



CloudRivo's Xterity Bare Metal Servers - Dedicated server resources

With Bare Metal servers customers can independently deploy and change operating systems, hypervisors and applications of their choice directly on dedicated server hardware. Customers have command and control of their bare metal server remotely through the server's full featured KVM-console, accessible through the Cloud self-service portal, presenting a familiar environment for administrators. Bare metal servers are On Demand resources charged on a monthly basis with partial month usage charges based on hours of use during the month. Charges continue as long as the Bare Metal Server is allocated to a solution environment. The Bare Metal Server, including its server hardware resources, are dedicated to the customer during use and are not shared with any other customers. After removal from a solution environment, the bare metal server resources are returned to the Cloud server pool to be used by other customers. Bare metal servers are covered by the Cloud availability commitment of 99.99%. If there is a failure, the Cloud service software automatically provisions your bare metal server onto alternate hardware, bringing your bare metal server back online as quickly as possible.

Bare metal servers can be specified with up to 36 CPU cores , up to 1 TB of memory and includes dedicated dual 10Gb converged network ports operating active/active for up to 40Gb of throughput. Bare metal servers utilize highly reliable networked storage, there are no storage resources local to server hardware. The servers automatically boot from networked storage and have access to the Cloud Services' tiered storage services offered at each Cloud location for flexibility to customize the solution to customers' requirements.

Bare metal servers are ordered by requesting the Cloud Service sales representatives to submit the Cloud Physical Server Request form. The Cloud Services team will respond to the request within 24 business hours. Depending on the configuration, server hardware resources for your bare metal servers may be immediately available if your selected configuration is already deployed in the Cloud catalog. For unique/custom server hardware configurations, your sales representative will work with you to ensure your configuration is available in a timely manner. Your sales representative will explain the Terms and Conditions of Bare Metal services.

Xterity Bare Metal Servers - FAQ

1. What bare metal server hardware configurations are available?

ANSWER: Bare metal server resources can be requested with up to 36 Cores and 1TB of memory

2. Can bare metal servers be provisioned through the Cloud Designer?

ANSWER: Bare Metal Servers listed in the catalog can be provisioned through the Cloud self-service portal where customers can also access the servers' console directly to deploy their choice of operating systems, hypervisors and applications.

3. How are the Cloud Bare Metal servers purchased?

ANSWER: Customers should contact the Cloud Sales representatives to initiate the process.

4. Are all Bare Metal Server configurations that are offered listed in the Cloud Catalog?

ANSWER: Samples of Bare Metal Server hardware configurations are included in the Cloud Price List (pdf). Your Cloud Sales Representative can provide you the latest version of the price list. Customized Bare Metal server hardware configurations with unique hardware elements such as GPU cards, specialized flash devices and other unique hardware can be provided upon request. For server hardware configurations not listed in the Cloud Price List, Cloud Operations will provide custom quotes with terms and conditions in response to the specific configuration requested.

5. Who owns the bare metal server hardware resources?

ANSWER: The Cloud owns all bare metal server hardware. Customers purchase the use of the bare metal server with its specified server hardware resources on a monthly charge basis with partial month charges based on hours used during the month. Charges continue as long as the Bare Metal Server is allocated to a solution environment.

6. Can customers have their own server hardware deployed in the Cloud similar to a colocation service?

ANSWER: No, customer server hardware is not supported within the Cloud Service.

7. What are the terms and conditions of the Bare Metal Servers?

ANSWER: Bare metal server terms and conditions can be affected by : the selection of server hardware configurations already deployed in the Cloud; selection of cus-tom server hardware configurations and ; by the length of time the bare metal server will be used. Bare Metal Server service plans may require duration based commit-ments. The terms and conditions will be included in the quote for the specific bare metal service provided by your Sales Representative.

8. Are Bare Metal Servers shared by multiple customers?

ANSWER: Bare metal servers are dedicated to a single customer while in use. The Bare Metal servers' hardware resources (CPU, Memory, Network Ports) and Operating Systems are not shared. Access to your Bare Metal Server is secured for only the user assigned by you to access the bare metal server.

9. What operating systems / hypervisors are supported by Bare Metal Servers?

ANSWER: The Bare Metal Servers are X86 architecture based servers and support all operating systems and hypervisors typically supported by X86 servers. Customers can specify any Operating System supported by the bare metal server. Your Cloud Sales Representative will provide you a complete list of operating systems and hy-pervisors supported.

10. What operating system or hypervisor licenses are available for purchase through the Cloud self-service portal?

ANSWER: Microsoft Server operating system licenses are available through the Cloud with “On demand” usage based charges. Customers can alternatively use their own Microsoft licenses according to their license agreements with Microsoft. All other operating system and hypervisor licenses are provided by the customer. There are no charges for licenses provided by the customer.

11. How are software license policies and EULA’s applied to bare metal servers?

ANSWER: In general, software vendor licensing policies for perpetual licenses or subscription licenses that apply to On-Premise or colocation services apply to bare metal servers in the Cloud.

12. Can the Bare Metal Servers be networked to virtual servers deployed in the Cloud?

ANSWER: Yes, a solution with Bare Metal servers and virtual servers communicating within the Cloud over secure high performance network infrastructure is supported.

13. Are Backup as a Service and Disaster Recovery as a Service available for Bare Metal servers?

ANSWER: Back up as a Service is available as an optional service for Bare Metal servers. For disaster recovery, recovery from the Bare Metal server to a virtual server is available as part of the optional Disaster Recovery as a Service offering. If recovery of the Bare Metal Server requires a physical server as the recovery target, this can be supported with additional charges for dedicated Bare Metal Server recovery hard-ware resources.

Service Level Agreement

Xterity bare metal cloud servers have a 99.99% availability commitment. If there is a server failure, the Xterity Cloud Service software automatically provisions a spare bare metal server to bring your bare metal server service back online as quickly as possible.

Roles and Responsibilities

TASK	RESPONSIBILITY
Bare Metal Server pitch to Reseller/MSP	Xterity Sales
Bare Metal Server sales training for Reseller/MSP	Xterity Sales
Bare Metal Server Technical/Operational training for Reseller/MSP	Xterity Operations
Bare Metal Server purchase process	Reseller/MSP contacts Xterity Sales Rep
Quotes for (custom) configurations not listed in Xterity Price List	Xterity Operations
Bare Metal Server hardware provisioning & deployment	Xterity Operations
Operating System, Hypervisor, Application provisioning & deployment	Reseller/MSP or Client
Terms & Conditions	Xterity Operations
L2/L3 Technical Support to Reseller/MSP	Xterity Operations
Billing/Invoice/Collection of charges to the End User	Reseller/MSP
Billing/Invoice/Collection for Bare Metal Server charges used by Reseller/MSP	Xterity
Bare metal Server server operation, maintenance, management (HW)	Xterity
Bare Metal Server Operating System, Hypervisor, and Application operation, customization, maintenance, management	Reseller/MSP or Client
L1 Technical Support to End User	Reseller/MSP
Cloud platform operation, maintenance, management (HW and SW)	Xterity
Operating System, Hypervisor, Application disposition at end of term	Reseller/MSP

To learn more about CloudRivo's Xterity Bare Metal Servers you can contact us at:

Sales@CloudRivo.com

905-910-0094

www.CloudRivo.com