



In partnership with Zen Internet

Colocation

Host your own network and server equipment in one of our secure, purpose-built data centres.

Businesses are increasingly reliant on IT systems to function meaning it has never been more important to ensure that your mission critical hardware is housed in a secure, temperature controlled environment which has access to reliable and resilient power.

Our Colocation services provide a cost-effective way of securely hosting your mission critical IT infrastructure, together with providing reliable and fast Internet access for Internet or Intranet services. Our Colocation facilities are ideal if you don't want the hassle of operating your own data centre or do not have the necessary equipment or resources to host your mission critical IT infrastructure.

Our Colocation Facility

At Zen, we offer the rental of space and power within our primary Tier 3 data centre based within our new headquarters in Greater Manchester. The suite covers over 1000 square feet and is ideally positioned just off the M62, providing you with easy access to your hosted equipment.

We take the security of our customers' equipment and data very seriously and ensure that our data centre is closely monitored 24/7 by automated management systems, CCTV and onsite security guards. In addition, by having stringent environmental controls within our data centre, we can ensure that you always get the best performance from your hosted equipment. Our Data Centre Services team is based onsite and is fully qualified to provide Technical Support and Remote Hands 24/7, ensuring that regardless of how far away you are based you are never out of touch with your mission critical infrastructure.



Business benefits

- Centralise mission critical infrastructure
- Protect your investment
- Ensure best performance
- Comprehensive disaster management
- Manageable and cost-effective pricing

Facility highlights

- Tier 3 data centre
- Half and full racks available
- 24/7 security
- Stringent environmental controls
- Resilient power supply
- Easy access for authorised personnel
- Remote Hands service

Our business systems are critical to day to day operations at Thomas Cook. The colocation data centre facilities at Zen are designed to the highest standard and provide the ideal environment to collocate our servers.

Wayne Tomkinson,
Thomas Cook

That's Zen thinking

Packages

Shared Rack Colocation

Our Shared Rack Colocation packages are ideal if you have a small amount of equipment to host within our data centres. Shared Rack Colocation provides 2u of secure rack space and 1 amp of power within a shared cabinet in our data suites. Multiple packages can be combined in order to support the hosting of multiple devices, providing even more flexibility.

Dedicated Rack Colocation

Dedicated Rack options provide more capacity than Shared Racks together with a private environment for your hosted equipment. Two different allocations of power are available with dedicated racks dependent on the density of your equipment and each device's power requirements. Additional power is also available upon request.

Standard features

	Shared Rack	Dedicated Rack	Dedicated Rack
Rack space	2u	41u	41u
Power allocation	1 amp	6 amp	10 amp
Power usage	Included		
Power supplies	Dual, 1 socket, 13 amp, 3 pin (UK) on independent PDUs	Dual, 12 socket, 13 amp, 3 pin (UK) on independent PDUs	Dual, 12 socket, 13 amp, 3 pin (UK) on independent PDUs
UPS architecture	N+1	N+1	N+1
Backup generator	Yes	Yes	Yes
Power SLA	100% availability		
Internet connection	Single RJ45 Ethernet connection with either fixed bandwidth or usage based billing		
Dual Diverse Gbps Fibre	Yes	Yes	Yes
Network SLA	100% uptime		
HVAC architecture	N+1	N+1	N+1
HVAC SLA	99.97% availability		
Remote Hands SLA	1 hour 'at rack' agreement		
24hr access	Yes		
Data backup	Optional Zen Vault Professional offsite data backup		
Monthly fee (ex VAT)	from £105/month	from £595/month	from £895/month

Facility feature summary

Stringent environmental controls

Our environmental controls include N+1 HVAC systems, VESDA air sampling smoke detection and Inergen gaseous fire suppression. These controls ensure the very best performance of your hosted equipment.

Resilient power supply

Power is delivered to the facility via, dual independent UPS (Uninterruptable Power Supplies), independent PDUs (Power Distribution Units), dual utility power feeds from separate substations and an onsite diesel generator. These features ensure that your hosted equipment can continually operate with no interruption to power supply.

Highly secure data centre and suites

The data centre itself is closely monitored 24/7, by a comprehensive CCTV system and onsite security guards. The Colocation Suite, all internal access corridors and all external entrances are secured via access card readers which are monitored centrally by our Building Management System (BMS). Racks are also key locked with the keys held by our data centre team when not in use.

