



Ctrl4C Pricing & Services Catalog

Contents

- Ctrl4C Feature Overview 3
- Control 4
 - Monitoring Features
 - Monitoring Packages
 - Support Package
- Compliance 6
 - Security Features & Packages
 - Optional Security Features
- Customize 8
 - Computing Instances
 - Database as a service
 - Storage
 - CDN & Network
 - Alerts & Email services
- Continuity 15

Ctrl4C Overview & Features

Ctrl4C is an innovation that grants customers total control of the Cloud with advanced security and built in business continuity. It lets you optimize and manage their IT investment on a pay as you go model. It's your opportunity to go beyond possibilities, get the benefits on your side and stay ahead.

The building blocks of Ctrl4c cloud are:

Control

- Elastic Load Balancing
- Virtual Firewall
- Monitoring with sampling of 5 minutes, alerts by email and live dashboard
- TAT 30 Minutes with SLA Metrics

Compliance

- MFA : 2 Soft Token per account
- Private Subnet
- Security Support - 1 CR and 2 TT per month
- HIDS
- SIEM
- Log Management
- RBAC - For portal

Configure and Customize

- 4 Type of workloads to select based on business requirement
- Over 250+ templates to select
- Unlimited Support for Hypervisor and all layers below (Phone/Email/Chat)
- OS, DB and Web Layer Support - 10 Trouble Tickets per annum (Phone/Email/Chat)
- Migration assistance

Continuity

- 4 Copy Availability
- 2 Copy Sync in Primary
- 1 Async Copy at Far DR Site upto RPO : 4 Hrs RTO : 4 Hrs
- Snapshot Based Backup with frequency of weekly 1 Snapshot
- Automated Disaster Recovery Process for business critical workloads

Control

Monitoring Features

Metric	Description
Virtual Instance Monitoring	vCPU, vMemory, Disk, Network
Cloud Storage Volume	Volume Write, Read, IOPS
Load Balancer	Average Latency Sum Requests Sum HTTP 4XXs Sum HTTP 5XXs Sum HTTP 2XXs
Hadoop	Big data filesystem, nodes , task tracker
Application Server Monitoring	Microsoft .NET, Oracle Application Server, JBoss server, Tomcat, VMware vFabric tc, BEA WebLogic, SilverStream, IBM WebSphere, GlassFish Server
Database Monitoring	Oracle, MySQL, MSSQL Server, DB2, Sybase, PostgreSQL, Memcached, Database Query Monitor, MongoDB, Cassandra, Redis server
ERP Monitoring	SAP, Oracle E-Business Suite, System Management, Windows OS with event Log, Linux OS, Solaris OS, AIX, AS400, HP-Unix / Tru64 Unix, FreeBSD, Novell, Mac OS, File System, OS Performance Counters
Web Server / Web Services	Web Services (SOAP), Apache, IIS, Nginx, PHP, SSL Certificate, Active Directory, LDAP, DNS, FTP, SFTP, And Other Web Servers.
Website Monitoring	URL Monitoring, Record & Playback HTTP Requests, URL Content Monitoring, Real Browser Monitor, Middleware/Portal Monitoring, WebSphere MQ Monitor, MS Office SharePoint, WebLogic Integration, Microsoft Message Queue (MSMQ), VMware vFabric RabbitMQ
Custom Monitoring	JMX Consoles, SNMP Consoles, File System Monitor, Windows Performance Counters, Script Monitoring, Database Query Monitor
Web Transaction Monitoring	Java Web Transaction Monitoring (APM Insight), .NET Web Transaction, Ruby on Rails Web Transaction, Java Runtime, JMX Monitoring SNMP Monitoring.
Other Applications	Exchange Server Monitoring, Service Monitor, Ping Monitor

Monitoring Packages

Monitoring and Alert Tool	Silver	Gold	Platinum
Sampling Period	5 Mins	2 Mins	1 Mins
No of Email Notifications	Unlimited	Unlimited	Unlimited
No of SMS Notification included	Nil	50	100
Custom Metric	1	10	Unlimited
Qualifying alert for TT SLA	N/A	1 Hr	30 min
Oracle and SAP Monitoring	N/A	N/A	Yes
Cost Per Month in INR	Free	250 Per Instance	500 Per Instance

