server Management and Monitoring

Our Server Management and Monitoring service lets you focus on your core business. We ensure that your selected servers are up-to-date and running 24/7/365.

Operational responsibilities	
Patching	✓
Monitoring of operating system	24/7/365
High-level trouble-shooting	24/7/365 <sup>(1)</sup>
OS upgrades	✓ <sup>(2)</sup>
<b>Supported OS:es</b>	Windows, Ubuntu, CentOS, SUSE, Red Hat
<b>Required support package</b>	Business or Enterprise Support
<b>Pricing</b>	(3)

(1) The service includes startup, restart, and shutdown of the system.  
(2) The service includes critical operating system updates.

### Pricing

(3) Visit website for current pricing – [Managed Service pricing](#)

## Managed File Backup

Our Managed File Backup service is a fully-managed backup service for files. Through continuous incremental and encrypted backups, we ensure that your data is safe 24/7/365. All data is stored in object storage in a Cleura region of your choice.

Operational responsibilities	
Deployment	✓ <sup>(1)</sup>
Management of service applications	✓ <sup>(2)</sup>
Monitoring	24/7/365 <sup>(3)</sup>
Scheduled backups	✓ <sup>(4)</sup>
Restore	Add-on service
<b>Supported OS:es</b>	Windows, Linux
<b>Required support package</b>	Business or Enterprise Support
<b>Pricing</b>	(5)

(1) Based on customer requirements. The backups need to be stored in a Cleura region with object storage.  
(2) This includes, but is not limited to, version handling, upgrades and patching.  
(3) The service requires the installation of Cleura's monitoring agent in all systems where backups are being installed.  
(4) Schedule decided based on customer requirements.

### Pricing

(5) Visit website for current pricing – [Managed Service pricing](#)

## Available add-on services

Our Professional services team is here to help you with restore from backup in case of issues. To request a restore, reach out to our customer service through the support portal. We also offer architectural design of Kubernetes solutions and architectural design and deployment of servers as Professional services. For more information, get in touch with your customer contact.

[sales@cleura.com](mailto:sales@cleura.com) / [cleura.com](https://cleura.com)

## Managed Database

Our Database Management and Monitoring service lets you focus on your core business. We ensure that your selected databases are up-to-date and running 24/7/365.

Operational responsibilities	
Security patching	✓ <sup>(1)</sup>
Monitoring of database services	24/7/365
High-level trouble-shooting	24/7/365 <sup>(2)</sup>
Disaster recovery	✓ <sup>(3)</sup>
<b>Supported databases</b>	MySQL, MariaDB, PostgreSQL, MongoDB, Microsoft SQL Server
<b>Required support package</b>	Business or Enterprise Support
<b>Pricing</b>	(4)

(1) The customer is responsible for ensuring that the security patches work together with the customer's application.  
(2) The trouble-shooting aims to ensure that the services are up and running at full functionality according to set SLAs.  
(3) The service includes critical operating system updates.

### Pricing

(4) Visit website for current pricing – [Managed Service pricing](#)