Web Application Managed Hosting

with Optional Offsite Disaster Recovery Service

Service Type: Cloud Hosting

Service Overview

Web Application Managed Hosting Service offers scalable, ISO9001 and ISO27001 supported hosting and management of your web application. Skills we have for delivery of the service include: Windows, IIS, .NET, Linux, Apache, MySQL, PHP.

Databases

Choice of databases for your solution include: Microsoft SQL Server, MySQL (including Galera and MariaDB) and PostgresSQL.

Infrastructure

Hosting is delivered from our own ISO9001 and ISO27001 accredited data centre in the UK and managed by a team of professional system administrators, with optional offsite DR at an ISO27001 accredited partner data centre, again wholly within the UK.

End-to-end

Hosting includes the application server, allocated databases, allocated storage, secure file access (SSH), DNS, bandwidth and network/security monitoring.

Flexibility

We offer a range of options for your hosting service depending on your application:

1. Shared Environment - Your web application will be hosted on one of our managed shared servers located at our UK data centre.

2. Dedicated Server - You get all of the features of shared environment hosting with the benefits of your own server in our data centre. A dedicated server offers 100% of available system resources, providing optimum performance for your application. Server specifications and associated services (such as bandwidth) can be tailored to suit your application. Dedicated servers can be virtual or physical (virtualised or un-virtualised).

3. Custom Cloud - A complete tailor-made solution for your project, running cloud management platform on a mix of hardware, depending on your needs. We can offer application servers, database servers, load balancing/fail-over appliances, firewall appliances and custom networking, either in our data centre or yours.

Optional offsite DR at a UK based partner data centre is also available.

Customers select from a variety of performance and sizing options to create a tailor made server solution.

Bespoke work and consultancy services are available to assist in the transition to your new server.

UK-based

Our service operates entirely within UK based data centres.

Service Models

The service models used can be private, public or hybrid cloud.

All equipment is owned/operated by Connect from within our data centres and access to systems is via the public internet. Should you need to co-locate your own equipment within the service, this can be catered for.

Service Features
- » Scalable from single VM server to multiple clustered physical servers
- » Entirely UK based data centres
- » ISO9001 and ISO27001 accredited. Connect holds Cyber Essential certification
- » Shared Environment, dedicated server and custom cloud options
- » Optional offsite DR provision offering enhanced Recovery Time Objective
- » Optional rapid response 24/7 on call
- » Linux, Apache, MySQL (Galera/MariaDB), PHP
- » Windows, MSSQL, .NET, IIS
- » Experienced helpdesk with expert support available

Service Benefits
- » 24/7/365 monitoring systems in place
- » Option to use physical/bare metal for best performance
- » Rapid ramp up with delivery to tight deadlines
- » Provides redundancy with dual internet connections
- » Achieve high availability with dual firewalls
- » Set up multiple servers in high availability cluster
- » Set up multiple SANs in high availability cluster
- » Low Contention: VMs are not over provisioned
- » Robustly monitors and supports systems
- » Hosts systems entirely within the UK

Information Assurance

This service operates at IL0, IL1 and IL2.

The solution operates from within our ISO27001 accredited infrastructure in the UK.

Confidentiality
The technologies and techniques we employ include:
- » Firewalls operating in failover behind which all live services sit
- » Restricted access to servers
- » Use of secure FTP for data transfer
- » Use of secure certificates
- » Passwords are not stored either electronically (except in the encrypted form on the server) or on paper, apart from the administrative server password which is stored in a sealed, signed envelope in a secure location for use in a disaster recovery scenario.

Integrity
Our processes ensure error-checking is performed through data processing and management. Our approach includes the use of XML and validation of data against appropriate schemas.

Availability
Hosting services are provided from Connect's secure data centre which is powered by two ring mains, one of which runs on an Uninterruptible Power Supply (UPS) that is also backed up by a generator. We feed power from both supplies to kit installed in racks.

Connect has multiple redundant internet connections providing a high degree of redundancy – Connect can deliver its services in the event of either one of the connections failing.

Dual routers and firewalls operate in failover.

