

Title (en)

METHOD AND SYSTEM FOR PROVIDING DYNAMIC HOSTED SERVICE MANAGEMENT

Title (de)

VERFAHREN UND SYSTEM ZUR BEREITSTELLUNG DER VERWALTUNG EINES DYNAMISCHEN HOST-DIENSTES

Title (fr)

PROCEDE ET SYSTEME DE GESTION DYNAMIQUE DE SERVICES HEBERGES

Publication

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Application

**EP 01952274 A 20010628**

Priority

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- US 21860200 P 20000717
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Abstract (en)

[origin: WO0207037A1] A hosted service provider for the Internet is operated so as to provide dynamic management of hosted services across disparate customer accounts and/or geographically distinct sites (80). A plurality of individual servers are allocated to a common administrative group defined for that customer account and configured to access software and data unique to that customer account to provide hosted services for that customer account. The system automatically monitors the performance and health of the servers in each administrative group. At least one server from a first administrative (52a) group is automatically and dynamically reallocated to a second administrative group (52b) in response to the automatic monitoring. Each administrative group includes a local decision software program that communicates with a master decision software program that determines when and how to dynamically reallocate servers to different administrative work groups in response to usage demands, available resources and service level agreements for different customer accounts.

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