

Managed Services Add On's

Monitoring

Service	One-Time Setup / Configuration	Only Server Package (Self-Managed)	Managed Server (We Share the Work)	Description	Premium Managed (We Do It All)	Description
Hardware (If Applicable)	Initial hardware assessment	Basic hardware monitoring is done by Leapswitch Team	Monitors server performance (CPU, RAM, Disk); assists on reported issues	Leapswitch checks server hardware (CPU, disk, memory) and resolves when issues are reported	Continuous monitoring of servers, automated alerts for hardware failures (CPU, RAM, Disk), and full intervention	Leapswitch monitors and resolves hardware failures and performance issues automatically
Network Devices (Switches, Routers)	Initial setup	Monitoring not included	Checks router and switch performance; assists on reported issues	Leapswitch verifies device performance and assists on request	Full monitoring, updates, performance tuning, and automated resolution	Leapswitch handles full monitoring and issue resolution for routers, switches, and other network devices
System/OS (Linux/Windows Servers)	Configure OS/ server metrics	Customer monitors system/ OS performance	Assists on OS health checks (disk space, memory usage) when reported	Leapswitch monitors system performance, applies updates and patches when needed	Continuous monitoring of OS performance, automatic patching and optimization	Leapswitch resolves OS-related issues without customer intervention
Ports	Critical port monitoring setup	Customer tests port availability	Assists with resolving port connectivity issues when reported	Full monitoring of network ports (80, 443, etc.) with automated alerts and resolution	Continuous monitoring of critical network ports and automated resolution of port access issues	Leapswitch ensures all ports are secure, accessible, and resolves issues proactively
Website	Uptime and performance dashboards	Customer monitors uptime via own tools	Assists with website downtime or performance issues when reported	Full monitoring of website uptime, performance optimization, and issue resolution	Continuous monitoring of website uptime, load time, and automated fixes	Leapswitch ensures full website performance and resolves issues automatically without customer intervention
Storage	Configure storage monitoring	Customer monitors storage usage	Checks storage health ; assists on reported issues	Full monitoring of storage systems, capacity optimization, and performance checks	Continuous monitoring of storage systems with alerts, remediation, and performance optimization	Leapswitch handles all storage systems, including capacity management and performance optimization
SSL	Certificates monitoring	Customer installs SSL	Assist with renewal or replacement on request	Helps only when a certificate is expiring or needs replacement	Full SSL lifecycle management including deployment, renewal, automation	Full SSL management including automatic certificate deployment, renewal, and expiration handling

Maintainance

Service	One-Time Setup / Configuration	Only Server Package (Self-Managed)	Managed Server (We Share the Work)	Description	Premium Managed (We Do It All)	Description
OS (Linux/Windows)	Install OS and initial hardening	Customer installs and updates OS	Applies updates and patches when requested	Leapswitch installs updates and patches only when the customer asks	Full OS lifecycle management including updates, patching, hardening, and optimization	Leapswitch manages OS updates, patching, security hardening, and optimization automatically
SSL	Install certificates	Customer installs SSL	Assist with renewal or replacement on customer request	Only helps when customer requests certificate renewal or replacement	Full SSL lifecycle management including deployment, renewal, automation	Leapswitch fully manages SSL certificates across the environment automatically
Antivirus / Antimalware	Agent deployment	Customer manages antimalware setup	Updates or config changes when requested	Only performs actions if customer requests	Full deployment, updates, policy enforcement, and remediation	Leapswitch fully manages antivirus deployment, updates, policy enforcement, and remediation
ACL	Initial access control setup	Customer manages own ACLs	Updates or modifications when requested	Only changes ACLs when customer requests	Full ACL lifecycle management including creation, updates, monitoring, and auditing	Leapswitch manages ACLs continuously without customer intervention
Email	Configure SPF/ DKIM/DMARC and routing	Customer configures email settings	Helps with policy changes, configuration issues when requested	Assists only if customer requests email fixes or routing changes	Full email platform management including routing, security, monitoring, and optimization	Leapswitch manages ACLs continuously without customer intervention
Control Panel (cPanel/Plesk)	Install with standard services	Customer manages control panel settings	Assist with config changes when requested	Only helps when configuration issues are reported	Full control panel management including DNS, backups, email, DBs, and users	Leapswitch fully manages the control panel and its components
Backup	Configure jobs and retention	Customer manages backup schedule	Verifies backups; assists with restores on request	Only assists when backups fail or restore requested	Full backup lifecycle management, including scheduling, verification, restoration	Leapswitch fully manages backup processes, verification, and restores
Load Balancer (HAProxy, Nginx)	Setup initial configuration	Customer manages load balancing	Assist with tuning or updates when requested	Only helps if tuning/updates requested by customer	Full lifecycle management including scaling and optimization	Leapswitch fully manages load balancing, scaling, and performance
VLAN	Initial setup	Customer configures VLAN/routing	Assist with changes when requested	Only intervenes on customer request	Full VLAN and routing management including optimization	Leapswitch fully manages VLANs, routing, and optimization
Infra Cost	Initial cloud/infra cost analysis	Customer manages cloud/infra costs	Provides recommendations when requested	Supports only when customer asks	Continuous monitoring, optimization, scaling	Leapswitch manages cost optimization automatically
APM	Setup dashboards	Customer installs APM tools	Provides troubleshooting assistance when customer requests help	Assists only when requested by customer	Full lifecycle management including deployment, monitoring, optimization	Leapswitch fully manages APM deployment, performance monitoring, and optimization

