



KENSIUM

managed services for



Magento®

MAGENTO MANAGED SERVICES	BASIC	PRIME	ELITE	ELITE CLOUD
Support mode	Support website/email	Support website/email	Support website/email/ phone	Support website/email/ phone
24x7x365 support	✓	✓	✓	✓
Response time SLA (Level 1)	2 hours	1 hour	30 minutes	30 minutes
SERVICE LEVEL AGREEMENT	TIME TO ENGAGE LEVEL 2 TECHNICAL RESOURCE ON TICKET			
911/Emergency	4 hours	2 hours	1 hour	1 hour
High	24 hours	24 hours	8 hours	8 hours
Medium	36 hours	36 hours	24 hours	24 hours
Low	48 hours	48 hours	36 hours	36 hours
ACTIVE MONITORING SERVICES	BASIC	PRIME	ELITE	ELITE CLOUD
Prevent malware distribution	✓	✓	✓	—
Monitor blacklisting incidents	✓	✓	✓	✓
Identify SEO spam	✓	✓	✓	✓
Block phishing lure pages	✓	✓	✓	✓
Actively detect and prevent intrusions	✓	✓	✓	✓
Website application firewall (requires DNS to be hosted by Kensium)	✓	✓	✓	✓
Stop DDoS attacks (requires DNS to be hosted by Kensium)	✓	✓	✓	✓
Stop software vulnerability exploitation attacks and attempts (requires DNS to be hosted by Kensium)	✓	✓	✓	✓
Prevent access control attacks (i.e., brute force attempts) (requires DNS to be hosted by Kensium)	✓	✓	✓	✓
PLATFORM ANALYSIS	MONTHLY	BI-MONTHLY	WEEKLY	WEEKLY
Third party tools - Magento extensions	✓	✓	✓	✓
Upcoming roadmap items - Magento extensions and updates	✓	✓	✓	✓
Performance tuning report	✓	✓	✓	✓

SECURITY PATCHES	MONTHLY	BI-MONTHLY	WEEKLY	WEEKLY
Magento	✓	✓	✓	—
OS patches recommended by hosting (does not include PHP version upgrades)	✓	✓	✓	—
Extension patches (provided by extension owners)	✓	✓	✓	✓
SERVER MONITORING	MONTHLY	BI-MONTHLY	WEEKLY	WEEKLY
Check SSL certificate validity (including intermediary certificates)	✓	✓	✓	✓
Verify SFTP and ensure that the service is running well, and any accounts that should not be in use are disabled/removed	✓	✓	✓	—
Check mail logs (Sendmail and/or Postfix) for any issues. If an external mail provider is being used (e.g. Sendgrid, Mailgun, Bronto, etc.), check whether mail is flowing through the system	✓	✓	✓	—
Check cron logs to ensure that cron jobs are executing, and verify that the alert email configurations are still set up correctly and emails are being received by the Admin	✓	✓	✓	✓
MySQL check - Ensure that slow logs are enabled (10 seconds), and review main log as well as slow log files and address any errors, including slow queries	✓	✓	✓	✓
Archive and delete all log files (Magento, PHP, Apache/NGINX, MySQL). Delete archives older than 30 days	✓	✓	✓	✓
Check hard disk space usage	✓	✓	✓	✓
Check patches for Apache and MySQL . Hotfixes need to be immediately applied	✓	✓	✓	✓
Alert client/development team if minor or major version upgrades are available	✓	✓	✓	✓
Check if Monit is monitoring all the defined services (web server, database server, etc.) (requires Monit to be installed on the server)	✓	✓	✓	—
Check for presence of swap files and backup files on server locations (Magento directories and /etc folder) and clean them as required	✓	✓	✓	✓
Check file permissions for Magento code, /var, /var/logs, and /media folders and ensure that they are secured as per Magento standards	✓	✓	✓	✓

GIT status review - Ensure that there are no files on the server modified as part of a production Hotfix and unchecked into GIT (requires GIT to be setup on server for development updates)	✓	✓	✓	—
Check if backups are working as per the host policies/pricing plan	✓	✓	✓	✓
Check if monitoring/alerts from the hosting solutions are enabled and not suppressed as part of previous maintenance	✓	✓	✓	—
Delete Magento DB lock files, and re-index all	✓	✓	✓	✓
Regenerate all cache to ensure that caching is happening properly	✓	✓	✓	✓
Check URL rewrites table and ensure that it is not getting excessively large	✓	✓	✓	✓
Purge Magento history tables with data more than "x" days. This would be for recently viewed, etc	✓	✓	✓	✓
Check that feed files are generating as scheduled, including any shopping feeds, sitemap files, etc	✓	✓	✓	✓
Access home, category, product details, cart, and checkout pages via HTTPS to ensure that there are no security warnings	✓	✓	✓	✓
Run PCI compliance checks and fix any server-side items (requires client to sign up for a PCI compliance service)	✓	✓	✓	✓
Review application monitoring logs to identify performance bottlenecks for developers (requires NewRelic/Blackfire services)	✓	✓	✓	✓
UPGRADES, UPDATES, AND TRAINING	BASIC	PRIME	ELITE	ELITE CLOUD
Major Magento 2.x version update	—	1 per year	1 per year	1 per year
Magento X.x.x sub-version upgrades	—	2 per year	4 per year	4 per year
Training (web-based)	2 per year	4 per year	4 per year	4 per year



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