

# ServerCare Plans



## □ Keep Your Server Healthy, Secure, and Always Online

Whether you're running a personal website, business application, or client workloads, our expert server monitoring and support plans ensure 24/7 peace of mind. From real-time monitoring to expert fixes and proactive security, we've got you covered.

□ *We don't just monitor – we also resolve issues quickly and efficiently.*

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## □ Choose Your Plan

## ☐ **ServerCare Basic – \$10/server/month**

**Best for:** Freelancers, developers, or small businesses who need automated monitoring but prefer handling issues themselves.

### ☐ **Monitoring Features:**

- Uptime Monitoring (Server, App, Web)
- CPU, RAM, Disk, and Swap Usage Tracking
- Port Availability Monitoring
- Web Server and Application Monitoring
- User Login & Mail Queue Checks
- Monthly Security Scan

### ✉☐ **Alerts:**

- Email Alerts for Downtime or Resource Breaches
- Telegram/Slack Integration Available

### ☐ **Ideal For:**

- VPS or Dedicated Server Owners
  - Self-managed Systems
  - Developers Testing Apps
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## ☐ **ServerCare Pro – \$15/server/month**

**Best for:** Businesses and mission-critical applications that need round-the-clock monitoring and expert resolution support.

### ☐ **Monitoring + 24×7 Support:**

- All Features from ServerCare Basic
- 24×7 Monitoring by Support Team
- Immediate Issue Resolution by Experts
- SSH Hardening & Port Change
- Backup Configuration & Management
- SSL Certificate Expiry Monitoring
- Load Average + Top Process Insights
- Disk I/O and Swap Monitoring
- File Integrity Checks (Security-sensitive Files)
- Login Anomaly & Suspicious Access Tracking
- Log File Growth Alerts

## ☐ Escalation:

- We escalate major issues directly to the server owner for immediate awareness and decision-making.

## ☐ Reports:

- Weekly or Monthly Performance + Security Reports

## ☐ Ideal For:

- Production Servers
- Hosting Providers
- SaaS & eCommerce Businesses
- Managed Service Providers

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## ☐ ServerCare Plan Comparison

Feature	ServerCare Basic	ServerCare Pro
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Feature	ServerCare Basic	ServerCare Pro
☐ Uptime Monitoring	☐	☐
☐ CPU/RAM/Disk Tracking	☐	☐
☐ Port & Web Checks	☐	☐
☐ Mail Queue & Login Checks	☐	☐
☐☐ Monthly Security Scan	☐	☐
☐ Email Alerts	☐	☐
☐ Telegram/Slack Alerts	☐	☐
☐☐☐ 24×7 Human Monitoring	☐	☐
⚙️☐ Immediate Issue Resolution	☐	☐
☐ SSH Hardening & Port Change	☐	☐
☐ Backup Setup & Management	☐	☐
☐ SSL Expiry Monitoring	☐	☐
☐ File Integrity Checks	☐	☐
☐ Login Anomaly Detection	☐	☐
☐ Load & Top Process Insights	☐	☐
☐ Log File Growth Alerts	☐	☐
☐ Escalation to Owner	☐	☐
☐ Performance & Security Reports	☐	☐

## Why Choose KTCHost?

### 18+ Years of Expertise in Linux & Server Management

*With over 18 years of hands-on experience, our team brings unmatched expertise to keep your infrastructure running smoothly. We know the ins and outs of server management, ensuring top-notch performance at all times.*

## Rapid Response to Downtime & Critical Issues

*When your systems face downtime, every second counts. Our dedicated team ensures **quick action** to resolve any issue before it impacts your operations, providing peace of mind when it matters most.*

## Affordable Plans, Powerful Features

*Get **premium monitoring** and management at a price that fits your budget. We combine cutting-edge features with affordable plans, offering **unmatched value** for your business.*

## Customizable & Scalable Solutions to Match Your Growth

*Whether you're a startup or an enterprise, our solutions are **flexible and scalable** to adapt to your changing needs. Grow your infrastructure with us, and we'll handle the tech side of things.*

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□ *"We don't just monitor your server—we protect and manage it like it's our own. We offer a robust monitoring solution powered by industry-leading tools like Nagios and Icinga, alongside our custom-built monitoring plugins. This powerful combination delivers flexible, scalable, and reliable monitoring tailored to your unique needs. With our solution, you won't need a dedicated team to manage the servers—our system does the heavy lifting, ensuring you get real-time insights and proactive alerts without the hassle"*

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## Why You Will Love This:

- **Customizable Monitoring:** Tailored to your infrastructure, without the need for additional management overhead.
- **Proactive Alerts:** Catch issues before they affect your operations.
- **Expert Support:** Our team handles everything—leaving you free to focus on your business.

