

Most businesses we talk to in Nairobi are running their own servers. They have one or two engineers who handle everything from provisioning VMs to patching databases to chasing down why the app went down at 2am on a Saturday. Those engineers are expensive, burned out, and spending 70% of their time on maintenance instead of building features.

CloudSpinx is a managed server infrastructure provider based in Nairobi, Kenya. We have managed infrastructure for over 40 businesses across East Africa. The pattern is always the same: a growing company hits a point where managing their own servers costs more than outsourcing it to a team that does this all day, every day.

This post breaks down what managed server infrastructure actually means, what it costs in Kenya, and how to decide if your business is ready for it.

## What "Managed Infrastructure" Actually Means

Let's be specific, because "managed" is one of those words that every provider defines differently.

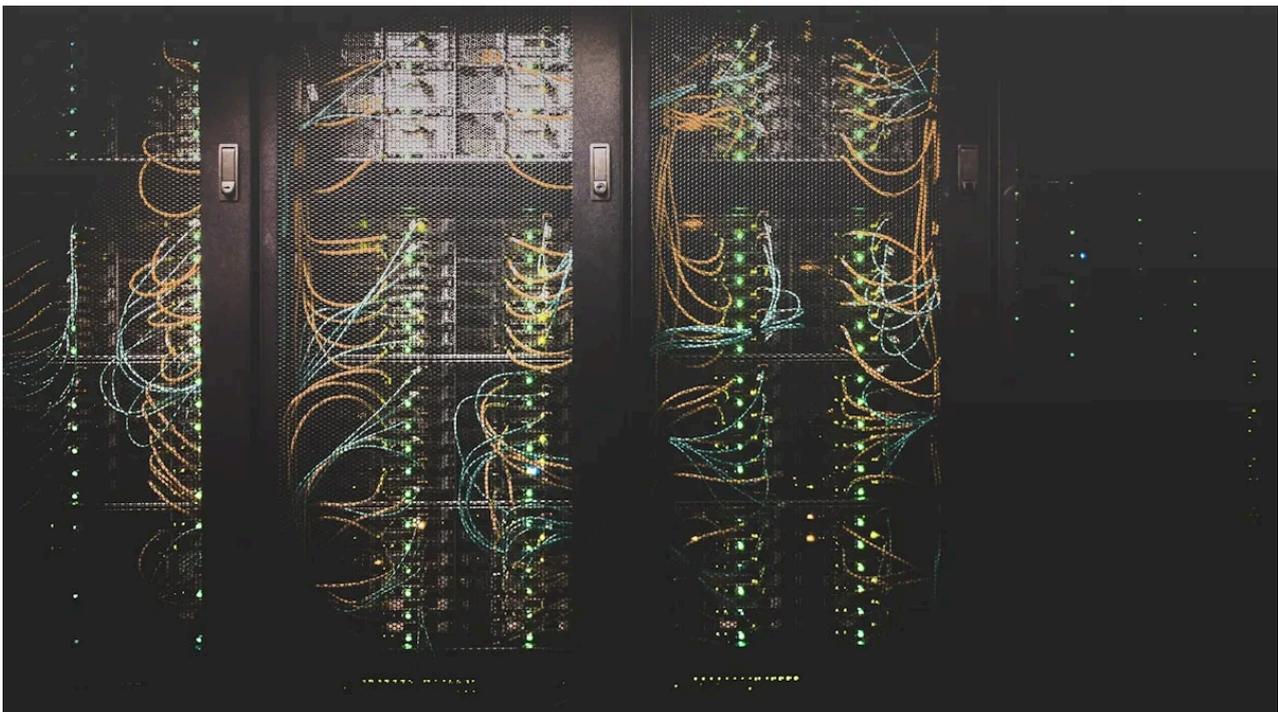
When we say managed infrastructure at CloudSpinx, we mean:

- **Provisioning and setup** - We design your infrastructure architecture, provision the servers, configure networking, set up firewalls, and hand you a working environment
- **24/7 monitoring and alerting** - [Prometheus](#) and [Grafana](#) with custom alerting so we know about problems before you do
- **Patching and updates** - OS security patches, runtime updates, database version upgrades on a schedule that works for your deployment cycle
- **Backups and disaster recovery** - Automated daily backups with tested restore procedures. Not "we think backups are running" but "we restored from backup"

last Tuesday to verify"

- **Security hardening** - [CIS Benchmarks](#) <sup>↗</sup> compliance, fail2ban, SSH key-only access, firewall rules, intrusion detection. We cover this in depth on our [cybersecurity services](#) page.
- **Performance tuning** - Database query optimization, caching configuration, resource right-sizing
- **Incident response** - When something breaks at 3am, our team responds. Your team sleeps.

