

## TECHNICAL SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>Remote support</li> </ul>	<ul style="list-style-type: none"> <li>Smart Hands available to provide:                             <ul style="list-style-type: none"> <li>Build and configuration of servers (Linux, MS, Solaris) including installation of Apache/Tomcat/IIS web applications</li> <li>Build and configuration of databases (SQL, Oracle)</li> <li>Diagnostic services</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Storage services</li> </ul>	<ul style="list-style-type: none"> <li>Providing hardware and O/S support for a range of technology platforms, including HP, Dell and IBM for rack and blade servers and SAN storage; and Linux, Microsoft and Solaris for OS</li> </ul>
<ul style="list-style-type: none"> <li>Business continuity services</li> </ul>	<ul style="list-style-type: none"> <li>Using MDS' proprietary AMAR™ to provide intelligent monitoring of server and storage devices in order to proactively identify conditions that might lead to service deterioration or outage</li> <li>Cross-site backup service, enabling servers at Corsham to be automatically backed up to either Crawley or Newport and vice versa</li> <li>Files may be restored on a 24x7 basis. If archiving is required tapes may be stored off-site e.g. Newport</li> </ul>



## MANAGED SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>Design</li> </ul>	<ul style="list-style-type: none"> <li>Design and design verification of high availability applications infrastructure to address the client's Service Level requirements</li> <li>Sourcing and procurement for hardware and software</li> <li>Sourcing and management of appropriate care and support packages</li> </ul>
<ul style="list-style-type: none"> <li>Build</li> </ul>	<ul style="list-style-type: none"> <li>Build of servers, storage systems, networking equipment and monitoring systems to the client's Service Level requirements</li> </ul>



## MANAGED SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>Configure</li> </ul>	<ul style="list-style-type: none"> <li>Configuration of servers, storage systems, networking equipment and monitoring systems to meet the client's/application's specific Service Level requirements</li> </ul>
<ul style="list-style-type: none"> <li>Test</li> </ul>	<ul style="list-style-type: none"> <li>Testing (specific and stress) of servers, storage systems, networking equipment and monitoring systems to meet the client's/application's Service Level requirements</li> <li>Utilisation of HP Quality Centre to manage and validate application testing</li> </ul>
<ul style="list-style-type: none"> <li>Operate</li> </ul>	<ul style="list-style-type: none"> <li>Provide operational responsibility for performance and availability of the infrastructure and platform to agreed service levels including, if required and relevant 1st, 2nd and 3rd line support</li> </ul>
<ul style="list-style-type: none"> <li>Consultancy</li> </ul>	<ul style="list-style-type: none"> <li>Provide consultancy service to advise on high availability applications infrastructure and appropriate networking architecture to address the client's Service Level requirements, within given budgetary constraints</li> </ul>
<ul style="list-style-type: none"> <li>Database</li> </ul>	<ul style="list-style-type: none"> <li>Providing management of SQL and Oracle databases</li> <li>Support for high availability architectures</li> </ul>
<ul style="list-style-type: none"> <li>Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring, alerting and reporting on infrastructure, platform and software through MDS proprietary AMAR™</li> </ul>

Call MDS Technologies on 0870 070 9277, for total security in your data and its delivery




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## Service overview




## MDS - CORSHAM I

### STANDARD FACILITY FEATURES


SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>Co-location space</li> </ul>	<ul style="list-style-type: none"> <li>Provision of whole rack or part rack space within a secure, climate conditioned, fire protected data suite</li> </ul>
<ul style="list-style-type: none"> <li>Racks</li> </ul>	<ul style="list-style-type: none"> <li>Provision of (server) rack being of dimension of 600mm x 1200 containing 42"U" capacity</li> <li>Up to 7.2kW per rack distributed via 3 phase supplies</li> </ul>
<ul style="list-style-type: none"> <li>Power</li> </ul>	<ul style="list-style-type: none"> <li>1MVA mains supply</li> <li>Each data vault has achieved on a rolling 12 month basis no less than 99.99% power availability, which is in excess of TIER 3 requirements; power is distributed via a network of distribution boards in (N+1) configuration to each data suite environment</li> <li>Rack power availability in increments of                             <ul style="list-style-type: none"> <li>Up to 0.5kW</li> <li>0.5kW to 1kW</li> <li>1kW to 2kW</li> <li>2kW to 3kW</li> <li>3kW to 4kW</li> <li>Above 4kW available on request</li> </ul> </li> <li>A &amp; B power feeds available</li> <li>Power cables to UPS</li> </ul>
<ul style="list-style-type: none"> <li>Back-up Power</li> </ul>	<ul style="list-style-type: none"> <li>Diesel generators synchronised to automatically initiate in the event of an outage to support both critical and mechanical power</li> <li>Each diesel generator is supplied fuel from its own 3000 litre day tank and a reserved 5000 litre support tank</li> </ul>




