

Managed Hosting, SLA Support & JustGuard Monitoring

A client-facing explanation of the services, checks and in-house tools used to protect, maintain and improve hosted websites.

Purpose: to show that the SLA is an active maintenance and protection service - not just server space or ad-hoc support.

Overview

We have built our own in-house software to help monitor, maintain and secure the websites hosted on our servers more efficiently. As part of our updated SLA and hosting services, we can now carry out a wider range of automated checks across client websites, including uptime monitoring, 404 checks, speed and performance checks, WordPress version checks, plugin monitoring, vulnerability intelligence, security scans and email verification tools.

Our software checks public vulnerability databases, WordPress plugin repositories and other security intelligence sources. This helps us identify known risks across the websites we manage. Where several websites use the same affected plugin, theme or software component, we can act more efficiently and apply updates or security patches across multiple sites. This saves time, reduces risk and allows us to pass some of those efficiencies on to clients.

The purpose of the SLA is to provide ongoing protection, monitoring, maintenance and technical support, rather than leaving websites unmanaged until something goes wrong.

What an SLA does

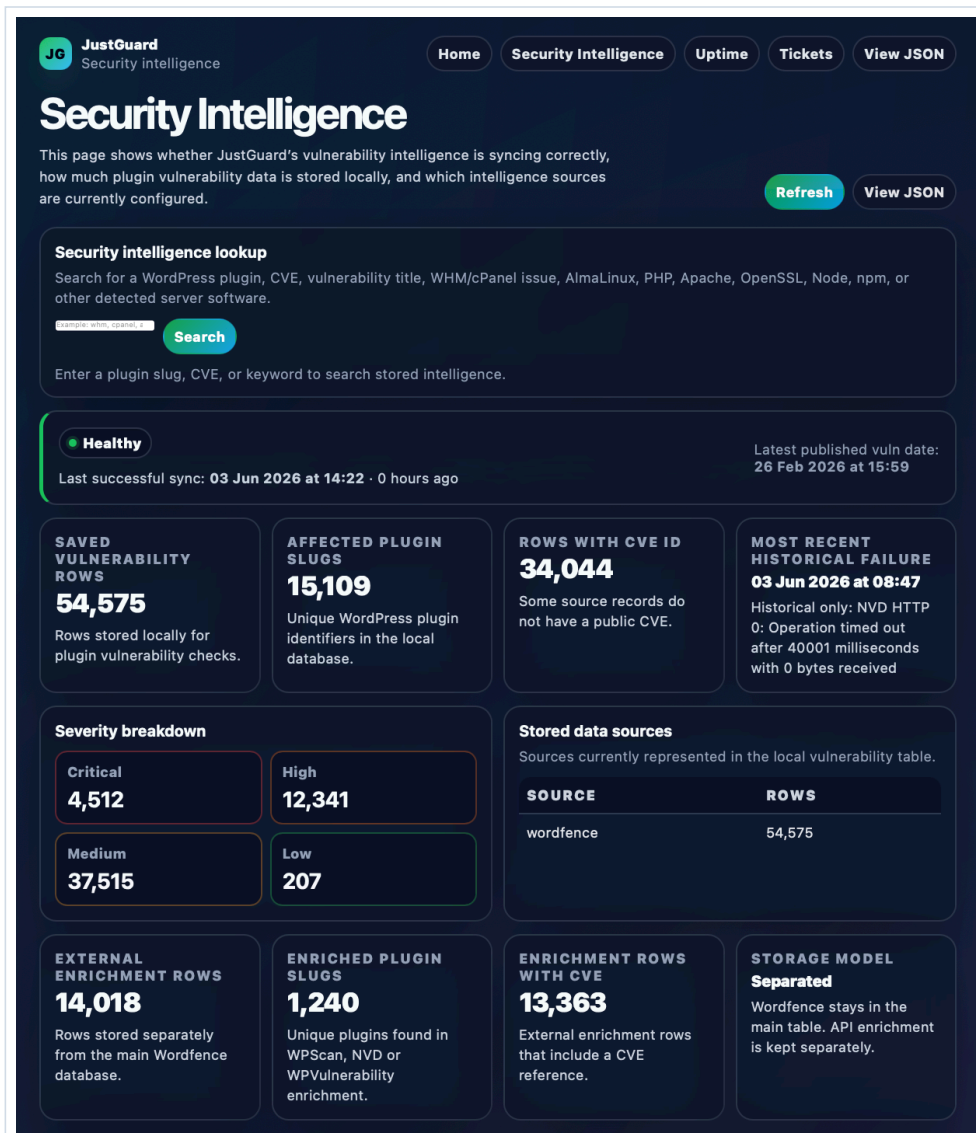
An SLA, or Service Level Agreement, is an ongoing support and maintenance agreement for your website and hosting environment. It helps ensure your website is monitored, updated, backed up, protected and maintained throughout the year.