Systems are monitored 24*7 by NAGIOS software and in-house systems, calling the operations team to action when necessary. NAGIOS notifies of: Warning Alerts, Critical Alerts, System Down and System Recovery.

Systems operating on dedicated physical hosts or with HA are further monitored using an independent external service (currently Site24x7).

Information Principles for the UK Public Sector

In order to support the Information principles we acknowledge that:

1.   Information is a valued asset

We will document the systems operated for you in our ISO27001 asset register when you procure services from us. The register will be updated again if/when you decide to move your assets away from Connect.

2.   Information is managed

We will manage the information you have entrusted to us. We will protect systems using firewalls and allowing access to designated personnel/agents only. Systems are backed up with archives being stored securely off site in encrypted form.

We also support the following principles but this will depend on the types of system implemented on your virtual server as to whether they apply directly.

3.   Information is fit for purpose

4.   Information is standardised and linkable

5.   Information is re-used

6.   Public Information is published

7.   Citizens and Businesses can access information about themselves

Backup/Restore and Disaster Recovery

Level 1:

System hosting is restored from backup tapes within typically 2 hours; backups are taken on a daily basis and are stored in a fireproof safe in a separate physical building. (In the case of an infrastructure component failure that prevents restore to a VM).

On-boarding and Off-boarding

Both on-boarding and off-boarding are fully supported by a named, dedicated Service Manager, who provides a point of contact for the customer throughout the entire service delivery.

Data Standards

The systems used make use of the following data standards:

- » QCOW/RAW Disk images for import
- » VMWARE disk images for import (will be converted to qcow or raw)
- » Disk images in any filing system (i.e. ntfs, hpfs, fat, etc)

On-boarding

Our streamlined process for standard setup of a server means that you can be up and running out of the box quickly and easily.

The standard shared hosting service can be provisioned in one week from point of order.

Dedicated server and custom cloud option on-boarding schedules will be planned and agreed with the customer.

Migration of the web application to our platform will require analysis and planning to ensure no downtime (in the case of a live system migration); our experienced and helpful project managers and engineers will support you.

A range of bolt-ons and enhanced services are available; the Service Manager assists the customer in identifying what is appropriate for their needs and works with the in-house team to ensure that any custom requirements and enhancements to the standard service are put in place.

The Service Manager is supported by an in-house team comprising:

- Board level sponsor (i.e. company director)
- System engineers
  - o Linux specialists
  - o Windows specialists
- Support staff

Off-boarding

This service provides the reassurance of no supplier tie-in and an off-boarding process that is quick and hassle-free.

In order to simply and quickly exit your service please notify your designated account manager. We will respond to your request within 2 hours.

When off-boarding, the client can be supplied with an export (image) of a Virtual Machine. Images can be supplied in qcow or raw format. Other formats can be supplied subject to cost (billable at hourly rates).

The application(s) and all consumer generated data will be returned during the off-boarding process.

Flexible options are available for handing over the export to the client, dependent upon client preferences (Client transfers via SFTP, Connect transfers via SFTP on client's behalf, physical transfer via appropriate medium/channel).

Purging and Destruction of data

Following cessation of the service Connect purges data in accordance with IL2. Discs are overwritten using an appropriate tool. On disposal of equipment, hard disks from servers are either completely over-written or physically destroyed. Retention policy is for a maximum of 30 days.

Service Management Details

Each customer's service delivery is supported by:

- » A board level sponsor (i.e. company director)
- » A named ITIL qualified Service Manager – directly responsible to the customer for the accuracy, timeliness and quality of the service delivered (first point of contact)
- » A named, second point of contact
- » A Help Desk offering:
  - o Direct telephone line
  - o Email support
  - o Online logging of issues with tracking (24x7)
  - o Enhanced support (e.g. outside of office hours, around key events etc) is optionally available
- » Help Desk available 9am-5pm Mon-Fri (ex Bank holidays)
- » 24x7 Help Desk also available (additional charge)
- » Monitoring system and alerts
- » Regular reports on service performance
- » Regular service reviews and upgrades

Change Requests

Requests for Change can be made using our online logging system. Customers will be provided with password-protected access to Connect's web-based logging tool to make requests and thereafter track the progress and status. Each request is logged, categorised and prioritised.