## STANDARD FACILITY FEATURES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>UPS</li> </ul>	<ul style="list-style-type: none"> <li>One data suite is supported by a rack UPS in single configuration or dual configuration served by A and B phases</li> <li>One data suite is supported by a rack UPS</li> </ul>
<ul style="list-style-type: none"> <li>Cooling</li> </ul>	<ul style="list-style-type: none"> <li>Data suite temperature maintained at 22°C +/- 3°C using hot/cold aisle principles</li> <li>N+1 on all cooling infrastructure</li> <li>Fresh air cooling to reduce energy requirements and carbon footprint</li> <li>Twin cooling circuits</li> </ul>
<ul style="list-style-type: none"> <li>Humidity control</li> </ul>	<ul style="list-style-type: none"> <li>Humidity maintained at 50% +/- 10%</li> </ul>
<ul style="list-style-type: none"> <li>Fire suppression</li> </ul>	<ul style="list-style-type: none"> <li>LPCB approved fire alarm &amp; detection system, zoned to provide unambiguous indication of detector activation</li> <li>The system is monitored 24/7 by security system programmed to initiate the site fire suppression systems within any zone in which a "double knock" event occurs, providing a multi layer detection and firing strategy</li> <li>VESDA (Very Early Smoke Detection Apparatus) installed in the return air paths of the computer room a/c units within the data halls</li> </ul>
<ul style="list-style-type: none"> <li>Security</li> </ul> 	<ul style="list-style-type: none"> <li>The entire perimeter of the data centre facility is protected by a military grade fence. Access to the data centre site is controlled via a single point of entry through a gated entrance controlled by Ministry of Defence security personnel</li> <li>Data suites are monitored with CCTV cameras on all doors, in all corridors &amp; plant rooms, biometric security for access into data suites and all secure environments and proximity card readers</li> <li>Intrusion alarms are installed in all critical access points and within the data suite and connected to BWS monitoring system via landline and Redcare systems</li> </ul>

## STANDARD FACILITY FEATURES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>Patching to meet-me-rooms</li> </ul> 	<ul style="list-style-type: none"> <li>Connectivity provided by multiple Tier 1 carriers (BT &amp; C&amp;W) via diverse routing</li> <li>Vodafone managed connectivity into core UK network and Vodanet (global network) providing high performance and high resilient mobile connectivity</li> <li>CAT 5 or CAT 6 cabling from meet-me-rooms through to rack</li> </ul>

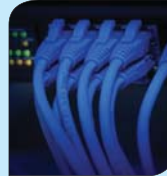
## NETWORKING & CONNECTIVITY SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>DNS hosting</li> </ul>	<ul style="list-style-type: none"> <li>Management of DNS records</li> <li>Member of RIPE with PA address space LIR</li> <li>Nominet TAG holder for IP addresses &amp; URLs</li> </ul>
<ul style="list-style-type: none"> <li>Networking</li> </ul> 	<ul style="list-style-type: none"> <li>Configuration and provision of VPN access</li> <li>Provision monitoring and management of network devices within, or between, data centre(s) using MDS' proprietary AMAR™ system</li> <li>Provision of dedicated or shared switching and routing management using Cisco hardware</li> <li>Provision of dedicated or shared firewall and intrusion detection management using Cisco, Juniper or Checkpoint systems</li> <li>Local and remote load balancing services providing high availability architectures across multiple sites (BIG-IP F5 hardware)</li> </ul>
<ul style="list-style-type: none"> <li>IP connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Capped bandwidth packages of uncontended, dual resilient bandwidth via different carriers via diverse routing for the highest availability requirements, with variable bursting depending on needs</li> </ul>

## NETWORKING & CONNECTIVITY SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> <li>IP connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Bandwidth packages of resilient but contended bandwidth via different carriers via diverse routing for high availability requirements, with variable bursting depending on needs</li> <li>Data transfer packages for intermittent high burstable usage</li> </ul>
<ul style="list-style-type: none"> <li>Mobile connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Access to Vodafone UK core network or Vodanet (Global network) via VPNs, leased lines as well as the unique "WASP" gateway</li> <li>Direct access to mobile aggregator platforms (e.g. WIN Plc)</li> </ul>

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<ul style="list-style-type: none"> <li>Security</li> </ul>	<ul style="list-style-type: none"> <li>24x7 Security Operations Centre to deliver security services including: firewall management based on (Cisco, Juniper or Checkpoint); Intrusion &amp; DDoS protection</li> </ul>
<ul style="list-style-type: none"> <li>Zoning</li> </ul> 	<ul style="list-style-type: none"> <li>All access to shared data suites requires shadowing from MDS engineers</li> <li>Optional dedicated data suites available for requirements in excess of 50 racks (subject to overall power requirements)</li> <li>Cabinets (locked or biometric) sited in secure data suite accessible via IRIS biometrics and volumetric tube style doors</li> <li>Caging within individual data suites subject to impact on overall room cooling</li> </ul>
<ul style="list-style-type: none"> <li>Remote support</li> </ul>	<ul style="list-style-type: none"> <li>Smart Hands available to provide: <ul style="list-style-type: none"> <li>Physical checks (cables, lights, etc)</li> <li>Disk swap outs</li> <li>Hardware swap outs</li> <li>Build and configuration of networking equipment (routers, firewalls, switches, load balancers, packeteers, backup systems)</li> </ul> </li> </ul>