

# DEDICATED SERVERS

SERVICE DESCRIPTION

SUMMIT

# Service overview

Dedicated Servers from Summit give Customers access to bare metal servers with an operational expense model. Dedicated Servers are deployed in Summit-operated Data Centers and include full hardware support and maintenance. Our IP Transit service is included for access to the Internet. Customers can integrate Dedicated Servers with other Customer-operated infrastructure or a variety of Summit Services, including Data Center Services, Managed VMware Clouds Public Cloud, Managed Backup and Recovery, Advanced Monitoring, and more.

We maintain an inventory of enterprise-class servers with various processor, memory, and storage configurations. Options range from 1 Rack Unit (RU) models ideal for scale-out web applications, to servers with multi-core processors and support for greater memory expansion, to larger units with greater in-chassis storage density. Solid State Drives (SSDs) or Hard Disk Drives are available, with options to add SAN storage via our Managed Storage services. By default, Dedicated Servers have dual power supplies installed. If a Customer has applications that require special hardware or configurations, we can work with Customers to create custom server configurations.

Dedicated Servers are installed in Summit-operated Cabinets in the Data Center. Each Cabinet contains a Managed Switch that provides connectivity to our IP Transit, third-party transport, or other services available in the Data Center. Cabinets are not accessible by Customers. Summit's Data Center Operations team can be dispatched to the Cabinet if the Dedicated Server needs to be accessed physically.

One network uplink is installed with each Dedicated Server, with the option of adding uplinks for an additional fee. These connections are terminated into ports on Summit Managed Switches and enable access to our IP Transit and the monthly transfer billing package for internet access included with each Dedicated Server. A set of public IP addresses are also included with each Server. Cross-connects to other third-party services or Customer-operated equipment are available for an additional fee.

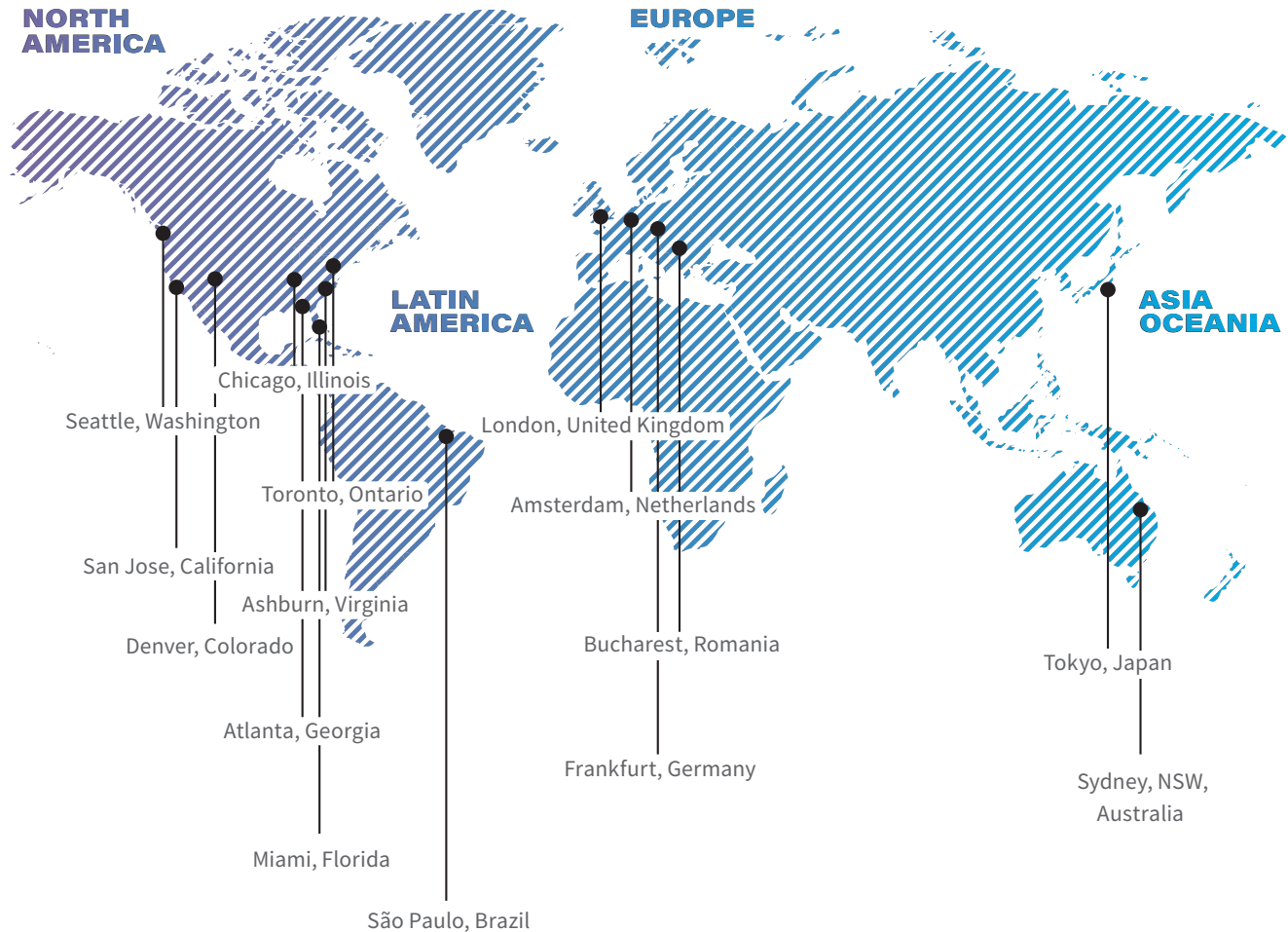
VLANs can be created and configured for use on Summit-operated networks to allow Layer 2 connectivity between a Dedicated Server and Customer-operated networks or infrastructure. Customers also have access to a Summit-operated out-of-band management network via a separate Intelligent Platform Management Interface (IPMI) port on the Server, providing access for monitoring and configuring the Server.

