

# COMPLETE SERVER SECURITY MONITORING

## SERVICE CHECKLIST

(Each one incurs separate charge and must be chosen while placing the order.)

1. Mail Server Reputation monitoring
2. Vulnerability Monitoring
3. Intrusion detection to Server/Services
4. Network Intrusion detection
5. Integrity Monitoring of Security Tools
6. Monitoring for Rootkits
7. DNS vulnerability Monitoring
8. Database Server Health & Integrity Monitoring
9. Monitoring of versions of requested web applications – WP & Joomla
10. Mail Server Monitoring for Inbound & outbound Spamming

## ADDONS

- Realtime Website Intrusion Protection
- Realtime File Upload Scanning

## Terms and Conditions

- By signing up, you give us exclusive permissions to install / update / modify respective modules for proper monitoring of your server. All modules installed are Intellectual Property of BrookWin, implemented via its subsidiary Admin-Ahead.com and we reserve all rights to modify, alter or make amends to these. We disagree to any copying / deleting / changing / re-use of any codes that are installed on your server as part of your plan with us.

- You agree that you are giving us access to all files and permissions to edit these files or databases as per the requirement of the procedures that we have to undertake. The login and the access allowed for our IP must be active and available until the corresponding ticket for the service/case is closed for speedy completion of work. If changes are made it is mandatory that it is conveyed to us within one hour to 24 hours for continued services. You also understand that the password must be reset once the case is closed with us.

- The features of the services are mentioned in the product page. These are continuously updated and proven to be effective but you understand that this can never act as a guarantee for your website to be 100% immune to all attacks or vulnerabilities.
- We reserve the right to engage any third party tool as may seem fit by the us to identify and deliver results as described under our plans.
- We cannot be held liable for any consequential, special, indirect, incidental, exemplary or punitive damages of any kind or nature whatsoever, or any lost income or profits, regardless of whether arising from any services delivered to you.
- You understand that our services circumscribed by the features listed on the product page, ensure security against and monitoring for exploits and attacks, but anything out of its scope will be treated as a separate task.
- Any damaging consequences of such an out of scope requirement which we did not have the permission to treat separately and troubleshoot cannot be attributed to our responsibilities or the plan's limitations. We are however ready to give you our services to help you overcome or recover from any event or instance.
- However under circumstances where we are informed about issues that arise while our service is suspended or inactive will be considered as a separate task that will be priced normally as other administration tasks that we have.
- You understand that an initial backup (If required) taken as part of a security measure before any security procedures are done and the space for storage of this backup must be made available for us.
- No type of refund or reimbursement will be made for an instance or an event that circumscribes the scope of the service plan and will not be attributed as its failure.
- You understand that we are not liable to disclose the intellectual information that is behind the procedures included in the services we provide at any cost.
- You realize that hardening, optimization or any follow up tasks for the alerts received or information found from the monitoring beyond the quick actions or solutions that are implemented will be chargeable administrative tasks done with your permission and after confirmation.