SLA area	What we do	Why it matters
Website monitoring	Monitor whether the website is online and responding.	Helps identify downtime quickly.
Uptime alerts	Automated uptime checks and alerting.	Reduces the time a site may be unavailable.
404 monitoring	Check for broken pages, missing URLs and failed links.	Protects SEO, user experience and customer trust.
Speed and performance checks	Review response times and performance issues.	Helps keep the site fast and usable.
Security intelligence	Check vulnerability databases and plugin/software repositories.	Helps identify known risks before they are exploited.

SLA area	What we do	Why it matters
Update management	Manage WordPress, plugins, themes and compatible software updates.	Reduces security and compatibility risks.
Backups and recovery	Maintain backup protection and restore routes.	Provides recovery options if something goes wrong.
Reporting and evidence	Record checks, outcomes and actions taken.	Gives the client visibility of ongoing maintenance activity.

Example JustGuard security intelligence screen

This dashboard shows whether the local vulnerability intelligence database is healthy, how much plugin risk data is stored, when it last synced, severity counts and the sources currently feeding the system. This gives SLA customers evidence that security monitoring is active rather than reactive.



How this helps the SLA: when a known plugin or software vulnerability appears, we can identify affected websites, prioritise critical issues and apply fixes across multiple client sites more efficiently.

JustGuard tools that strengthen the SLA

JustGuard adds automated monitoring, security intelligence and practical reporting to the SLA. It helps us spot issues earlier, group similar risks across multiple websites and turn checks into support tasks where needed.

JustGuard feature	What it does	SLA benefit
Security intelligence checks	Checks known vulnerability sources, software risks and plugin signals.	Faster identification of risky plugins, themes and software.
WordPress plugin monitoring	Tracks plugins and versions used on client websites.	Helps identify outdated, vulnerable or unexpected plugins.
WordPress core monitoring	Checks WordPress versions across websites.	Helps ensure sites are not left running unsupported versions.
SLA scans	Runs structured checks against client websites.	Provides evidence of maintenance and highlights issues.
verify@ email checking	Allows suspicious emails to be forwarded for checking.	Helps protect clients from phishing, spoofing and scam emails.
Uptime monitoring	Checks whether a website is online.	Helps detect outages quickly.
404 checks	Finds missing pages and broken URLs.	Supports SEO, user experience and website quality.
Speed monitoring	Checks response and performance signals.	Helps identify slow pages or hosting issues.
Security header checks	Reviews browser security headers such as CSP and related settings.	Helps improve website hardening.
CSP monitoring	Detects Content Security Policy issues and browser security warnings.	Helps maintain stronger browser-side protection.
Report generation	Records checks and outcomes.	Gives clients a clear view of what is being monitored.
Ticket creation / issue tracking	Turns identified issues into support tasks.	Helps ensure issues are tracked and resolved.

