

# Managed Hosting

For businesses that need a reliable hosting environment for their business critical services and value partnering with experts for a turn key solution.

If you don't want to worry about configuring operating systems, installing and managing applications, and dealing with the logistics of security, data backup and server patching, then Managed Hosting represents the ideal choice. As part of our Managed Hosting service we will manage all aspects of server configuration, maintenance and security, leaving you to focus on building and developing your business.

Through the provision of data centre capacity, connectivity and all associated hardware we are able to provide a resilient and secure environment for your business critical hosting needs. In addition to this we also provide a Tier of Service – including bespoke solution design, deployment, maintenance, management, security and data protection – designed to allow you to get the best out of this environment.



In partnership with Zen Internet

### Business benefits

- In depth, pre-sales technical consultation
- Tailored to your businesses requirements
- Benefit from our advanced solution design expertise
- Focus on growing your business

### Zen partners with:



Partner

Zen recommended and delivered a hosting solution that met our technical and commercial requirements for now and the immediate future. Their support team have also proved to be a valuable resource in helping us migrate to the new platform.

Nobin Rashid,  
Hallmark

That's Zen thinking

## The server hardware

Our Managed Hosting products benefit from the latest Dell server hardware and Intel Xeon Quad Core processors. With RAID<sup>1</sup> configured hard disks and dual redundant power supplies we are also able to provide hardware resilience as standard. If a power supply fails then your server will not be affected as it will continue to run on the secondary power supply. Likewise in the unlikely event of a hard disk failure your server's data will be protected as it will be mirrored across to the second hard disk in the RAID array.

You can choose from a range of server configurations to meet your requirements. These models can be customised further to meet your more specific needs, including additional memory, processing power, hard disk capacity, and increased data backup capacity.

### Standard model from £399 /month

Housed within the latest Dell R410 chassis our Standard server provides the ideal hosting environment for online businesses with mission critical websites. With a powerful Intel Xeon Quad Core processor, 4GB of RAM and RAID configured 160GB SATA<sup>2</sup> disks, this 1U server provides a solid and reliable hosting foundation.

### Professional model from £499 /month

Based on the new Dell R710 server chassis our Professional server provides the ideal hosting environment for critical business tools such as databases, applications, email and websites. This highly specified and scalable 2U server, with 8GB of RAM and RAID configured SAS<sup>3</sup> disks, offers a solid foundation for business critical services, as well as ample room for evolving business requirements.

### Enterprise model from £599 /month

With additional memory and extra bandwidth allocation, our Enterprise server builds on the pedigree of the Professional model and serves as an ideal platform for more demanding, high traffic websites and business critical applications. With its solid specification, and flexible upgrade options this server is the ideal choice for IT resellers looking to deliver hosted services to their customers, or businesses looking for the best platform for their business critical hosting.

## Standard features

	Standard	Professional	Enterprise
<b>Server model</b>	Dell PowerEdge R410	Dell PowerEdge R710	Dell PowerEdge R710
<b>Size</b>	1U	2U	2U
<b>Operating System (OS)</b>	Windows Server 2008 R2	Windows Server 2008 R2	Windows Server 2008 R2
<b>Processor</b>	Intel Xeon Quad Core	Intel Xeon Quad Core	Intel Xeon Quad Core
<b>Memory</b>	4GB memory	8GB memory	16GB memory
<b>Hard disks</b>	2 x 160GB SATA Disks	2 x 146GB SAS Disks	2 x 146GB SAS Disks
<b>RAID configuration</b>	RAID* 1	RAID* 1	RAID* 1
<b>Power supplies</b>	Dual	Dual	Dual
<b>Monthly bandwidth usage</b>	100GB	250GB	500GB
<b>Data backup capacity</b>	25GB	50GB	100GB
<b>Firewall security</b>	Yes	Yes	Yes
<b>Application installation</b>	Yes	Yes	Yes
<b>OS &amp; application patching</b>	Yes	Yes	Yes
<b>OS and application monitoring</b>	Yes	Yes	Yes
<b>24/7 direct engineer support</b>	Yes	Yes	Yes
<b>From (£) ex VAT</b>	£399 per month	£499 per month	£599 per month
<b>Setup fee (£) ex VAT</b>	£250	£250	£250

<sup>1</sup>RAID stands for Redundant Array of Independent Disks; in RAID 1 configurations 1 disk mirrors the other to provide redundancy

<sup>2</sup>SATA stands for Serial Advanced Technology Attachment - refer to page 3 for further details

<sup>3</sup>SAS stands for Serial Attached SCSI - refer to page 3 for further details

## Understanding the hardware specifications

### SATA versus SAS hard disks

SATA disks are slower than SAS drives, which means they are most appropriate for lower-end servers where storage capacity is more important than speed and performance. The faster SAS disks are ideal for mid-high end servers where data interrogation is constant, and speed and performance are key.

## The data centre

Fed by redundant Internet connections and resilient power supplies, our network of UK based data centres provides the ideal hosting environment for your business critical services and applications. These purpose built facilities also benefit from 24/7 security, intelligent climate controls, and the latest in fire detection and suppression technology.

## The network

Our network is designed to provide no single point of failure and benefits from redundant firewalls, routers, switches and load balancers to provide multiple routes for your server's traffic. In addition, the resilient 100Mbps Internet connection provided with our Managed Hosting ensures that sufficient bandwidth capacity is available as and when required. Our investment in our network means that we can confidently offer a 100% network availability SLA, thus providing you with complete peace-of-mind in the availability of your business critical services.

## The service

Our service and support package includes all the tools you need to achieve a reliable hosting environment for your business critical applications and services. The initial consultation will quickly establish your hosting requirements and our experienced engineers will design a solution that is right for you, both technically and commercially.

Once the solution has been designed our engineers will work closely with you in its delivery. We will help you to migrate data across to the new platform and we'll also be on hand 24/7 to make sure any teething issues are dealt with swiftly. Once the service has bedded in our attention will switch to monitoring and supporting your hosting environment.

As well as monitoring the performance of the hardware and network, we'll also keep your server up-to-date with the latest security patches. In addition, we'll protect your valuable data by taking daily back-ups. Should your server fail for any reason then we can restore it with ease.

Our Managed Hosting products are fully scalable and provide numerous upgrade options to meet your expanding business requirements. Should your solution require additional processing power, hard disk capacity, memory or bandwidth, then we can add it when necessary. To secure your hosted services from Internet threats we will provide you with a dedicated partition on a pair of high availability FortiGate 310B firewalls. This partition is managed by us and allows you to specify your own set of firewall policies and rules.



### The server hardware

- Dell hardware with dual PSU
- Intel Xeon Quad Core processors
- RAID configured hard disks
- Windows Operating System
- Customisable options include increased memory, processing power and hard disk capacity

### The data centre

- UK data centre facilities
- Purpose built environments
- Intelligent climate controls
- Stringent on-site security

### The network

- 100Mbps Internet connection
- Resilient network architecture

### The service

- Advanced solution design including: clustering, load balancing, and server virtualisation
- 24/7 3rd line engineer support
- 100% network availability SLA
- 1 hour fix for hardware faults
- Server monitoring & OS patching
- Application installation & patching
- Data backup and server recovery
- Managed Firewall security

# About Zen

## 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](mailto:info@profile.co.uk) Web: [www.profile.co.uk](http://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
- SIP Trunking
- Data centre services
- Domain Names
- Web Hosting
- Data Backup

