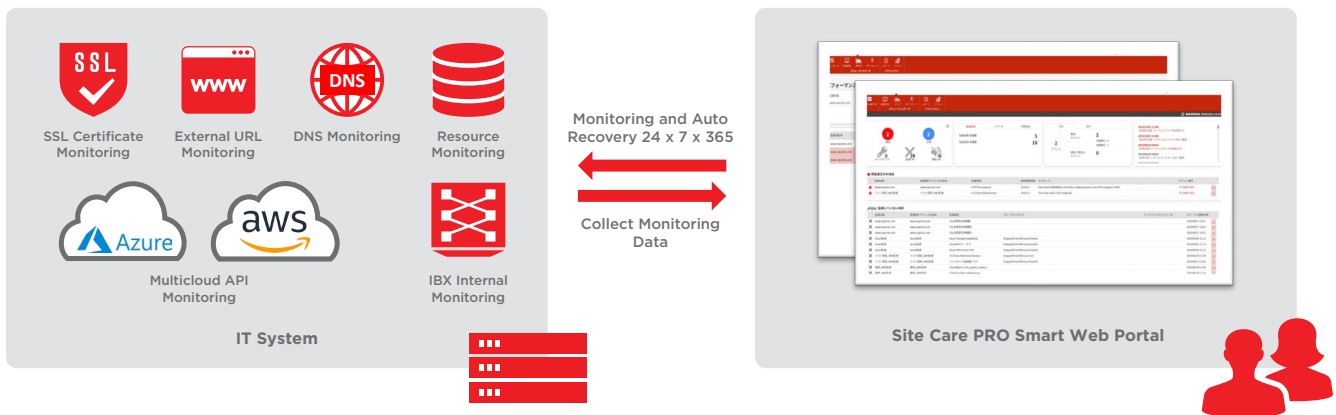


PRODUCTS & SERVICES

SITE CARE PRO SMART

Easily configured and operated SaaS-type monitoring service.

Site Care PRO Smart allows you to configure monitoring target with your preference and it monitors your IT system in Equinix IBX Datacenters, your on-premises environments, external data centers, and private, public, and hybrid clouds as 24 x 7 x 365. It's designed as all-in-one solution provides monitoring and operations (ex. monitoring, notifications, recovery, incident managements, performance graphs, etc.) for customers who seeks a certain level of system availability.



Features and Benefits

- **Up to 1,000 Monitoring items can be monitored as the basic plan**
The basic plan includes monitoring of up to 1,000 items, there is no price change associated with the number of hosts or instances changes. Also, up to 1,000 monitoring items are covered for External URL monitoring and SSL Certificate monitoring.
- **Automatic recovery scenarios execution**
When the incident occurs, Site Care PRO Smart executes the recovery processing following the pre-registered recovery scenario*, and the system recovers quickly anytime as 24 x 7 x 365.
- **Send alerts by email, automated phone calls or chat tools integration**
When the incident is detected, Site Care PRO Smart automatically sends alerts by email. Customer can set automated phone calls* and can integrate with chat tools. Customer can choose the types of automated phone calls as designated order basis or simultaneous call, and easily configure staff rotation.
- **Local segment system monitoring**
Customers using Equinix's IBX data centers can monitor their system resources on local segments via cross-connect / metro-connect.
- **Comprehensive Integrated incident management**
Real time Integrated management functionality provides total management from failure occurrence to recovery. The history of failure occurrence or automatic recovery are stored with tickets, it can be referred anytime.
- **Performance Graph and download**
Performance data can be visually checked and downloaded. Intuitive and user friendly web portal is enriched with the knowledgeable HELP pages.

*With upper limit

Specifications

Site Care PRO Smart

Easily configured and operated SaaS-type monitoring service.

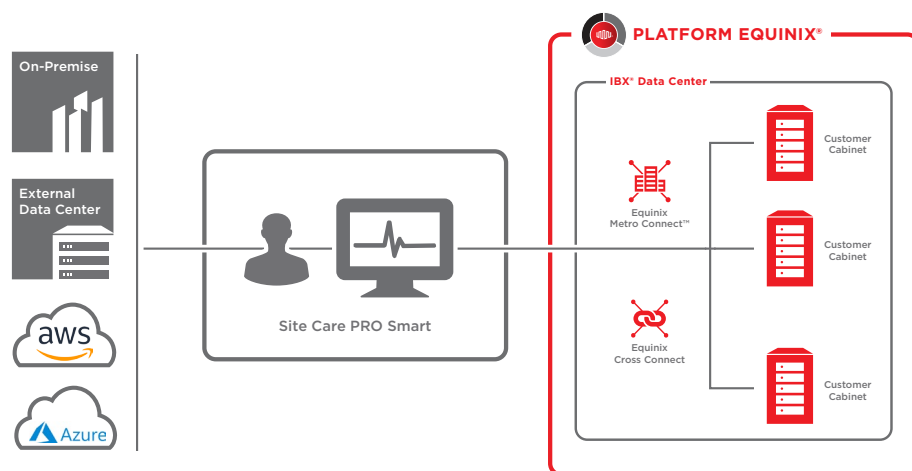
The upper limit number of phone notifications and the number of auto recovery scenarios can be changed.

Monitoring items	Notifications by automated phone calls	Numbers of auto recovery scenarios
1,000 items	100 times a month (Max: 500 times a month)	20 items (Max: 100 items)

Site Care PRO Smart IBX Internal Monitoring Option

Customers using Equinix IBX data centers can monitor system resources on the local segment by ordering the “IBX Internal Monitoring Option”. (A dedicated Cross Connect / Metro Connect needs to be prepared by the customer.)

* You cannot order “IBX Internal Monitoring Option” only.



About us

Equinix, Inc. (Nasdaq: EQIX) connects the world’s leading businesses to their customers, employees and partners inside the most-interconnected data centers. On this global platform for digital business, companies come together across more than 50 markets on five continents to reach everywhere, interconnect everyone and integrate everything they need to create their digital futures.

Learn more at [Equinix.com](https://www.equinix.com)

Equinix Americas

+1.650.598.6000

info@equinix.com

Equinix EMEA

+31.20.754.0305

info@eu.equinix.com

Equinix Asia-Pacific

+852.2970.7788

info@ap.equinix.com