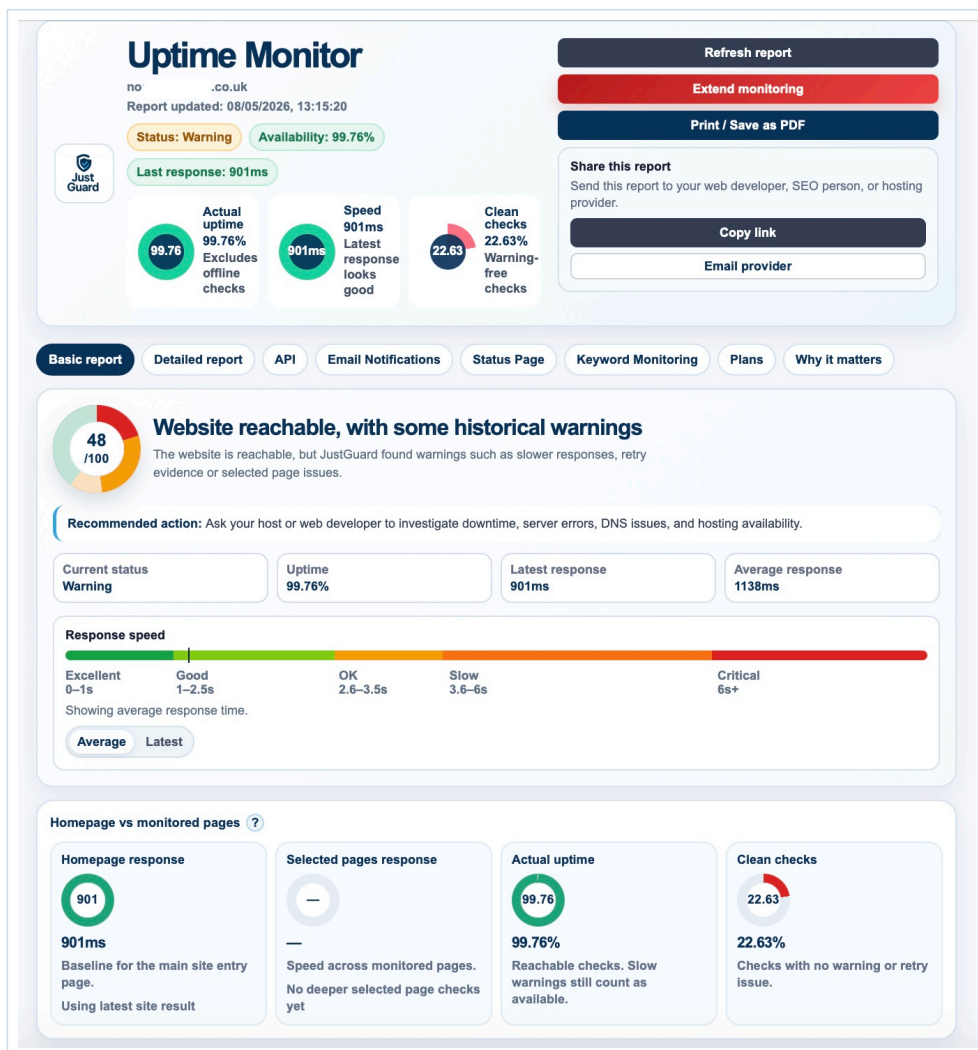
Services and checks available

Service / check	Available as part of SLA / hosting
Managed website hosting	Yes
DDoS protection	Yes
Live website monitoring	Yes
Daily backups	Yes
Off-server backup options	Available
Imunify security scans	Yes
JustGuard security intelligence checks	Yes
WordPress updates	Yes
Plugin updates	Yes
Theme updates	Where applicable

Service / check	Available as part of SLA / hosting
Server software updates	Yes
SSL monitoring and support	Yes
404 broken page monitoring	Yes
Uptime monitoring	Yes
Speed and performance troubleshooting	Yes
Email phishing verification via verify@	Yes
Security header and CSP checks	Available
SLA reports	Available
Support tickets and issue tracking	Yes

Example uptime monitor report screen

The uptime report shows whether the website is reachable, recent availability, response speed, clean checks, historical warnings and recommended action. It helps separate a full outage from slower responses or occasional retry warnings.



How this helps the SLA: we can detect downtime or poor performance earlier, provide a clear report to the client, and support troubleshooting with response time and availability evidence.

Example detailed uptime, SSL, DNS and incident data

The detailed report view records the most recent checks, filtering options, SSL certificate status, domain registration status, DNS records and incidents. These fields help explain not only whether a website is online, but also why a problem may have happened.

Recent checks

[Hide Recent checks](#)

These are the latest monitoring checks. A performance warning usually means the page loaded successfully, but slowly.

Search

Show

Order by

From date

To date

Search URL or message...

All checks

Newest first

03/06/2026

03/06/2026

Rows per page

50

Apply filters

Export filtered CSV

Reset

Filters matched 0 of 0 check(s)

Filtered results: 0 check(s) · displaying all rows

No checks match the selected filters.

Filtered results: 0 check(s) · displaying all rows

SSL certificate

SSL status ?

Days remaining ?

Expires ?

Issuer ?

Good

68 day(s)

2026-08-11 12:03:38

Let's Encrypt

SSL explanation: SSL certificate looks valid.

Domain registration

Domain status ?

Days remaining ?

Expires ?

Registrar ?

