

# MEDIAFLUX<sup>®</sup>

## SYSTEM ADMINISTRATION SERVICES

Leveraging Arcitecta's experience and technical expertise, Mediaflux System Administration Services is a program designed to provide comprehensive, proactive management of your Mediaflux system.

In this way, experienced Arcitecta Engineers will become a valuable extension to your team, to help get the most out of your Mediaflux environment.

### WHAT ARE SYSTEM ADMINISTRATION SERVICES?

Working closely with your team, Mediaflux System Administration Services provide comprehensive operational management of your Mediaflux server(s), delivered by Arcitecta experts.

Monitoring, troubleshooting, and upgrades are included to ensure that your Mediaflux systems are managed pro-actively and effectively.

#### KEY FEATURES AND BENEFITS

- Comprehensive system administration service for Mediaflux server(s).
- Maintain system configuration to agreed state.
- Complete system monitoring to ensure everything is running according to specifications.
- Regular status reports.

### COMPREHENSIVE OPERATIONAL MANGEMENT

- Monitor system performance.
- Triage system operational and performance issues and delegate if required.
- Monitor, maintain and upgrade Java as needed.
- Setup, monitor and maintain Mediaflux backups.
- Monitor log files and provide remediation as needed.
- Monitor audit trails (including intrusion detection) and provide remediation as needed.
- Perform configuration and security assessments and advise.
- Monitor Mediaflux system configurations (e.g. memory) and tune as needed.
- Monitor XODB status and tune as needed.
- Monitor scheduled and replication jobs, and provide remediation as needed.
- Site specific implementation plans.
- Monitor storage availability (XODB & content stores), network availability, CPU, memory & disk load.
- Monitor digital certificates used by Mediaflux and advise when renewal is required.
- Upgrade Mediaflux and packages at agreed intervals.
- Provision content stores and monitor store integrity.
- Manage authentication setup, black list and white lists.
- Triage authorization anomalies.
- Manage NFS mount points and sFTP configuration.
- Monitor HA status and Mediaflux HA configuration (if applicable).
- Monitor Mediaflux license expiry.

# MEDIAFLUX<sup>®</sup>

## SYSTEM ADMINISTRATION SERVICES

### REQUIREMENTS

- Services are delivered remotely and access to a Mediaflux administrator account and an operating system account are necessary.
- Some features require the Mediaflux email capability to be configured.
- Systems to be administered need to have a current Mediaflux support contract.
- Response times and service delivery times for System Administration Services will be consistent with service levels in the current support contract.
- End user and help desk services, and provisioning of user accounts and authorization controls are not included.
- Support for the operating system or hardware is not part of the service.

### PRICE STRUCTURE

- First Mediaflux server: \$19,500 per annum.
- Second Mediaflux server: \$9,500 per annum.
- Third and subsequent Mediaflux servers: \$4,500 per annum (each).
- Supplement for Mediaflux HA server: \$5,000 per annum.
- Supplement for Enterprise Class Production System: \$5,000 per annum.
- 50% discount is available for Mediaflux Disaster Recovery servers and Test and/or Development servers (production systems are counted first, disaster recovery, test and development servers are counted last).
- Local taxes and not included.