

Hosted IT Services

All of our Hosted IT Services are located within a state-of-the-art enterprise hosting facility based in Leicestershire. This advanced facility provides high-end Hosted IT services through a highly secured and redundant hosting network, capable of handling hundreds of thousands of web sites and millions of emails per day.

The facility provides a fully layered network with load balanced front-end servers, clustered back-end servers and a high quality fibre channel storage network. Services are managed by a dedicated support team who will ensure your hosting applications are fully optimised and operate non-stop, 24 hours a day, 7 days a week.

Outsourcing your Hosted IT requirements to us offers the assurance that your hosting environment is well looked after by experts, reducing the pressure on your in-house IT team, allowing them to focus on their long-term projects. Everything from implementation and updating the service through to troubleshooting and monitoring are all managed for you.

Data Centre (DC3) Specification

Size/Capacity	3000sq ft, 100 600x1200 racks
Power	300KVA 16Amps monitored provision per rack
Power Backup	120KVA UPS 350KVA diesel generator
Cooling	Five independent A/C units
Fire Suppression	DC-grade FM200 system
Connectivity	Dual, redundant links to Manchester (Telecity) and London (Telehouse) for peering/transit connections
Physical Security	No unaccompanied access. All visitors are required to give prior written notice of their visit and produce photo ID upon arrival. All racks have locked doors, which only authorised staff have access to. Proximity door locks are fitted on all external and internal doors and extensive CCTV with motion detection is present on external walls and inside the Data Centre. All windows are fitted with steel bars and the site has a 24/7 manned security presence.
Data Security	No unaccompanied access. All managed services are protected by stateful firewall installation and the core network is protected at the borders by extensive DDoS protection.

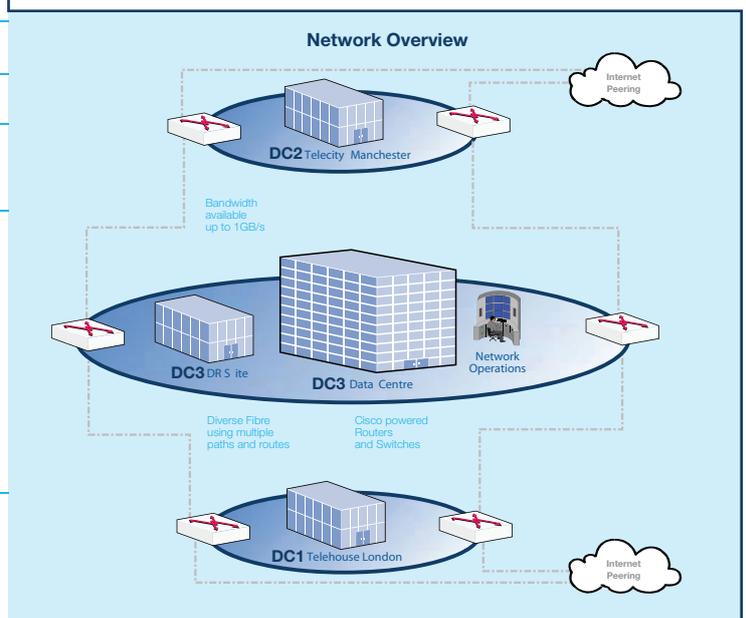
The state-of-the-art Data Centre facility where we host our services has secure links to Telecity in the north and Telehouse in the south. The Data Centre (DC3) has multiple internet breakouts across redundant and geographically disparate networks to ensure that the service provided to customers is available around the clock. The centre is designed for optimum security so you can be assured that your data is secure and supported by back-up power at all times.

Dual-diverse fibre routing offers back-up links to the Manchester and London sites, with a back-up UPS and diesel generator capable of providing power for up to 24 hours if necessary; and service contracts with four national companies in place to provide additional fuel if needed.

In addition, a fully redundant Border Gateway Protocol (BGP) system is in place.

Infrastructure monitoring takes place around the clock, including mains feed, air-conditioning and UPS systems. These are all monitored by two independent (BMS) systems to ensure that the power supply and temperature within the hosting centre is carefully controlled and maintained.

We also provide industry-standard Service Level Agreements for maximum peace of mind, developed and agreed to suit your organisation's requirements.



With all Hosted IT services, you will receive access to our Unity Control panel.

Unity is a cutting edge system which empowers customers to manage and control their own services through a standard web browser, automating many of the operating functions associated with ordering, provisioning, managing and supporting their service.

This advanced system allows you to spend more time concentrating on growing your business, giving you the best chance of attracting more customers and increasing customer loyalty.

In addition, the Unity Control Panel features a comprehensive Application Programming Interface (API) for integrating your external systems.



Unity Control Panel features include:

- The ability to provision and manage all your Hosted services in real-time
- Live reporting on service usage
- E-mail alerts on approaching storage limits, for e-mail and web products
- Set access levels for other users and company administrators
- Real time support system with a web-based knowledge base, online technical support and ticket system.



When you choose a Hosted IT solution, you will benefit from:

- No upfront hardware or installation costs
- No ongoing management, maintenance and support costs
- No recruitment or training costs to get the skills in-house
- A much faster implementation – no hardware purchases to approve or installation and testing to be completed

You will benefit from a full Microsoft business solution at a fraction of the cost of an in-house system, spreading the cost over the term of the contract and paying just a single, affordable monthly fee. This means you can focus on your core business, redeploying your IT resources more efficiently on other projects.