What we do not do: we do not manage your application code. We manage everything underneath it - the servers, containers, databases, networking, and security. Your developers deploy code. We make sure the platform it runs on is fast, secure, and available.



## The Three Models We Offer

Not every business needs the same setup. Here is how we structure managed infrastructure at CloudSpinX Kenya.

### 1. Managed Cloud Servers

You want servers on [AWS](#), Azure, GCP, or [Hetzner](#), but you do not want to manage them. We provision, monitor, patch, and optimize cloud VMs for you. If you are still deciding which cloud provider fits your business, we wrote a detailed comparison in [AWS vs Azure vs GCP for Kenyan businesses](#).

**Best for:** Businesses running web applications, APIs, or internal tools that need reliable compute without hiring a dedicated infrastructure team.

### What you get:

- VMs sized and configured for your workload
- Auto-scaling configuration where applicable
- Load balancing and SSL/TLS termination
- Log aggregation and centralized monitoring
- Monthly infrastructure reports with cost optimization recommendations

### Typical setup for a Kenyan SME:

```
# Example: Mid-size e-commerce platform
```

#### Compute:

- 2x application servers (4 vCPU, 8GB RAM each)
- 1x worker/queue server (2 vCPU, 4GB RAM)

#### Database:

- Managed PostgreSQL (4 vCPU, 16GB RAM, 200GB SSD)
- Read replica for reporting queries

#### Storage:

- S3/R2 for media uploads and static assets
- Daily database backups retained 30 days

#### Networking:

- Application Load Balancer with SSL
- VPC with private subnets for database
- CloudFront/CDN for static content

### Monitoring:

- Uptime checks every 60 seconds
- CPU, memory, disk alerts
- Slow query logging and alerts
- Monthly cost and performance report

See our full [cloud infrastructure services](#) for more details on what we support across AWS, Azure, and GCP.

## 2. Managed Container Infrastructure

You want to run containers but [Kubernetes](#) is complex and your team does not have the bandwidth to operate a cluster properly.

We have seen this scenario repeatedly: a company adopts Docker, deploys a few services, then realizes that running containers in production requires orchestration, service discovery, networking, persistent storage, secrets management, and a CI/CD pipeline that actually works. That is a full-time job. Our [DevOps services](#) team handles this end to end.

**Best for:** Companies with microservices or multiple applications that need isolated, reproducible deployments.

### What you get:

- Kubernetes cluster (EKS, AKS, or self-managed [K3s](#) depending on budget and requirements)
- Namespace isolation per application or team
- Ingress controller with automatic SSL via [cert-manager](#)
- Container image registry (private)
- CI/CD pipeline integration - we connect to your GitHub/GitLab and set up automated deployments
- Horizontal Pod Autoscaler configured per workload
- Persistent volume management for stateful services

## Real example from a client in Westlands:

A fintech startup came to us running 6 microservices on 3 manually-managed VMs. Deployments took 45 minutes of SSH-ing into servers and running scripts. Rollbacks meant restoring from a tarball backup.

We migrated them to a managed K3s cluster on Hetzner (they wanted to keep costs low). Result:

- Deployments went from 45 minutes to 3 minutes via GitLab CI
- Zero-downtime rolling updates replaced the "put up a maintenance page" approach
- Monthly infrastructure cost dropped from KES 78,000 to KES 52,000 because we right-sized their containers instead of running oversized VMs
- First successful disaster recovery drill in the company's history

## 3. Managed Database Infrastructure

Databases are where most small infrastructure teams get into trouble. We have cleaned up enough corrupted MySQL instances and unoptimized [PostgreSQL](#) deployments to know that database management is a specialty, not a side task.