Support Packages – Per Account

Support Metrics	Silver	Gold	Platinum	Instance
Break/Fix Tickets	Yes	Yes	Yes	Yes
Architecture Support	Yes	Yes	Yes	Yes
Consultative tickets	No	No	Yes	Yes
Best Practice Guidance	No	No	Yes	Yes
Client Side Diagnostic Tools	Yes	Yes	Yes	Yes
Response Time	4 Hrs	1 Hrs	30 Min	30 Min
Customer Service - 24x7x365	Yes	Yes	Yes	Yes
Support Forums	Yes	Yes	Yes	Yes
Documentation, White Papers, Best Practice Guides	Yes	Yes	Yes	Yes
Billing Support	Yes	Yes	Yes	Yes
Service Dash Board	Yes	Yes	Yes	Yes
Web Incident submission	Yes	Yes	Yes	Yes
Access to Technical Support	Yes	Yes	Yes	Yes
Phone support (call backs)	No	Yes	Yes	Yes
Service delivery management	No	No	No	Yes
Primary Case Handling	Yes	Yes	Yes	Yes
Escalation Phone Line	Yes	Yes	Yes	Yes
Developer Mentoring	Yes	Yes	Yes	Yes
Onsite Services	No	No	No	Yes
Advisory Support	No	No	Yes	Yes
Named Contacts	No	No	No	Yes
Management Business Reviews	No	No	No	Yes
No of Trouble Tickets	10	50	100	Unlimited
No of Change Request	1	5	10	10
Validity	1 Yr	1 Yr	1 Yr	1 Month
Domain	Per account	Per account	per account	per instance
Prices in INR	Free	25000	40000	10000

Compliance

Security Features and Packages

Information Assurance	Silver Package	Gold Package	Platinum Package	Diamond Package
Secure Access (portal)	Included	Included	Included	Included
Firewall	Firewall provided	Firewall configured with log redirection	DMZ creation and log redirection	multi zoning (Must for VPC)
IAM - SMS Based @ INR 0.1 per SMS	Free upto 50 SMS per month	Free upto 250 SMS per month	Free upto 500 SMS per month	Free upto 1000 SMS per month
Private Subnets	Included	Included	Included	Included
SMS/ Soft Token Based MFA @ INR 50 per user per month	2 User Free	5 Users free	10 Users Free	20 Users Free
HIDS	Yes	Yes	Yes	Yes
Security Dashboard	Integrated with portal	Integrated with portal	Integrated with portal	Integrated with portal
Network Monitoring	Integrated with portal	Integrated with portal	Integrated with portal	Integrated with portal
Log Space @ INR 500 per GB	200 MB	1 GB restricted	2 GB restricted	90 days daily compressed archive
SIEM	Yes	Yes	Yes	Yes
Log Co-relation	Yes	Yes	Yes	Yes
Anomaly reports	Monthly Once	Daily and Weekly reports	Daily and Weekly reports	Daily and Weekly reports with custom reporting
Change Request per month	upto 1 CR per Month	upto 2 CR per Month	upto 5 CR per Month	upto 10 CR per Month
Patch Management	None	Yes, with CR	Yes, with CR	Yes, with CR
Incident response for tickets opened by mail to security@ctrls.in	2 TT Incident TT / month free	5 Incident TT per month free	10 Incident TT per month free	25 Incident TT per month free
TT Response Time	48 Hours	24 hrs	2 hrs	30 Mins
Remote VA Scan of Public IP	1 scan per year	2 scan per year	4 scan per year	Unlimited
24 X 7 SOC Services with proactive monitoring and alert generation with analyst services	No	No	NO	Yes
Price Per Month in INR	Free	INR 2500 per instance per month	INR 5000 per instance per month	INR 9000 per instance per month

Optional Security Controls

Optional Controls	Rates
Anti-Virus	INR 100 per month for basic
DDoS Protection	INR 10 per GB data txfr addl
SSL Certificates	Single Domain - INR 15000 Multi-Subdomains - INR 22500 Multi-Domains -- As per no of domains
Anti-Spam	INR 30 per user per month
Hardware encryption	INR 1 lac activation and INR 75000 per month
PT	INR 5000 per instance per month
Integrity checker & Domain Anit-virus	INR 5000 per instance per month
Infosec Governance	INR 25000 per setup per month
WEB Protection (OWASP)	INR 20 per GB Data Txfer
Enabling UTM at perimeter	INR 2 per GB Data Txfer