Easy access for authorised personnel

The data centre is just off the M62 ensuring easy access if you need physical to access your equipment. Authorised personnel can quickly gain access by booking through the online booking system within our Customer Portal.

Connectivity options

Our suites have multiple, diverse fibre connections to our core network and the wider Internet. Uncontended, resilient Internet bandwidth is available on fixed bandwidth agreements (Mbps) or usage based agreements (GB's per month) dependent on your requirements. We're so confident about the quality and reliability of our network that we offer a 100% network uptime Service Level Agreement (SLA).

Optional hardware installation service

This service removes the need for you to visit the data centre in order to physically install hardware into your allocated rack. This service, together with the ability to receive your equipment that is delivered directly to the data centre, means we can effectively remove the burden of visiting the data centre site as your infrastructure grows. Our 3rd line engineers will unpack, physically install and connect your equipment following detailed instructions from your technical representative.

Optional tape rotation and storage service

This service is another way to remove the burden of you having to visit the data centre to complete routine tasks. Our 3rd line engineers can, on detailed instruction from you, rotate backup tapes between the backup device and a physical safe located in the data centre. We support daily and weekly tape rotation cycles.

Comprehensive Technical Support & Remote Hands

Sending engineers to site to perform emergency maintenance can be an inconvenient and sometimes costly process. In order to help support the operation of your hosted equipment, and therefore your business, we offer a comprehensive support service covering the management of onsite activities, help desk and fault reporting and Remote Hands.

The following activities are covered by Zen's Remote Hands service:

- Re-set, re-boot and power cycle customers' servers which are part of their hosted equipment
- Check and replacement of circuit patch leads and patch panel connections
- Visual inspection of hardware including status indicators
- Cable tracing
- Change-out faulty plug-in type (commonly known as hot swappable) components, using spares provided by the customer

Customers are provided with five instances of Remote Hands per calendar month and each instance lasts a maximum of 1 hour. As our technical teams are based on site at Sandbrook Park we are able to offer 1 hour 'at rack' Remote Hands support agreement meaning you are guaranteed a quick response to any requests.

“ We could have found an equivalent product offering in terms of bandwidth and speed from numerous hosting companies, but Zen's offering was far more cost effective than most, with the added bonus that we knew that Zen's support network is generally unbeaten in the market place.

”

David Hague, Wapfly



Environmental features

- N+1 HVAC systems
- VESDA smoke detection
- Inergen gaseous fire suppression
- Raised heavy duty flooring
- Under floor leak detection

Power features

- Online UPS (Uninterruptable Power Supply)
- Independent PDU's (Power Distribution Units) and independent breakers
- Dual utility power feeds from separate substations
- Onsite diesel generator

Service features

- 100% network uptime
- 100% power availability
- 99.97% HVAC availability
- 1 hour 'at rack' remote hands support agreement

General features

- 24/7 CCTV and access control
- 24/7 onsite security desk
- Engineer accompanied access
- Redundant Internet connectivity with diverse fibre entry routes to site

Purpose built data centre capacity for mission critical service infrastructure.

That's Zen thinking

Product Guide

About Profile Technology Services Ltd.

Profile was formed in 1989, with the objective of providing total IT solutions to businesses across the UK. From the outset the emphasis was, and remains, on providing 'the best of breed' products and services to our customers.

Above all, we take great care to ensure that the systems we install are matched to our customers' requirements. Then throughout the implementation stages we go out of our way to ensure that the end results are the benefits our customers had as their objectives. Only in this way can we build the fruitful partnerships that our customers currently enjoy.

We can provide you with a full range of IT services, including:

- Business and IT Consultancy
- Hardware and cabling
- Networks and Mobile Computing
- Web Services
- Business and Financial Software
- Equipment Maintenance
- Software Support Services

For more details about any of the products or services detailed in this brochure, please contact:

Profile Technology Services Ltd
9 Progression Centre, Mark Road, Hemel Hempstead, Hertfordshire HP2 7DW

Tel: 08000 195 101 Email: info@profile.co.uk Web: www.profile.co.uk

Zen Internet

Sandbrook Park, Sandbrook Way, Rochdale OL11 1RY



Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK. Zen is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:

- IP VPN
- Leased Lines & Ethernet
- Broadband
- Managed Firewalls
- Data centre services
- Domain Names
- Web Hosting
- Data Backup
- Voice