Service Constraints

Any routine downtime required for system maintenance is scheduled outside normal office hours. A maximum 1 hour per month window is provisionally allocated for system maintenance, if required. In any month when the maintenance window is to be used, customers are notified at least seven working days in advance.

After initial setup, firewall change requests will be limited to 3 per month, further changes will require support hours to be purchased.

Minimum contract period is twelve months.

Service Levels

Availability – typically 99.9%

Support Hours - 8am-6pm, Monday to Friday (excluding bank holidays)

We perform the following target response and resolution times for hosting support requests during supported hours:

Priority Level	Response Time (0800-1800 M-F ex bank hols)	Target resolution time
Priority 1 – Emergency: **Complete loss of an entire service for all users, or severe degradation resulting in inability to function**	<= 30 mins	<= 1 hour
Priority 2 - Urgent: **Site functioning improperly resulting in some loss of service/system failure removing service from a number of users**	<= 1 hour	<= 4 hours
Priority 3 – Non-Critical: **Site functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/site errors**	<= 2 hours	<= 4 days
RFC (Requests for Change)	<= 4 hours	<= 10 days

Financial recompense model

In any calendar month in which we have unscheduled down time that causes the service level to drop below agreed performance level, the basic monthly charge is reduced by 10% for every 1% below agreed level, up to a maximum credit in that month of 100%.

Ordering and Invoicing Process

Orders can be placed by email (gcloud@connectinternetsolutions.com) or by phone (0151 282 4321). The order will be activated on receipt of a purchase order or signed sales order.

Payment options include Direct Debit (monthly payments), BACS and advance invoicing, clearly quoting customer order number and itemised costs.

Termination Terms

For shared hosting, each party may terminate the service by giving the other 30 days written notice, terminating at the end of a month. The minimum contract period is twelve months (24 months for physical servers). For dedicated server and custom cloud, minimum contract period and termination terms agreed with customer on individual basis.

Service migration

Where the service set-up requires inward migration of existing Virtual Servers, the following options are all supported:

1. Setup new Virtual Servers and migrate data and web application onto new servers
2. Client can send support VM Server disk format to Connect and we can convert this to run on our infrastructure
3. Combination of 1 and 2

You can purchase consultancy and migration services using our simple model. Alternatively you can contact us to discuss your requirements further and we can deliver a bespoke package of work.
  » Connect will work with you to plan the best way to migrate your required web application and infrastructure to our secure environment. We will create detailed project plans which will deliver the project on-time and within budget.
  » Migrations will be managed in order to cause the least amount of disruption and either zero or limited downtime.

For dedicated server and custom cloud, a full migration plan will be devised and agreed with the customer.

Consumer responsibilities

The consumer is required to adhere to our Acceptable Use Policy. The consumer is not permitted to resell the service. More information is available in our Terms and Conditions.

Technical requirements

We support the following connection methods for you:
  » Secure Shell (SSH) for administration
  » Remote Desktop Protocol (RDP, for MS Windows Servers) for administration
  » Secure FTP
  » HTTP and HTTPS
  » Others available on request

Trial Service

Available for shared hosting only.

Testimonials

100% of respondents to our recent support and maintenance survey would recommend the support service and consider it value for money.

Get in Touch

Connect
3rd Floor New Barratt House
47 North John Street
Liverpool L2 6SG

Tel: 0151 282 4321
Email: gcloud@connectinternetsolutions.com
Web: www.connectinternetsolutions.com

Other GCloud services provided by Connect:

Environmental/Climate Research Mapping Tool
GDPR Healthcheck
Google Analytics
Headless CMS
ISO 27001 Virtual Server Hosting
Off the Shelf Intranet
Open Source Directory Website
Search Engine Optimisation (SEO)
Sightseer Website
Umbraco App Content Manager
Umbraco Content Management System (CMS)
Umbraco Intranet
Umbraco Support
User Experience (UX)
Website Accessibility Audit
Website Accessibility Content Training
Website Migration to Open Source CMS
WordPress App Content Manager
WordPress Content Management System (CMS)
WordPress Intranet
WordPress Support