We fully support the hardware for the Dedicated Servers. All warranties, support agreements, and onsite sparing of parts is included in the Service. Spare inventory of Dedicated Server models is kept in stock, allowing quick turnaround on orders for additional servers. Summit's Service Desk oversees ticketing, support activities, troubleshooting, and physical repairs with a mix of system administrators and Data Center technicians available 24x7x365. Reporting and documentation about the Service are provided through our secure Customer Portal.



# Global deployment

Dedicated Servers may be deployed in the following Summit Data Centers:



## Carrier neutral data centers

All Summit-operated Data Centers are carrier neutral. This ensures customers will be able to connect to any carrier in the facility and take advantage of changes in the carrier marketplace, as it evolves. Termination & demarcation points for carriers are generally installed in a common “meet-me room” (MMR) in each facility. For security, consistent management, and operational stability, Customers are not allowed to install direct connections into MMRs. We offer services to extend the demarcation point from the MMR to Customer equipment installed in Cabinets and Cages, giving Customers access to the various carrier services.



# Summit private network services

Summit maintains a separate, private network core at each Data Center. Each core contains redundant sets of network equipment to provide core routing for the Data Center network and internet-facing routing infrastructure. This is the demarcation point for our Global Network, a multi-gigabit private backbone enabling Dedicated Server customers to connect to services and infrastructure in every other Summit Data Center. The services delivered from the network core are 100Gigabit-enabled, offer disparate physical paths to each location, and are built using resilient, standards-based protocols.

The network core allows us to offer its CloudLink service in each facility. CloudLink is managed by Summit and leverages multi-gigabit, carrier class infrastructure to connect Customer infrastructure to third-party cloud platforms including Amazon, Google, Microsoft, and Summit's Managed VMware Cloud offerings.