**Best for:** Any business where the database is critical (which is almost every business).

### What you get:

- Database engine selection consulting (PostgreSQL, MySQL, MariaDB, MongoDB, Redis)
- High availability configuration with automated failover
- Point-in-time recovery capability
- Query performance monitoring and optimization
- Connection pooling ([PgBouncer](#) for PostgreSQL)
- Regular vacuum/analyze scheduling for PostgreSQL
- Slow query analysis and index recommendations
- Encryption at rest and in transit

## Databases we manage regularly:

ENGINE	COMMON USE CASE	HA SETUP
PostgreSQL 16	Primary OLTP for web apps, APIs	Streaming replication + <a href="#">Patroni</a>
MySQL 8.4	Legacy apps, WordPress, Odoo	Group Replication or ProxySQL
MongoDB 7	Document stores, IoT data	Replica set (3 nodes minimum)
Redis 7	Caching, sessions, queues	Sentinel or Redis Cluster
ClickHouse	Analytics, log aggregation	Distributed tables with ZooKeeper

## What This Costs in Kenya

We price based on complexity, not on how many times you call us. Here are realistic ranges in KES for 2026.

### Managed Cloud Servers:

TIER	WHAT YOU GET	MONTHLY (KES)
Starter	1-2 servers, monitoring, patching, weekly backups	25,000 - 40,000
Growth	3-5 servers, daily backups, load balancing, monthly reports	50,000 - 85,000
Scale	6+ servers, auto-scaling, multi-region, 24/7 on-call	100,000+

### Managed Containers:

TIER	WHAT YOU GET	MONTHLY (KES)
Starter	K3s cluster (3 nodes), up to 10 services, basic CI/CD	45,000 - 70,000

TIER	WHAT YOU GET	MONTHLY (KES)
Growth	Managed Kubernetes, 20+ services, advanced networking	80,000 - 150,000
Scale	Multi-cluster, service mesh, custom operators	180,000+

### Managed Databases:

TIER	WHAT YOU GET	MONTHLY (KES)
Single	One database engine, backups, monitoring	15,000 - 30,000
HA	Primary + replica, automated failover	35,000 - 60,000
Enterprise	Multi-engine, cross-region replication, compliance	75,000+

*These are management fees. Cloud/hosting costs are separate and billed at cost with no markup.*

Compare this to hiring a full-time DevOps engineer in Nairobi: KES 250,000 - 450,000 per month salary, plus benefits, plus the risk that one person cannot cover 24/7 availability and has knowledge gaps. For most SMEs, managed infrastructure is 30-50% cheaper than building an internal team.

## When Managed Infrastructure Is NOT the Right Choice

We turn down clients when managed infrastructure does not make sense. Here is when you should manage your own servers:

**You have a large engineering team (15+ engineers).** At this scale, you can justify a dedicated platform team. The cost of managed services starts to exceed the cost of internal staff.

**Your workload has extreme customization requirements.** If you are running HPC, GPU clusters for ML training, or bare-metal workloads with custom kernel

configurations, you need engineers who live inside your specific stack.

**You are pre-revenue and watching every shilling.** If your total infrastructure bill is under KES 10,000/month, adding a management layer does not make economic sense. Use a simple PaaS like Railway or Render until you outgrow it.

**You want to build internal capability.** Some companies want their engineers to learn infrastructure. That is a valid choice. We offer [IT consulting](#) and training engagements for teams that want to build skills rather than outsource.



## What We Check on Every Managed Infrastructure Onboarding

When a new client comes to us, we run a 47-point infrastructure audit before we take over. Here are the items that fail most often:

- 1. No tested backups.** 8 out of 10 businesses we audit have backups "configured" but have never tested a restore. We test restores monthly.
- 2. SSH with password authentication enabled.** Still common. We switch to key-only access on day one.

3. **Databases exposed to the public internet.** We have found PostgreSQL and MongoDB instances with public IPs and default ports. This is how data breaches happen. We wrote about related risks in our [cyber threats facing Nairobi SMEs](#) post.
4. **No monitoring beyond "is the website up."** CPU could be at 95% for days and nobody knows. We set up resource monitoring with sensible thresholds, not just ping checks.
5. **Unpatched operating systems.** Ubuntu 18.04 and CentOS 7 are still running in Kenyan production environments in 2026. Both are end-of-life. Our [Linux infrastructure](#) team handles OS migrations and lifecycle management.
6. **No firewall rules.** Servers with all ports open. We lock down to only what is needed.
7. **Single points of failure everywhere.** One database server, one application server, no redundancy. When it goes down, the business stops.
8. **No log aggregation.** When something breaks, engineers SSH into each server to read logs manually. We centralize logs from day one.
9. **Secrets in environment variables on the server, visible to anyone with SSH access.** We implement proper secrets management using tools like [HashiCorp Vault](#) or cloud-native solutions like AWS Secrets Manager.



