# IaaS Managed vs Unmanaged _

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Infrastructure as a service (IaaS) usually comes in two main forms - managed or unmanaged. Some providers may offer something in between. Naturally, the first decision is will you manage your own server, or will you let a team of experienced server administrators carry the work for you?

We will discuss the differences between managed and unmanaged IaaS and what each of these terms really means for you as a user.

Managed services _

Keeping a server going in top condition can be a time-consuming task and there are ways to make this service more accommodating. Your IaaS service is made up of various different components. The most basic is a hardware itself. It is common for server to have an operating system installed and additional software for predefined application use. A managed service provides the support and expertise to maintain your server and to perform day-to-day maintenance like software upgrades. Overall, managed servers mean that the task of maintaining the server is, by all means, the responsibility of a host.
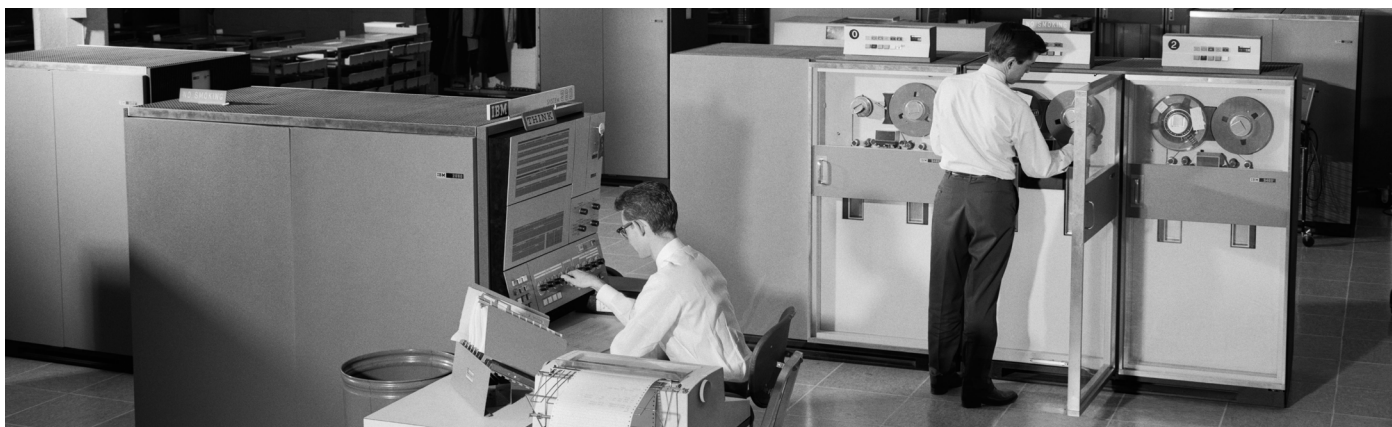
Managed dedicated servers are for clients who don't want to take care of the daily management of their server in-house. Server management is complex and many clients prefer to focus on other aspects of their business. The biggest risk when self-managing a server without the necessary expertise is the inadvertent creation of security vulnerabilities.

For the most part, it comes with a number of services. For example, performance monitoring, security checks, automated backups, extensive customer support, malware removal and other services. Your IaaS provider will take care of operating system updates as well as SSL installations. While it takes care most of your trouble away, limit still applies. For example, the IaaS provider will not solve the error in your code or website itself. Overall, all of the managed services tend to make things easier at additional cost, hence the name "managed".

Managed services fit industries with high regulations or security requirements, like healthcare and the financial sector. Companies that belong in these industries, it's important to make sure their Managed Service provider offers single tenant solutions that extend beyond the compute layer down to the storage and networking layers as well, making sure that environments aren't shared with others. Let's dig deeper into the additional features of the managed services:

Performance Monitoring

Performance monitoring warns you before the disaster strikes. With real-time server monitoring and management applications, your IaaS provider makes sure your services perform at their peak. If any problem arises, a provider will notify you when your website is about to use all of its available resources.

Memory, computing resources and other

This will give you enough time to contact a support technician to address the issue before it's too late, and your traffic suffers.

Security and Malware Protection

As part of managed services, your IaaS provider performs security sweeps to detect potential attacks or malware and prevent harm related to your website or service. While it is impossible to guarantee complete security as this service can be counted as the first line of defence and will largely depend on how good your IaaS provider is.

Automated Backups

Commonly, backups are considered an obligatory practice for the user of the service, yet managed services provider will also provide you with an automated backup option. Suddenly losing all your data or have something go awry without any restore possibility is the last thing you would want to witness. There are two main factors to keep in mind when choosing a managed IaaS in this case.

Software Updates

The operating system, software updates as well as security patches are all handled by the host. Those are key elements to keep your server running smoothly and not be vulnerable to hackers. By having this part managed by your IaaS provider, it takes a load off your shoulders, since you won't have to bother with the installation of all the updates that come out. Again, not in every case, it is worth upgrading, as there might be conflicts will already existing applications.

Control panel

A managed server should have an option to come with a control panel where you can configure specific things. Including the creation of databases, email forwarding, DNS record, accesses to logs, looking at performance statistics and similar.

There are different options available when it comes to standard control panels, such as Plesk, cPanel as well as custom-made ones. As long as it's usable and contains the information you need, you should be good. Your own control panel can be installed too, like Plesk or cPanel, to use on an unmanaged server, given that you have necessary skills to do so.

Managed Migrations

Managed IaaS companies can also help the client with the migration of their content, databases, and software configuration. Given correct provider's expertise, it allows zero downtime migration, where the customer can simply switch DNS after the technical staff has adapted the website's setup and performed a resource review, ensuring the new server will run based on the company's best practices.

