

## Service Information Summary

# \$5,296 Hosting Service - SMP SAS Viya Environment (Extra Large)

### Information about the service

#### Description of the Service

This service provides AWS infrastructure for an SMP SAS Viya environment, managed by Selerity.

What's Included
Single i3.16xlarge Linux server (64vCPU,488GiB RAM)
Infrastructure Monitoring
Operating System Monitoring
Operating System Patching
Online Infrastructure Dashboard
1TB Data Volume (SSD)
15.2TB SAS Work Volume (NVMe SSD)
10GB Outgoing Network Traffic per month
1 x Standard AWS WorkSpace (Virtual Windows Desktop)
1 x Standard AWS WorkDocs (50GB file sync and storage)
1 x Small AWS Directory Service (caters up to 500 users)
Network security and firewalls
Daily Data Volume Backup (up to 2% daily change, 14 day retention)
Secure Online Knowledge Base
Technical Support

#### Infrastructure

We utilise Amazon Web Services (AWS) for this service, and will provision your new infrastructure in the AWS Data Centre closest to you.

#### Server

Your server will be created within a dedicated AWS account and will run Linux. We will manage the infrastructure and operating system of your new server.

#### Backups

We backup your environment daily, and retain these backups for 14 days.

#### Access

You will have a dedicated virtual Windows PC right next to your new server which is accessed using the AWS WorkSpaces client. From this Workspace you can access your server directly.

#### Storage

All storage for your server is backed by Solid State Drives.

#### System Administration

Selerity look after all your regular System Administration tasks on Linux including:

- user and group management
- security patching

Requests are made using the Selerity Help Desk and undertaken by Linux System Administrators.

#### Minimum Term

This service is available on a 12 month contract.

The minimum total cost is **\$63,552** excluding GST on a 12 month contract.

Things you will be charged extra for
SAS Installation <sup>1</sup>
SAS Support <sup>2</sup>
SAS Administration <sup>2</sup>
Storage for backups over the daily change and retention allowance
Outgoing network traffic over the monthly allowance
Adding additional disk storage or cloud other resources
<small><sup>1</sup>SAS Installation is available as a separate service. Discount may apply if multiple services are combined.  <sup>2</sup>SAS Support and Administration is available as a separate service.</small>

#### Technical support

This service provides email and web based Technical Support for questions, issues or advice on your Infrastructure.

#### Security

Security is of the utmost importance to us, and when providing this service we only access your environment using secure methods, and only when needed. All tasks done on your environment are fully documented in our ticketing system and available to you for review at all times. We have strict internal policies on security to ensure that your environment remain secure.

#### Information about pricing

##### Currency

This service is available globally and charged in **US Dollars**. All prices mentioned in this document are in US Dollars.

##### Minimum monthly charge

Within Australia: \$5,825.60 per month including GST.

Outside Australia: \$5,296.00 per month, Tax free.

##### Cancellation Fees

If this service is cancelled within the contract term, the balance of the contracted amount for the minimum term must be paid.

##### Payment terms

You will be invoiced Monthly, in advance, for this service. Payment is due 14 days from date of invoice.

##### Credit card processing fee

Payment by credit card will incur a 2% surcharge.

##### Late payment fee

If you don't pay your invoice by its due date we may charge you a late fee.