## How the Handover Works

Moving your infrastructure to managed services is not an overnight process. Here is our typical onboarding timeline:

**Week 1 - Audit and Architecture Review** We document your current setup, identify risks, and propose a target architecture. No changes yet.

**Week 2-3 - Parallel Environment** We build the managed environment alongside your existing setup. Same applications, same data, new infrastructure. We test until everything works identically.

**Week 4 - Cutover** DNS switch, traffic migration, final data sync. We do this during low-traffic hours (typically Friday night or Saturday morning for Kenyan businesses).

**Week 5+ - Stabilization** We monitor closely, tune performance, and address any issues. Your team starts focusing on application development instead of server maintenance.

For simple setups (1-2 servers), this can compress to 2 weeks. For complex environments, it can stretch to 8 weeks. We do not rush cutover.

## The Business Case: A Real Comparison

A logistics company in Industrial Area was spending this on self-managed infrastructure:

- 1 DevOps engineer (part-time, shared with development): KES 180,000/month salary allocation
- 3 cloud VMs on AWS: KES 45,000/month
- Downtime incidents (average 4 hours/month at estimated KES 50,000/hour revenue impact): KES 200,000/month
- Total effective cost: KES 425,000/month

After switching to CloudSpinX managed infrastructure:

- Management fee: KES 65,000/month
- Optimized cloud resources (we right-sized and reserved instances): KES 32,000/month
- Downtime incidents (average 15 minutes/month): KES 12,500/month
- Total effective cost: KES 109,500/month

The DevOps engineer went back to full-time development work, shipping features instead of fighting fires. The company saved KES 315,500/month and got better uptime.

## Frequently Asked Questions

**What is managed server infrastructure?** Managed server infrastructure is a service where a provider like CloudSpinX takes full responsibility for your servers, databases, containers, and networking. We handle provisioning, monitoring, patching, security, backups, and incident response so your team can focus on building your product instead of maintaining servers.

**How much does managed server hosting cost in Kenya?** CloudSpinX managed server plans start from KES 25,000/month for basic server management (1-2 servers with monitoring and patching). Database management starts at KES 15,000/month. Container infrastructure starts at KES 45,000/month. These are management fees - cloud hosting costs are billed separately at cost with no markup.

**Can you manage servers on any cloud provider?** Yes. We manage infrastructure on AWS, Microsoft Azure, Google Cloud Platform, Hetzner Cloud, DigitalOcean, and dedicated/bare-metal servers. We also manage hybrid setups where some workloads run on-premises and others in the cloud.

**How is this different from just buying managed hosting from AWS or Azure?** Cloud providers offer managed services for individual components (like RDS for databases). We manage your entire stack as a unified platform - servers, networking, databases, containers, security, and monitoring - with a single team that understands how all the pieces fit together for your specific business.

**Do you offer managed infrastructure outside Nairobi?** CloudSpinX serves businesses across Kenya and East Africa. Our managed infrastructure clients are based in Nairobi, Mombasa, Kisumu, Eldoret, and other cities. Since infrastructure management is done remotely, location does not affect service quality.

**What happens if something goes down at night?** Our monitoring systems detect issues within 60 seconds. For growth and scale tier clients, we provide 24/7 on-call response. Our average incident response time is under 15 minutes.

## Getting Started

If your engineering team is spending more time on servers than on your product, you are paying too much for infrastructure.

We start every engagement with a free infrastructure audit. No sales pitch, no commitment. We look at what you are running, identify the biggest risks, and tell you honestly whether managed infrastructure makes sense for your situation.

[Book a free infrastructure audit](#) or reach out on WhatsApp at +254 713 403 044. We will review your setup within 48 hours. You can also explore our full range of [hosting services](#) to see what fits your needs.

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