Configure and Customize

1) Compute Instances Pricing

CtrlS Package Name	vCPU	CtrlS Max processing in Ghz	Memory (GiB)	Disk Type	Usable Storage in GB	CtrlS INR Rate Per Hour / INR
General Purpose - Current Generation						
CtrlS.G1.SSD.UM	1	3.3	4	SSD	10	7.29
CtrlS.G2.SSD.UM	2	7.15	8	SSD	50	14.58
CtrlS.G3.SSD.UM	4	14.3	16	SSD	100	29.16
CtrlS.G4.SSD.UM	8	28.6	32	SSD	175	58.33
General Purpose - Previous Generation						
CtrlS.G1.SAS.UM	1	1.1	2	SAS	100	4.00
CtrlS.G2.SAS.UM	1	1.1	2	SAS	175	4.32
CtrlS.G3.SAS.UM	1	2.2	4	SAS	450	8.70
CtrlS.G4.SAS.UM	2	4.4	8	SAS	850	17.34
CtrlS.G5.SAS.UM	4	8.8	16	SAS	1700	34.74
Compute Optimized - Current Generation						
CtrlS.C1.SSD.UM	2	7.7	4	SSD	50	9.82
CtrlS.C2.SSD.UM	4	15.4	8	SSD	100	19.72
CtrlS.C3.SSD.UM	8	30.8	16	SSD	175	39.36
CtrlS.C4.SSD.UM	16	60.5	32	SSD	400	78.72
CtrlS.C5.SSD.UM	32	118.8	64	SSD	700	157.50
Compute Optimized - Previous Generation						
CtrlS.C1.SAS.UM	2	5.5	2	SAS	400	12.20
CtrlS.C2.SAS.UM	8	22	8	SAS	1750	48.73
Memory Optimized - Current Generation						
CtrlS.M1.SAS.UM	2	7.15	18	SAS	450	22.02
CtrlS.M2.SAS.UM	4	14.3	36	SAS	850	44.04
CtrlS.M3.SAS.UM	8	28.6	72	SAS	1750	88.02
Storage Optimized - Current Generation						
CtrlS.S1.SSD.UM	4	15.4	32	SSD	800	75.74
CtrlS.S2.SSD.UM	8	29.7	64	SSD	1600	151.40
CtrlS.S3.SSD.UM	16	58.3	128	SSD	3200	302.81
CtrlS.S4.SSD.UM	32	114.4	256	SSD	4800	605.62
CtrlS.S5.SAS.UM	16	38.5	128	SATA	50000	414.41

2) Database-as-Service

(i) (DBAAS – MY SQL)

CtrlS Package Name	vCPU	CtrlS Max processing in Ghz	Memory (GiB)	Disk Type	Usable Storage in GB	CtrlS INR Rate Per Hour / INR
General Purpose - Current Generation						
CtrlS.G1.SSD.UM	1	3.3	4	SSD	10	8.93
CtrlS.G2.SSD.UM	2	7.15	8	SSD	50	17.86
CtrlS.G3.SSD.UM	4	14.3	16	SSD	100	36.08
CtrlS.G4.SSD.UM	8	28.6	32	SSD	175	71.80
General Purpose						
CtrlS.G2.SAS.UM	1	1.1	2	SAS	175	5.21
CtrlS.G3.SAS.UM	1	2.2	4	SAS	450	10.79
CtrlS.G4.SAS.UM	2	4.4	8	SAS	850	21.58
CtrlS.G5.SAS.UM	4	8.8	16	SAS	1700	43.15
Memory Optimized						
CtrlS.M1.SAS.UM	2	7.15	18	SAS	450	28.27
CtrlS.M2.SAS.UM	4	14.3	36	SAS	850	56.92
CtrlS.M3.SAS.UM	8	28.6	72	SAS	1750	113.46

ii DBAAS – Microsoft SQL Express Edition

CtrlS Package Name	vCPU	CtrlS Max processing in Ghz	Memory (GiB)	Disk Type	Usable Storage in GB	CtrlS INR Rate Per Hour / INR
General Purpose - Current Generation						
CtrlS.G1.SSD.UM	1	3.3	4	SSD	10	7.81

iii) DBAAS – Microsoft SQL Web Edition

CtrlS Package Name	vCPU	CtrlS Max processing in Ghz	Memory (GiB)	Disk Type	Usable Storage in GB	CtrlS INR Rate Per Hour / INR
General Purpose - Current Generation						
CtrlS.G1.SSD.UM	1	3.3	4	SSD	10	15.62
CtrlS.G2.SSD.UM	2	7.15	8	SSD	50	31.25
CtrlS.G3.SSD.UM	4	14.3	16	SSD	100	62.87
CtrlS.G4.SSD.UM	8	28.6	32	SSD	175	124.99
General Purpose						
CtrlS.G2.SAS.UM	1	1.1	2	SAS	175	15.62
CtrlS.G3.SAS.UM	1	2.2	4	SAS	450	31.25
CtrlS.G4.SAS.UM	2	4.4	8	SAS	850	62.87
CtrlS.G5.SAS.UM	4	8.8	16	SAS	1700	124.99
Memory Optimized						
CtrlS.M1.SAS.UM	2	7.15	18	SAS	450	39.43
CtrlS.M2.SAS.UM	4	14.3	36	SAS	850	76.26
CtrlS.M3.SAS.UM	8	28.6	72	SAS	1750	152.15