Customer Support

When it comes to the technical side of things or any issues you run into, making sure that there is someone to help you is comforting. This kind of help is mostly included in your hosting plan up to a certain degree.

Keeping good hardware performance is the main goal for the customer, yet customer support shouldn't be put in the last place when it comes deciding your managed services provider. Support quality speaks a lot about the company and how they value their customers.

Unmanaged services _

Unmanaged services undeniably cost less because there's no management or routine support. Meaning there are no extras or very little. You get a bare server or service with nothing more than an operating system. The host will replace components that failed, reboot servers, maintain the network, but it won't support any software or install anything for you.

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It's up to you to tweak a server however you want, consequently requiring technical expertise on your part. It is your part to install security patches, you fix error messages and you're responsible for installing everything but the OS. Majority of host providers won't even provide a control panel or web server software, again, it's up to you to do that. It's your computer to maintain and control. The provider only takes responsibility for faulty hardware. Beyond that, managing the server is the client's responsibility.

Unmanaged services are a great fit for clients who are happy to manage their own server. After all we, at Heficed, take care of the hardware, network connection, and everything else the server needs to run reliably. We'll also install an operating system on the server.

Heficed managed services opportunities _

Managed Infrastructure

Moving from traditional IT infrastructure solution to managed environment results in significant savings through higher utilization, improved provisioning, standardized processes, error and troubleshooting time reduction as well as hardware investments and support costs. Leveraging the latest technological advancements and combining it with years of experience Heficed can guarantee the highest performance.

- Proactive maintenance and monitoring results in reduced occurrence of outages.

- Real-time network and applications management guarantee peak performance of your services.

- Experienced support engineers handle the detail of configuration changes to existing services.

- For larger projects, you get personalized designs from a skilled Architect.

- Fast request tracking keeps you on top of progress.

- Efficient communication without delays.

- Routine optimization and system maintenance.

Managed Dedicated Servers

Managed Dedicated Servers plans combine proactive monitoring, security, management, backup, reporting and expert support. With Managed Dedicated Servers everything is dedicated, all the resources belong to you and can be used when required.

With real-time server monitoring and management applications, we make sure your services perform at their peak. Our team fast-tracks your requests and keeps you updated with relevant information. Server management includes routine optimization and system maintenance.

Managed Dedicated Servers

Heficed Managed Enterprise Cloud is a virtual bare metal solution, managed by our experienced engineers. This combination grants you the ability to scale horizontally or vertically according to your business needs, without worrying about maintenance, security and performance of your Enterprise Cloud. By combining an expert team, field-tested processes, and the latest technology we are capable to cover every aspect of your business performance and security needs in one place and keep it from harm.

Conclusions _

At this point, the differences between managed and unmanaged IaaS should be a lot clearer. While you won't be able to choose your new IaaS service in a matter of minutes, but you should at least now know the kind of questions you need to ask.
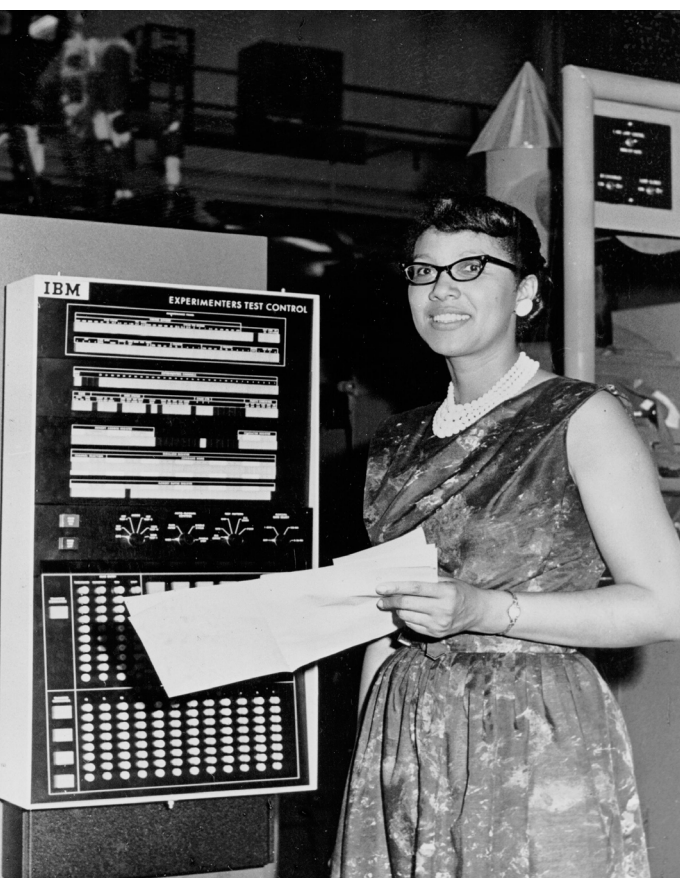
Decision highly depends on your business. You must take into consideration your current environment and the team as well as your future needs are. Perhaps you're looking for a solution that will fix your business problems but won't give you extra work to worry about. Or maybe you want full control of your cloud solution and simply need the provider that can offer you the service. There are pros and cons to both types of hosting.

Without any doubt, managed IaaS services are the better option for a user who is not experienced in server management matters or anyone who doesn't desire to take or these tasks in-house. For tech-savvy users who can take server management into their own hands and have time for it, unmanaged IaaS services will be a better alternative.