Troubleshooting

Service	One-Time Setup / Configuration	Only Server Package (Self-Managed)	Managed Server (We Share the Work)	Managed Server (We Share the Work)	Premium Managed (We Do It All)	Premium Managed (We Do It All)
Applications (Linux/Windows)	Initial deployment	Customer installs and updates applications	Limited support for reported issues	Only helps when customer reports errors or performance issues	Full lifecycle management including updates, optimization, troubleshooting	Leapswitch handles everything automatically
Database (SQL/MySQL/Postgres)	Initial deployment/configuration	Customer monitors DB performance	Limited support for reported issues	Only assists on customer-reported database errors or performance issues	Full lifecycle management including tuning, optimization, monitoring	Leapswitch manages DB fully without intervention
Websites	Initial deployment/configuration	Customer monitors Website/app performance	Limited support for reported issues	Assists only when customer reports problems	Full management including troubleshooting, optimization, performance	Leapswitch manages websites completely
DR	Configure DR environment	Customer manages setup, recovery, and DR monitoring	Limited support during failover/recovery	Only assists when customer triggers failover or recovery	Fully manage DR including replication, failover, validation, monitoring	Leapswitch handles DR automatically
VPN	Initial gateway deployment	Customer manages VPN	Limited support for connection issues	Only assists when customer reports connectivity issues	Full VPN management including gateways, access, monitoring, troubleshooting	Leapswitch manages VPN completely
Routing	Initial configuration	Customer configures VLAN/routing	Limited support for reported issues	Only assists when routing problems are reported	Full routing management and optimization	Leapswitch manages routing fully
MPLS/P2P	Connectivity configuration	Customer manages network configuration	Limited support for reported issues	Only assists when connectivity issues are reported	Full network management including monitoring, optimization, troubleshooting	Leapswitch manages MPLS/P2P fully
Restore of Backups	Configure restore procedures	Customer performs restores	Limited support when customer requests restore	Only assists when restore requested by customer	Full restoration management including testing and verification	Leapswitch handles restore fully
Firewall	Initial deployment/configuration	Customer manages Firewall	Limited support for reported issues	Only assists when firewall problems are reported	Full firewall management including rules, updates, monitoring, tuning	Leapswitch manages firewall fully
Microservices / Containerization	Initial deployment	Not included	Limited support for reported issues	Only assists when customer reports issues	Full lifecycle management including orchestration, monitoring, scaling, troubleshooting, scaling	Leapswitch manages microservices fully
Kubernetes	Cluster architecture and node setup	Not included	Limited support for reported issues	Only assists when customer reports issues	Fully managed cluster including deployment, scaling, monitoring, troubleshooting	Leapswitch manages Kubernetes cluster fully