

Managed Web Server



What is Managed Web Server?

Our Managed Web Server service aims to remove the day-to-day burden of having to ensure your IIS or Apache web services and supporting Windows or Linux servers are stable, secure, and available.

Web server services underpin any website or cloud-based applications and are responsible for delivering data and content that is requested via internet protocols, be it over the internet or internally as part of an intranet. As cloud-based applications become ever more mission critical, it's essential that the supporting web server services are kept in the best possible health.

Organisations often struggle to find or fund the resources required to ensure the ongoing health and availability of their web hosting environment. With UKCloud's Managed Web Server services, we provide you with full 24/7 monitoring and support for IIS or Apache and supporting Windows or Linux servers across your multi-cloud estate, be it on-premises, on our cloud or on a cloud deployment elsewhere. This level of monitoring and support, when coupled with proactive operating system patching, provides you with the confidence that your web services are operating effectively, enabling you to focus on your business outcomes.



What the service can help you achieve

- **Do more.** Free your technical resources to focus on business value projects.
- **Reduce complexity.** A single contract to support your web server services footprint across any cloud.
- **Peace of mind.** Protect your web server configuration with our built-in backup service.
- **Virtually grow your team.** Leverage the skills and experience of an entire team of IIS and Apache experts.
- **Understand your costs.** Our costs are fixed so you don't have to worry about deciphering and understanding SFIA day rates.
- **Remove your pain.** Move towards consuming web services as a commodity service.



Pricing and packaging

Managed Web Server pricing can be as low as £247 per month. Full pricing with all options is available in the [UKCloud Pricing Guide](#).

Monthly pricing is comprised of the following two elements:

- A fixed monthly **Account Management fee**. This is a flat monthly fee that provides you with access to UKCloud’s advanced support services, including:
 - Managed SQL Server
 - Managed Remote Desktop Services (RDS)
 - Managed Web Server (IIS/Apache)
 - Managed Active Directory (AD)
- A monthly support fee **per Web Server** hosting web services.

Account Management fee
£500 per month

Web Server (IIS/Apache) Support fee
£247 per web server per month ^[1]

^[1] Additional storage charges will apply at £0.10 per GiB per month for the retention of web server backups.

Our Commitment Discount scheme applies to this service, with pricing reducing to the following after the maximum discount is applied:

Account Management fee
£405 per month

Web Server (IIS/Apache) Support fee
£200 per web server per month ^[1]

^[1] Additional storage charges will apply at £0.10 per GiB per month for the retention of web server backups.

Full details of our Commitment Discount can be found within the *Discounts and purchase schemes* section of the [UKCloud Pricing Guide](#). No other forms of discount are applicable to this service.

An additional one-off onboarding charge of £3,500 may be applicable.



Accreditation and information assurance

The security of our platform is our number one priority. We’ve always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors, and management system assessors. Details are available on the [UKCloud website](#).

Connectivity options

UKCloud provides one of the best-connected cloud platforms for the UK public sector. We enable access to our secure platform by DDoS-protected internet, PSN, Janet, HSCN, MCN and your own leased lines via our HybridConnect or CrownConnect services. The full range of flexible connectivity options is detailed in the [UKCloud Pricing Guide](#).

An SLA you can trust

We understand that enterprise workloads need a dependable service that underpins the reliability of the application to users and other systems, which is why we offer one of the best SLAs on G-Cloud. As the SLA varies based on the chosen cloud technology, you can find full details on each service's SLA, including measurements and service credits, in the [SLA Definition article](#) on the UKCloud Knowledge Centre.

The small print

A minimum term of twelve months applies to the Account Management fee and Web Server Instance Support fees. Any additional Web Server Instances will automatically initiate a new 12-month Account Management term and 12-month term for the new additional Web Server Instance. That is, the Account Management fee shall always run in parallel with the most current Support Fee term. Should early termination be invoked, the customer shall be liable for the remaining balance of the term (both Account Management and Support Fee). For example, if a customer's spend is £1,000 per month and they terminate at month nine, they are liable for the remaining three months/£3,000 in full and shall pay within 30 days of invoice.

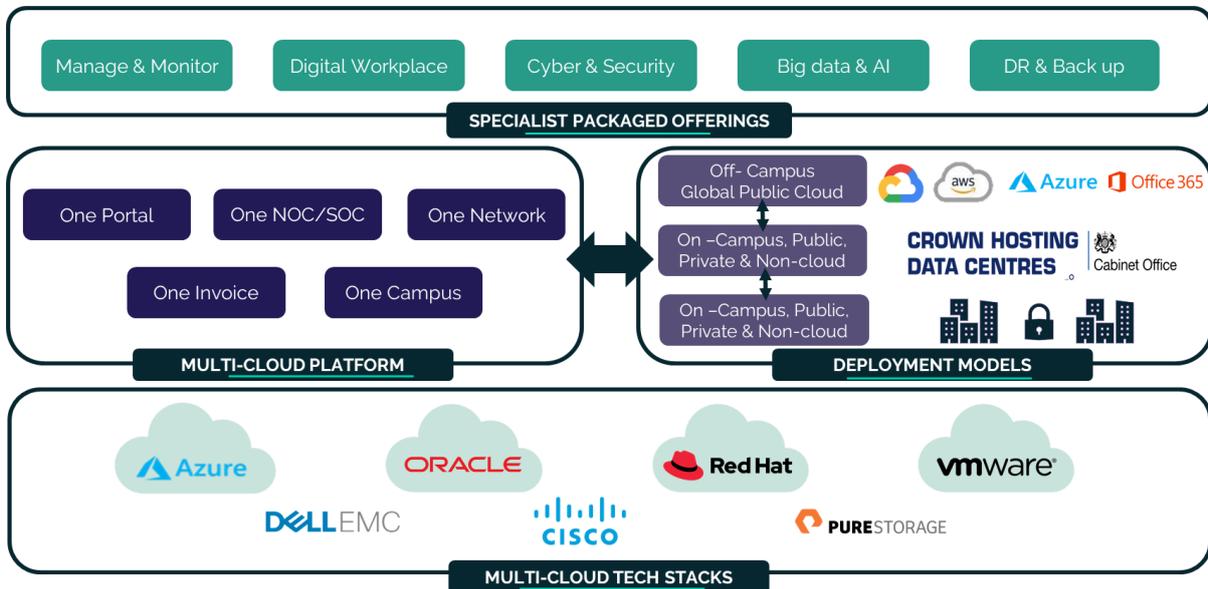
For full terms and conditions including onboarding and responsibilities, refer to the [Terms and Conditions documents](#).

For full information regarding this product, we have relevant documents on our [Knowledge Centre](#).

Why UKCloud?

UKCloud is dedicated to the digital transformation of our nation’s public services through our flexible, secure and cost-effective multi-cloud platform and the expertise of our people and partners. We believe that diversity of technology drives value and innovation and so we bring together different cloud technologies, with different deployment models spanning on-premises (private cloud), on-campus (Government’s Crown Campus) and off-campus global public cloud services. This enables you to choose the right cloud for creating new workloads, migrating or replacing existing applications to the cloud with specialist SaaS solutions.

We recognise the importance of public services to UK citizens and businesses; we include the highest level of support to all our customers at no extra cost. This includes a dedicated 24/7 UK support, and Network Operations Centre (NOC) utilising protective and proactive monitoring tools, and access to UKCloud’s experts. UKCloud can also provide outcome-based professional services or managed services to help you with digital transformation.



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