Cross-connect services are offered in each Data Center. Cross-connects can be delivered using different media types, including twisted-pair copper cables, multi-mode fiber optic cables, or single-mode fiber optic cables. Cross-connects can connect Customer-operated equipment in different Cabinets or Cages. Cross-connects can also be used to connect to Summit's network core, allowing access to other Summit Data Centers or services, such as IP Transit, Summit-managed transport services, or Managed Services like Managed Backup, Managed Storage, Managed Firewalls, and more.

We offer a host of additional services in each Data Center. Remote hands can be used to engage our experienced administrators and technicians to perform tasks for Customers at the Data Center. Other services include drive destruction, media wiping, equipment recycling, cardboard recycling, shipping & receiving, storage cabinets, free access to public Wi-Fi, customer break rooms, and more. At the Elk Grove Village, IL Data Center, Summit maintains an Onsite Parts Depot with an extensive inventory of servers, firewalls, routers, switches, load balancers, storage appliances, data cabling, PDUs, and accessories, all available 24x7x365. For details and pricing information on these services, please contact [sales@summitHQ.com](mailto:sales@summitHQ.com).

The Data Centers, network cores, environmental systems, and security systems are all monitored 24x7x365 by our Service Desk. Reporting and documentation on these services is provided through our secure Customer Portal.



# Key features summary

- 20+ year track record of 100% uptime SLA on power and network services in Data Centers
- Variety of enterprise-class server configurations
- Custom hardware configuration designed around customer needs
- Hardware warranty, support, and maintenance included Hardware configuration & administration by our Service Desk and Data Center Operations teams
- Software configuration & administration controlled by the Customer
- Bundled IP Transit & public IP addresses for scalable, reliable internet access
- All-in-one price for server, power, cooling, network access, and support
- IPMI port access for direct monitoring and management
- Pre-configured network access to additional Data Center services
- Secure customer portal for monitoring, documentation, ticketing, and other deliverables



# Customer success and service operations

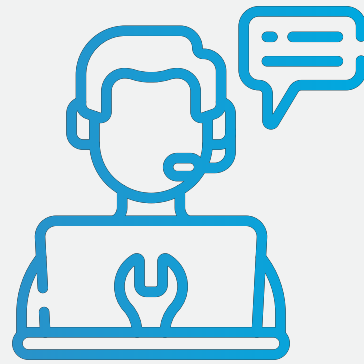
The foundation of every Summit Managed Data Center Service is collaboration. All customer success and service operations workflows have been designed to minimize response time, mitigate risk and optimize collaboration so knowledge transfer occurs when and where necessary.

We recognize your business, and your customers, operate 24x7x365. We have designed and operate our business to be here for you, whenever and however necessary to ensure your success.



## Customer Success Team

Summit provides each customer with comprehensive resources to deliver ongoing service and support for your cloud environment. From sales, solution architecture and certified engineer support on our Service Desk, to customer success and executive management sponsorship, you will have experts with you every step of the way.



## How to Contact Summit Support

Summit uses cases to identify incidents and provide support to our clients until the incident is resolved. Case identification and review is conducted using the Summit Customer Portal. Each Summit client is supplied with accounts that are permissioned to create, update and view their cases.



# Getting support



## Case Creation – Customer Portal

Support cases submitted to Summit are submitted using the Summit Customer Portal. The portal is accessible at: <https://www.summithq.com/login-and-support/>.

To create a support case:

- Log into the Summit Customer Portal.
- Select “Create Case”.
- You receive an automatic confirmation of the successful case creation, including the case number.
- Summit Service Desk staff review the case for accuracy, confirm the Severity Level, and send acknowledgement of case receipt to you.
- Summit Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.



## Case Creation – Telephone

We recognize there may be times when a support case required the immediacy only a phone call can provide. Support cases may be created by calling the Summit Service Desk at +1 312-829-1111, Ext. 2. Telephone submitted support cases utilize a similar support operation, with a few modifications.

