

[www.iconnyx.com](http://www.iconnyx.com)

## Managed Hosting



Iconnyx's award-winning SANServe managed hosting offers a robust, scalable and affordable alternative to dedicated servers and tape back-up. It's ideal for businesses that run critical applications, web sites and databases that need 100% uptime and super-fast recovery from data corruption – but do not want the risk, expense and management headache of a complex bespoke solution.

### Dedicated Server Specifications

Choice of processor and memory:

#### SANServe 1 Blade Server

- Quad Core Xeon 2Ghz
- 4Gb Memory

#### SANServe 2 Blade Server

- Quad Core Xeon 3Ghz
- 16Gb Memory

#### Both feature:

- CD-ROM Drive
- Shared Standby Server 10:1
- DRAC Remote Access Card

#### Choice of operating systems:

- Redhat Linux
- Windows 2003 R2 Standard Edition
- Windows 2003 R2 Web Edition

#### SAN Specification

- EqualLogic iSCSI SAN
- Terabytes of fully scalable data storage
- Redundant hot swappable dual controllers
- Redundant power supplies
- Redundant cooling fans and disks
- 14 hard drives per shelf
- Multiple resilient 1GB interfaces

#### Network

- High capacity and availability core network
- Built around multiple data centres, located outside the M25
- Multiple bandwidth options available up to 100Mb/s
- Excellent redundancy
- Runs at 50% capacity at peak times

#### Service guarantees

- 100% uptime
- 1 hour hardware fix
- Instant system recovery
- 365/24/7 support

### SANServe Features

#### SAN advantages over having a dedicated server

SANServe is a new but proven replacement for dedicated servers and dedicated hosting. It's easy to understand and offers greater peace of mind than having your own dedicated server.

If a standard dedicated server's drives or CPU failed, it would need rebuilding or replacing, leading to downtime and disruption for your organisation. However, our SAN server stores data securely on an IP SAN and is mirrored across several drives with hot swaps available, should your drive fail. The server boots off the SAN and if a fan or CPU fails we can replace them within minutes, using a shared standby server without any data loss.

### Managed Hosting service options

#### Snapshots & Recovery

The unique snapshot creates an exact duplicate of data at a specified time. This is a very quick way of restoring data, returning the system to a fully functioning state. Non-Disruptive Data Recovery allows you to rollback to a point in time without losing data, which is restored from the corrupted data.

#### Additional Storage

Select the storage space you require and then add more storage when it's needed.

#### Dedicated Firewall

We offer 24-hour monitoring and management, including implementation, operations, configuration management as well as additions and changes. You choose the rules and we apply them. Full consultation ensures the best rules are applied to your server.

#### Data Transfer

Flexible bandwidth options are available. Pricing is available on request.

#### Dedicated Standby Server

Dedicated servers are charged as per the server it is on standby for. For extra resilience a dedicated server can be attached to another SAN on the network. This configuration will require two volumes for snapshots and may use more bandwidth between sites.

#### Load Balancing

This allows even distribution of processing and communications across a computer network so that no single device is overwhelmed. If server requests are unpredictable, they can be sent to another server with more capacity in busy periods. We use Zeus ZXTM for our load balancing solution, recognised as one of the best solutions in the market today. We offer dedicated and shared load balancing options.


**SANServe**

## Co-location

As an alternative to Managed Hosting, Iconnyx can offer you a secure, off-site location for your server. This provides high availability while helping to safeguard your business continuity in the event of power failure or disaster at your location.

In our data centres your servers will benefit from a first class hosting environment that includes: climate control, chloride un-interruptible power supplies (UPS), back up generators, 24 x 7 network monitoring, smoke and fire alarms, full fire Suppression and internal and external CCTV systems. Our server suite is located in the heart of our premises, with no external walls and is protected by three levels of swipe card access. Tours of our facilities can be arranged on request.

Co-location is available at facilities in London and the Midlands, with direct connectivity to networks such as LINX, ExchangePoint and International Transit from a number of Tier 1 providers.

## Network and Data Centre Topology

Our multi-megabit network is built around our Data Centres in Derby, Leicester and London. Our servers are not throttled and can burst up to 100Mbps. We have a policy not to over-sell our connectivity and operate at 50% capacity at peak times.

## Managed Hosting: Key Features & Benefits

### Zero Downtime & Easily Scalable

Our state-of-the-art SAN system allows businesses to operate 100% of the time, with zero downtime. Even if a hard drive fails, a hot spare is used to ensure continuity and performance during repairs. You select your initial storage requirements, but this can be upgraded to a maximum of 2TB if required and is carried out online, without any reboots or data loss.

### Increased Performance & Reliability

The SAN stripes data across at least 12 hard drives, for maximum performance. The solution is RAID 50 and stripes and mirrors the data across 12 disks, 3 of which are redundant. In addition there are 2 hot spare disks that get automatically commissioned if one of the primary 12 disks fails.

### Increased Security

More than any other networked storage solution, an iSCSI SAN delivers comprehensive security. By physically limiting access to iSCSI SAN devices and isolating SANs from public networks, data can be protected across all network paths. With the added security of iSCSI login authentication between initiator and target, data is accessible only to authorised individuals.

### Shared Standby Server

Our standby server option is built into SANServe 1 and 2 specifications. Should the primary server fail, we will transfer the server IPs to the standby server. Dedicated standby servers are available on request.

### Redundant Firewalls

We offer 24-hour monitoring and management including implementation, operations, ongoing configuration as well as changes. You choose the rules and we apply them. Full consultation is given to ensure the best rules are applied.

### Server Management

We look after the licensing, install the operating system and install other Microsoft applications on request. We can provide: automated security patching, hardware upgrades, operating system installation, configuration of operating systems, monthly Microsoft software licensing, and Redhat Linux operating systems.

### Server Monitoring

You can monitor up to 5 ports on the server, which are tested every five minutes, 24 hours a day. You can be contacted by SMS should a failure occur.

### Remote Access

We offer secure access via a DRAC card (Remote Access Card), allowing you to reboot your Dedicated Servers at any time of the day or night without needing to contact the Iconnyx helpdesk.

### Security Maintenance

We will automatically apply security patches and upgrades to standard operating systems as they are released. This option can be switched off on request, allowing for customer managed updates.

### Technical Support

We have an experienced technical support team via a dedicated priority support number between the hours of 0800hrs and 2000hrs Monday to Friday and 0900 to 1700 hrs weekends and bank holidays. For emergencies outside our standard support hours you can access our duty engineers on a 24/7/365 basis.

## Contact Iconnyx

You can contact us by telephone on +44 (0) 845 125 7720 or by email at [sales@iconnyx.com](mailto:sales@iconnyx.com) or visit our web site at [www.iconnyx.com](http://www.iconnyx.com)

