

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.*

□ 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
- 24x7 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

☐ 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.*

□ *"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"*

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.

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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