

Pre-Sales: What is your uptime?

Historically, our uptime has been well over 99%! To keep you informed, we provide real-time system status reports at <http://status.modwest.com>. The status page is hosted at a different data center for perspective from outside our network.

How and when is system status calculated?

The uptime data is collected and calculated by [Nagios](#), a host and service monitoring tool we use to monitor availability and performance of all network services. Each service is checked every five minutes, and if any service fails or responds more slowly than established tolerances (and automated recovery scripts are not able to resolve the issue), Modwest technicians are automatically alerted via email and cell phone.

Planned maintenance windows are announced in the "News" section of the [Modwest Onsite Control Panel](#).

Unique solution ID: #248

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