Good

day(s)

2027-02-10 21:59:11

F Ltd

Domain explanation: Domain registration looks active.

DNS snapshot

This helps identify where the website, email and nameservers appear to be pointing at the time of the report.

A records

AAAA records

MX records

Nameservers

- 17
- 104

- 261 37::ac43:8
- 52d
- 260 815:5
- 4c

- .outloo
- k.com

- .cloudflare.com
- cloudflare.com

DNS status: ok

Incidents

No downtime incidents recorded. Slow pages are shown separately under Performance warnings.

What the data means: SSL and domain expiry dates reduce avoidable outages; DNS snapshots show where website, email and nameservers are pointing; incident messages separate downtime from slow-page warnings.

SLA benefit: this gives us evidence for support tickets, helps identify whether the issue is hosting, DNS, SSL or website performance, and makes client reporting clearer.

Managed hosting capability

Our hosting is a managed business hosting service. We do not simply provide server space; we maintain the environment, monitor websites, manage updates, apply security tools, maintain backups and provide technical support when issues arise.

Current hosting environment can be described as a managed dedicated server platform with business-grade resources. The current server specification includes a Dell R740XD class server, dual Intel Xeon 4114 processors, 128 GB RAM, 4 x 2 TB SATA storage and a 30 TB monthly traffic allowance.

Hosting area	What we provide
Managed hosting	We manage the hosting environment rather than leaving clients to deal with server issues themselves.
Dedicated server resources	Business-grade server resources rather than low-cost unmanaged hosting.
cPanel / WHM	Website and hosting account management.
Email hosting	Mailboxes and domain email configuration where required.
SSL certificates	SSL setup, renewal support and troubleshooting.
Daily backups	Regular backup protection.
Off-server backup options	Additional backup protection away from the main server.
Security scanning	Malware and file scanning using server security tools.
DDoS protection	Protection against certain types of malicious traffic.
Server updates	Server software and security updates.
PHP / MySQL support	Website software environment management.
Dedicated IP options	Available where a site or email setup requires it.
DNS / Cloudflare support	DNS, CDN and security configuration support.
Migration support	Moving sites from other hosting providers.
Emergency recovery	Help restoring sites if files, plugins or updates cause problems.

How this differs from standard hosting

Standard hosting	SLA-backed managed hosting
Website space only.	Website space plus monitoring, maintenance and support.
Client handles most issues.	We investigate and resolve issues.
Updates may be left to the client.	Updates are managed as part of the SLA.
Limited security oversight.	Vulnerability checks and security scans are included.
Backups may be basic or unclear.	Backup strategy is part of the service.
Broken links may go unnoticed.	404 checks can be monitored.
Downtime may only be noticed by the client.	Uptime monitoring can detect problems earlier.
No regular maintenance evidence.	Reports and checks can show ongoing work.

Suggested SLA package structure

SLA section	Included services
Hosting & Infrastructure	Managed hosting, cPanel/WHM, SSL, server updates, PHP/MySQL support, DNS support.
Security & Protection	DDoS protection, Imunify scans, vulnerability intelligence, plugin risk checks, malware monitoring.
Website Maintenance	WordPress updates, plugin updates, theme updates and compatibility checks.
Monitoring	Uptime checks, 404 checks, speed checks, CSP and security header checks.
Backups & Recovery	Daily backups, off-server backup options and restore support.
Email & Domain Support	Email hosting, DNS, SSL, domain troubleshooting and verify@ email checks.
Reporting & Support	SLA scan reports, issue tracking, support tickets and maintenance evidence.

Client-facing service description

Managed Website Hosting & SLA Support is designed to keep your website online, secure, updated, backed up and properly maintained.

The service combines managed hosting, website monitoring, WordPress maintenance, security monitoring, backups, vulnerability intelligence and technical support. As part of the service, we monitor websites for availability, broken pages, software vulnerabilities, plugin updates, WordPress updates, security issues and performance problems.

We also use our own JustGuard tools to check known vulnerability sources and identify risks across the websites we manage. This means we can act more quickly when an issue affects multiple websites, apply updates more efficiently and reduce the cost of ongoing maintenance.

Simple sales version

Our SLA is designed to keep your website online, secure, updated, backed up and properly maintained. Instead of waiting for something to break, we actively monitor and maintain your site so problems can be found and resolved earlier.

Note: the exact services included can be aligned to the chosen SLA level, website type, hosting requirements and client risk profile.