




MANAGED SERVICES

SERVICES	DESCRIPTION
• Design	<ul style="list-style-type: none"> • Design and design verification of high availability applications infrastructure to address the client's Service Level requirements • Sourcing and procurement for hardware and software • Sourcing and management of appropriate care and support packages
• Build	<ul style="list-style-type: none"> • Build of servers, storage systems, networking equipment and monitoring systems to the client's Service Level requirements
• Configure	<ul style="list-style-type: none"> • Configuration of servers, storage systems, networking equipment and monitoring systems to meet the client's/ application's specific Service Level requirements
• Test	<ul style="list-style-type: none"> • Testing (specific and stress) of servers, storage systems, networking equipment and monitoring systems to meet the client's/application's Service Level requirements • Utilisation of HP Quality Centre to manage and validate application testing
• Operate	<ul style="list-style-type: none"> • 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
• Consultancy	<ul style="list-style-type: none"> • 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
• Database	<ul style="list-style-type: none"> • Providing management of SQL and Oracle databases • Support for high availability architectures
• Monitoring	<ul style="list-style-type: none"> • Monitoring, alerting and reporting on infrastructure, platform and software through MDS proprietary AMAR™

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



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Service overview




MDS - CRAWLEY

STANDARD FACILITY FEATURES


SERVICES	DESCRIPTION
• Co-location space	<ul style="list-style-type: none"> • Provision of whole rack or part rack space within a secure, climate conditioned, fire protected data suite
• Racks	<ul style="list-style-type: none"> • Provision of (server) rack being of dimension of either 600mm x 1200 containing 42"U" capacity • Up to 7.2kW per rack distributed via 3 phase supplies
• Power	<ul style="list-style-type: none"> • 1MVA mains supply • Data suite is designed to Tier 2 principles; power is distributed via 6 (six) distribution boards in (N+1) configuration • Rack power availability in increments of <ul style="list-style-type: none"> – Up to 0.5kW – 0.5kW to 1kW – 1kW to 2kW – 2kW to 3kW – 3kW to 4kW – Above 4kW available on request • A & B power feeds available
• Back-up power	<ul style="list-style-type: none"> • 700kVA diesel generator synchronised to automatically initiate in the event of an outage to support both critical and mechanical power • Each diesel generator is supplied fuel from its own 3500 litre day tank and a 4 hour response contract in case of emergency
• UPS	<ul style="list-style-type: none"> • The data suite is supported by a Chloride UP controller and 200 deep cycle batteries with built in redundancy to provide seamless power source to data suite whilst the generator initiates



STANDARD FACILITY FEATURES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> Cooling 	<ul style="list-style-type: none"> Data suite temperature maintained at 22°C +/- 3°C using hot/cold aisle principles N+1 on all cooling infrastructure Fresh air cooling to reduce energy requirements and carbon footprint Twin cooling circuits
<ul style="list-style-type: none"> Humidity control 	<ul style="list-style-type: none"> Humidity maintained at 50% +/- 10%
<ul style="list-style-type: none"> Fire suppression 	<ul style="list-style-type: none"> LPCB approved fire alarm & detection system, zoned to provide unambiguous indication of detector activation 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 VESDA (Very Early Smoke Detection Apparatus) installed in the return air paths of the computer room a/c units within the data halls
<ul style="list-style-type: none"> Security 	<ul style="list-style-type: none"> The entire perimeter of the data centre facility is enclosed via secure fencing. Access to the data centre site is controlled via a single point of entry through a gated entrance monitored by CCTV and patrolled by Reliance Security Data suites are monitored with CCTV cameras on all doors, in all corridors & plant rooms, biometric security for access into data suites and all secure environments and proximity card readers Intrusion alarms are installed in all critical access points and within the data suite and connected to ACT monitoring system via landline and Redcare systems
<ul style="list-style-type: none"> Patching to meet-me-rooms 	<ul style="list-style-type: none"> Connectivity provided by multiple Tier 1 carriers (BT & C&W) via diverse routing CAT 5 or CAT 6 cabling from meet-me-rooms through to rack


NETWORKING & CONNECTIVITY SERVICES

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

TECHNICAL SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> Security 	<ul style="list-style-type: none"> 24x7 Security Operations Centre to deliver security services including: firewall management based on (Cisco, Juniper or Checkpoint); Intrusion & DDoS protection
<ul style="list-style-type: none"> Zoning 	<ul style="list-style-type: none"> All access to shared data suites requires shadowing from MDS engineers

TECHNICAL SERVICES

SERVICES	DESCRIPTION
<ul style="list-style-type: none"> Security 	<ul style="list-style-type: none"> 24x7 Security Operations Centre to deliver security services including: firewall management based on (Cisco, Juniper or Checkpoint); Intrusion & DDoS protection
<ul style="list-style-type: none"> Zoning 	<ul style="list-style-type: none"> Optional dedicated data suites available for requirements in excess of 50 racks (subject to overall power requirements) Cabinets (locked or biometric) sited in secure data suite accessible via IRIS biometrics and volumetric tube style doors Caging within individual data suites subject to impact on overall room cooling
<ul style="list-style-type: none"> Remote support 	<ul style="list-style-type: none"> Smart Hands available to provide: <ul style="list-style-type: none"> Physical checks (cables, lights, etc) Disk swap outs Hardware swap outs Build and configuration of networking equipment (routers, firewalls, switches, load balancers, packeteers, backup systems) Build and configuration of servers (Linux, MS, Solaris) including installation of Apache/Tomcat/IIS web applications Build and configuration of databases (SQL, Oracle) Diagnostic services
<ul style="list-style-type: none"> Storage services 	<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Business continuity services 	<ul style="list-style-type: none"> 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 Cross-site backup service, enabling servers at Crawley to be automatically backed up to either Corsham or Newport and vice versa Files may be restored on a 24x7 basis. If archiving is required tapes may be stored off-site e.g. Corsham