This emphasizes the **ease of use, reliability, and cost savings** of your service.

## ☐ Ready to Get Started?

Choose your plan and let us take care of the rest.

[ [Subscribe to ServerCare Basic](#) → ] [ [Upgrade to ServerCare Pro](#) → ]

Questions? Want a custom plan for larger infrastructure? [Contact Us](#) for a tailored solution.

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## Frequently Asked Questions (FAQ)

### 1. What is KTHost's monitoring service?

Our **monitoring service** provides 24/7 monitoring of your servers and applications using industry-leading tools like **Nagios** and **Icinga**, combined with our **custom-built plugins**. We ensure that your infrastructure remains operational and healthy by sending real-time alerts for any critical issues and proactively identifying potential problems.

## 2. What is the difference between critical and non-critical issues?

- **Critical Issues:** These involve situations like **server downtime**, **service failures**, or any issue that could cause immediate disruption to your business.
- **Non-Critical Issues:** These could be performance warnings, low resource usage, or minor issues that don't require urgent intervention but should be addressed in due time to prevent future problems.

## 3. How quickly do you respond to issues?

- **Initial Response Time:**
  - **Critical issues:** Within **15 minutes**
  - **Non-critical issues:** Within **1 hour**
- **Resolution Time:**
  - **Critical issues:** Resolution within **2 hours**
  - **Non-critical issues:** Resolution within **4-6 hours**

## 4. Will you manage my servers?

While we don't **manage your servers directly**, our **monitoring solution** ensures that your systems are continuously monitored. If an issue arises, our **support team** responds promptly to resolve it, saving you time and resources. We provide **proactive support** to ensure your systems run smoothly without needing constant manual intervention.

## 5. Do you offer custom monitoring for specific applications or services?

Yes! Our team can create **custom monitoring solutions** tailored to your specific infrastructure needs, ensuring that we

monitor all critical services or applications unique to your business.

## 6. What if I don't need the full monitoring service?

We offer **flexible plans** that can be **customized** based on the specific needs of your infrastructure. You can choose the features that are most relevant to your business, whether it's **uptime monitoring**, **service checks**, or **performance monitoring**.

## 7. How is your pricing structured?

Our pricing is **affordable and scalable** based on the number of servers or services you need to monitor. Plans start as low as **\$10/month per server**, and we offer flexible packages for businesses of all sizes.

## 8. Do you provide reports on system health?

Yes, you'll receive **detailed reports** on system health, performance, and any detected issues. These can be provided daily, weekly, or monthly, depending on your preference, and are available through **real-time dashboards** as well.

## 9. Do I need to install any software on my servers?

Yes, a lightweight agent or plugin may be required to monitor certain services, but it is **easy to install** and doesn't affect the performance of your servers. We provide **step-by-step guidance** for setup.

## 10. Can I integrate KTCHost monitoring with other tools I'm using?

Yes! Our service is highly **compatible with other tools** and can be integrated into your existing monitoring environment. Whether you're using **Slack**, **email**, or other tools for alerts,



we can make the integration seamless.

## 11. How do you ensure data security and privacy?

We take your **security and privacy seriously**. All monitoring data is encrypted and stored securely. We follow best practices in security and provide a transparent approach to data handling, ensuring compliance with the highest standards.

## 12. What happens if I need urgent support outside of business hours?

We provide **24/7 support** for critical issues. Our team is always available to respond to any emergencies, ensuring your systems are back up and running as quickly as possible.

## 13. Can I cancel my subscription at any time?

Yes, you can cancel your subscription at any time. We believe in a **no-lock-in policy** and provide **flexible terms** for our clients. We ensure that you get the best value, with the option to adjust or cancel services as needed.

## 14. How do I get started?

Getting started is simple! You can sign up directly through our website, and we'll schedule a **free consultation** to assess your infrastructure needs. Our team will guide you through the setup process and ensure everything is configured to suit your requirements.

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