To create a support case:

- Call the Summit Service Desk at +1 312-829-1111, Ext. 2.
- Summit Service Desk Agent verifies caller identity, captures relevant information, creates the support case, and assigns a Severity Level.
- Summit Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.





## Case Escalation Paths

Summit provides several, formal options for support case escalation. Escalations occur to set a support case to a desired Severity Level, as outlined below.

**Primary Escalation Path** - This method is preferred as it is the most efficient method for raising the Severity Level of a case. To create a support case, you will:

- Log into the Summit Customer Portal.
- Navigate to the appropriate case.
- Click the “Escalate Case” link.
- Select the desired Severity Level and submit.



## Alternate Escalation – Case Response

You may submit a response to an existing case and simply request an escalation to the desired Severity Level. The Severity Level will be raised once a Service Desk Agent has reviewed and processed the request.

## Alternate Case Escalation Path(s) -

Additional Case Escalation paths are also available. However, it is important to note that Alternate Case Escalation Paths will not be as expedient as the Preferred Escalation Path.

## Alternate Escalation Path - Phone Support

- You may call the Summit Service Desk at +1 312-829-1111, Ext. 2.
- The Summit Service Desk Agent will verify the caller’s identity and the support case number. You verbally request escalation to the desired Severity Level.
- The Summit Service Desk Agent updates the case accordingly.





# Response time

All Summit customers can set the severity level of their support cases. The severity level you select will determine the response time. You can select the following severity levels when submitting a support case:

## Infrastructure Administration (Proactive Services)

Severity Level	Description	Response Time SLA
Critical / Level 1	Critical Issues include business-critical system outages or issues causing extreme business impact.	15-minute response time
High / Level 2	High Severity Level issues include the impairment of production systems, impaired application performance, and moderate business impact.	30-minute response time
Normal / Level 3	Normal Severity Level issues include standard service issue requests and minimal business impact.	1-hour response time
Low / Level 4	Low Severity Level issues include general information requests, questions and guidance from Summit team members, arranging prescheduled maintenance activities.	4-hour response time
Informational / Level 5	Informational Issues include general questions, how-to style requests, or reports.	24-hour response time

As standard business practice, Summit's Service Desk acknowledges all support cases within 15 minutes of case creation. The response times identified in the table above represent the average time required to remediate such issues. Please note the response time to resolution of your issue may vary based upon circumstances and configurations unique to your business and your cloud architecture. Any support cases created without a severity level selected will be set to "Level 3 – Normal" by default.

## Service level agreements

Summit provides multiple Availability SLAs for Dedicated Server customers including:

- Summit Network Uptime SLA
- Summit Network Packet Loss SLA
- Summit Network Latency SLA
- Hardware Replacement (Chicago Market) SLA
- Hardware Replacement (Worldwide Market) SLA
- Ongoing Maintenance SLA
- Support

You can find current version of the Dedicated Server SLA on our website at [summithq.com](https://summithq.com).



# Responsibility matrix

We are committed to solving your Dedicated Server challenges so you can focus on what matters most.

Each Summit Managed Services Partnership operates with the understanding that there are two parties involved in supporting your environment: your in-house experts and ours.

The Dedicated Server service, including all Summit-operated hardware and software utilized in providing the service, is monitored by our Managed Services Team and Service Desk. Should any issues or anomalies be detected with the Service, a member of the Summit Managed Services Team or Service Desk team will take corrective action as planned and notify the customer.