iv) DBAAS – Microsoft SQL Standard Edition

CtrlS Package Name	vCPU	CtrlS Max processing in Ghz	Memory (GiB)	Disk Type	Usable Storage in GB	CtrlS INR Rate Per Hour / INR
General Purpose - Current Generation						
CtrlS.G1.SSD.UM	1	3.3	4	SSD	10	50.96
CtrlS.G2.SSD.UM	2	7.15	8	SSD	50	64.73
CtrlS.G3.SSD.UM	4	14.3	16	SSD	100	100.07
CtrlS.G4.SSD.UM	8	28.6	32	SSD	175	199.76
General Purpose - Previous Generation						
CtrlS.G2.SAS.UM	1	1.1	2	SAS	175	47.99
CtrlS.G3.SAS.UM	1	2.2	4	SAS	450	57.66
CtrlS.G4.SAS.UM	2	4.4	8	SAS	850	72.17
CtrlS.G5.SAS.UM	4	8.8	16	SAS	1700	105.65
Memory Optimized - Current Generation						
CtrlS.M1.SAS.UM	2	7.15	18	SAS	450	87.05
CtrlS.M2.SAS.UM	4	14.3	36	SAS	850	136.15
CtrlS.M3.SAS.UM	8	28.6	72	SAS	1750	222.46
Add-On Instance Packages with Licensed OS						

Add on pricing for OS & DB for instances

	Per Core Additional in INR
RHEL - License Support	3.72
SUSE - License Support	6.2
Windows DC Edt	3.9
Windows Std Edt	1.1
Windows With SQL Std	12.27
Windows With SQL Web	4.46

Storage Prices

Block Storage	Price in INR / GB
Low IOPS in GB	2.79
Mid IOPS – SAS	4.464
High IOPS – Provisioned	6.138
Very High IOPS (SSD)	12.276

Object Storage	Price in INR / GB
First 1 TB / month	4.74
Next 49 TB / month	4.19
Next 450 TB / month	3.35
Next 500 TB / month	3.07
Next 4000 TB / month	2.85
Over 5000 TB / month	2.40

Archival Storage	Price in INR / GB
Per GB	0.558
Upload and Retrieval Request above 5000 - Per 1000 Request	30.69

CDN & Network Pricing

Services	CtrlS Cost in INR per GB (India)	CtrlS Cost in INR per GB (APAC)	CtrlS Cost in INR per GB (Europe)	CtrlS Cost in INR per GB (Middle East)	CtrlS Cost in INR per GB (North America and South Americas)
CtrlS CDN Services - Upto 2 TB	8	8	8	9.6	7
CtrlS CDN Services - 2TB - 5 TB	7.5	7.5	7.5	9	6.5
CtrlS CDN Services - 5 TB - 10 TB	7	7	7	8.4	6
CtrlS CDN Services - 10 TB - 40 TB	6	6	6	7.2	5
CtrlS CDN Services - 40 TB - 100 TB	5	5	5	6	4

Network Bandwidth	Cost per GB / Month (Pay per use)
Internet Bandwidth	5
DDoS Protected Bandwidth	10
WAF Protected Bandwidth	30

CtrlS Virtual Private Zone - VPN	CtrlS Cost in INR per Hour
CtrlS Cloud VPN Access Services including data transfer	2.79

MPLS / P2P Termination	CtrlS Cost in INR per Month
Port Chargers per month (cross Connect) min 1 Gbps	9000

Alerting and Email Services

Alerting Services	Cost per Unit in INR
Mail Notification Services	Free
SMS Notification Services	0.4

Mailing Services	MRC in INR / Mailbox
Adv Linux Mail Services (Mithi/Zimbra)	100
Microsoft Exchange Bronze Pack (Online Archiving)	80
Microsfot Exchange Platinum Pack - Lync and Sharepoint	150

Continuity

Backup As Services	Frequency	Retention	Backup Storage consumed in GB / per month
Virtual Instance Snapshots	Weekly 1	Overwrite	Free
Custom Snapshot Services Amount of first snapshot not included	1 Hr	1 Day	5.1

DRM - 3rd Copy Managed	RPO	RTO	DR Automation	Cost per process MRC	Variable Cost MRC
Silver Pack	4	2	Upto 3 Instance	Free	Free
Gold Pack	Min 1 Hr	Min 1 Hr	upto 6 Instances	2500	1.6 per hour per GB of primary site data
Platinum	Min 15 Minutes	Min 30 Minutes	upto 10 Instances	8000	4 per hour per GB of primary site data