From time to time, we will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, we will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

The following responsibility matrix defines the roles and responsibilities for each phase:

## Consult Responsibilities

Managed Service	SUMMIT	Customer
Identify Business Drivers	Y	Y
Align Business Drivers with Project	Y	Y
Current Infrastructure	Y	Y
Current Applications	Y	Y



## Plan, Design and Build Responsibilities

<b>Plan and Design Managed Service</b>	<b>SUMMIT</b>	<b>Customer</b>
Greenfield Architecture	Y	N
Total Cost of Ownership	Y	N
Migration Planning	Y	N
Hardware Selection Requirements	Y	N
Hardware Procurement	Y	N
Scale Requirements	Y	N

<b>Build Managed Service</b>	<b>SUMMIT</b>	<b>Customer</b>
Proof of Concept / Pilot Environment	Y	N
Environment Build-Out	Y	N
Environment Migration	N	Y
Production Cutover	Y	Y



## Run and Operate Responsibilities

<b>Configuration Managed Service</b>	<b>SUMMIT</b>	<b>Customer</b>
Change Management Controls	Y	N
Change Management Coordination with Client	Y	Y
Configuration Changes per Client Request	Y	Y

<b>Monitoring and Alerting Managed Service</b>	<b>SUMMIT</b>	<b>Customer</b>
Environmental Controls	Y	N
Power Delivery Health (Branch Circuit Monitoring Systems)	Y	N
Network Capacity and Health	Y	N
Data Center-Specific Power Redundance Infrastructure	Y	N
Visual Display and Recording of Surveillance Video	Y	N
Infrastructure Alert Response and Triage	Y	N

<b>Security Managed Service</b>	<b>SUMMIT</b>	<b>Customer</b>
Network Configuration and Security Protection	Y	N
Data Center Physical Security	Y	N
Compliance Support	N	Y
Support / Incident Portal	Y	N
Incident Response	Y	N
Request Response	Y	N





## Run and Operate Responsibilities Continued

Support Managed Service	SUMMIT	Customer
Onsite Sparring of Identical Hardware (U.S. Locations)	Y	N
Hardware Troubleshooting, Replacement, Maintenance	Y	N
Power Infrastructure Troubleshooting, Replacement, Maintenance	Y	N
24x7x365 Service Desk (Phone, Web, Email, Slack, Video)	Y	N
24x7x365 Secure Customer Portal with Client-Defined Roles	Y	N

## Optimize and Evolve Responsibilities

Change Management Managed Service	SUMMIT	Customer
Data Center Critical Resource Requirements	Y	N
Data Center Configuration and Optimization	Y	N

Audit Trails Managed Service	SUMMIT	Customer
Infrastructure Logs	Y	N
Platform Compliance Initiatives	Y	N



# Key assumptions

## SUMMIT

- Will retain ownership of the server hardware for the duration of the agreement.
- Will maintain onsite sparing for hardware replacement in case of equipment failure. In some locations, we may
- also contract with the manufacturer for advance parts replacement to supplement onsite sparing.
- Will use commercially reasonable efforts to meet SLAs for power, cooling, network uptime, network packet loss,
- network latency, and hardware replacement.
- Will provide public and private IP addresses needed to connect to IP Transit services.
- Will be responsible for hardware support, including return-to-service and vendor escalation.

### Customer

- Customer is responsible for installing, configuring, and maintaining all operating systems and applications used with any Dedicated Server.
- Customer is responsible for all monitoring for the Dedicated Server. Summit offers an Advanced Monitoring service.
- Please contact [sales@summitHQ.com](mailto:sales@summitHQ.com) additional information.
- Customer is responsible for maintaining current backups of customer-owned data. Summit offers a comprehensive
- Managed Backup and Recovery Service for physical and virtual servers, including the Dedicated Server. Please contact [sales@summitHQ.com](mailto:sales@summitHQ.com) for more information.
- Customer is responsible for maintaining the list of authorized personnel on the Summit Customer Portal. Customer is also responsible for maintaining any user accounts created for any Dedicated Server. Summit is not responsible for any unauthorized access to the Dedicated Server due to out-of-date access list information.
- Customer will provide IP addresses for Customer-operated equipment attached to a Dedicated Server.
- Customer will designate and maintain a Technical Contact who can be made available to Summit for troubleshooting or questions.



# Tired of tech that underdelivers?

Let's fix that. Get IT infrastructure that works at [summithq.com](https://summithq.com).

