![CWCS Managed Hosting logo — Supreme Hosting. Supreme Support.™](image)

CWCS Cloud Support

Service Definition

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About CWCS Managed Hosting

CWCS Managed Hosting is the UK's leading hosting specialist. We offer a fully comprehensive range of hosting products, services and support. We're an established company with over 15 years of experience in the hosting industry. Our highly trained staff are not only hosting experts, they're also committed to delivering a great customer experience and are genuinely passionate about what they do.

Our Mission: Technical Excellence in Hosting

CWCS Managed Hosting's mission is to provide technical excellence in the field of hosting while at the same time delivering a great customer experience.

Our Purpose: To Help You Succeed

CWCS Managed Hosting's purpose is to deliver first-class, high-performance, reliable and comprehensive hosting services to individuals, businesses and organisations. This is to enable our customers to make their websites, software, applications and services highly successful.

Our Mission and Values Provide:

- Honesty
- Transparency
- Integrity
- Security
- Clear communication
- Trust
- Performance
- Reliability
- Courtesy
- Respect

Data Centre Highlights

CWCS Managed Hosting privately owns and operates our Tier 3 aligned data centre facilities.

The data centres have multiple connections to the Internet, advanced fire suppression utilising very early spark detection apparatus (VESDA) and FM-200 fire suppression system, air conditioning, multiple uninterruptable power supplies and backup generators.

Our data centres are ISO 27001:2013 certified and were built with security in mind, equipped with the latest in access control and intruder protection systems installed. We also have 5 levels of security restricted by card access, with it all being monitored by CCTV recording systems at all times.

Our data centre is monitored 24/7 by our DCIM (Data Centre Infrastructure Management) systems.

Cloud Support from CWCS

Supreme Technical Support

Our 24/7/365 technical support team are onsite and available to provide expert technical support around the clock. We offer a variety of service plans for our cloud products.

- Managed server updates
- Managed R1Soft and Veeam server backups with 7-30 day retention
- Monthly allowance for system administration task e.g.
    - Installing software (including custom compiled Linux binaries)
    - Server configuration
    - Server performance tuning/optimisation
    - Security auditing
- Enhanced ticket response times
    - Gold Support – 45 minutes
    - Platinum Support – 15 minutes
- Proactive server monitoring to ensure that service uptime is maximised

Backup and restore

To ensure business continuity CWCS uses the industry leading R1Soft and Veeam Image Backup Software. The software initially takes an entire image backup of the VM followed by daily incremental changes. Depending on the support plan, the backup retention period is either 7 or 30 days, please see the support plans within the pricing document for further information. Application backups are also supported such as MySQL and MSSQL with backup frequency set to every 15 minutes if required. Using this software we are able to swiftly restore a whole VM image or individual files.

Service and support

Extension to your business

CWCS sees itself as an extension to your business and operates as such. We will provision the VM, operating system and any pre-agreed software and will continue to support you as much or as little as required.

24/7 UK Telephone Support

Our UK support team are trained to operate at 2nd and 3rd Level support. This means that, if you call in for help, you won't find yourself speaking to an unqualified, 1st Level support person following a script and insisting that you answer unnecessary questions. You speak to a specialist every time!

Great Customer Service

Here at CWCS, we're proud of our commitment to proving the best possible customer service and support, 24/7 to all of our customers. We take pride in offering a fully personalised and flexible service. No issue is too big or small, at any time of the day; we will aim to help as much as we can.

Free Data Migrations

Migrating your data from one server to another can be both time consuming and stressful. We handle that for you, helping to take off the stress out of your move with up to 2 hours free data migration.

Multiple Accreditations and Partners

We aim to be the best hosting provider and that means only working with the best. We work with a number of associations and partners, such as HP, VMWare, Microsoft, Redhat and Cisco to ensure we provide highly reliable and secure solutions to our customers.

Technical support boundaries

CWCS Responsibilities

CWCS are responsible for the provisioning of the VM, installation of the operating system and any additional pre-agreed software.

We will provide the same initial provision of the VM as with self-managed, however after the initial setup has been complete you will have access to our UK based support team 24/7 who will be on hand to assist, advise and fix issues that may occur.

Customer Responsibilities

CWCS cannot be held responsible for the following:

Third Party Software

CWCS provides support for a limited set of agreed third-party software. CWCS will work with the customer during problem analysis to determine whether or not a technical issue is related to the third-party software.

CWCS do not support applications that do not feature on our supported applications list or as part of the agreed Intended Functionality. However, CWCS will offer reasonable efforts to support the Customer.

Coding Issues

The customer's code needs to be kept up to date and secure. CWCS will not be responsible for any issues arising from a code issue.

Negligence

We will not be held responsible for issues arising from negligence by the customer and its employees.

How to buy our service

On-boarding and Off-boarding

On-boarding and Off-boarding are the processes that are used for the initial sales process through to the point in which you leave our services.

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Sales: 0800 1 777 000 | Support: 0808 133 3247 | Email: info@cwcs.co.uk

CompuWeb Communications Services Limited trading as CWCS Managed Hosting is a company registered in England and Wales
Registered company number: 3798604. VAT number: 728 5805 09. Registered office address: Bowden Drive, Beeston, Nottingham. NG9 2JY

On-boarding

Our cloud support is an additional service we offer to our cloud hosting. We have a team of trained technical pre-sales and sales representatives who will collaborate with you to ensure that your requirements are fully understood and to make sure that all parties are aware of the project and the expectations. Once the requirements are finalised the sales representative will send over a proposal based on the discussions.

Timescales for the build process with be agreed with all parties involved.

Once the final cloud and support solution has been agreed the G-Cloud order form will need to be signed and the invoices will then be raised.

The on-boarding team will then start to provision the server in line with the defined specifications and support requirements.

During your time with CWCS you will be allocated an Account Manager who will keep in regular contact and will be your point of call should you have an Account related query.

Off-boarding

When a customer decides to leave we will work closely with the customer to make it as seamless as possible. If required we can assist with the move, but is a chargeable request.

The call off form will be reviewed and timescales agreed for the move.

The support team will be on hand to assist with any questions regarding the server setup/configuration as this information may be required by the new company.

Training

CWCS has a bank of FAQ's and knowledge based articles which are available via the support portal.

If you do not find your answers simply call the support team who will be happy to help.

Ordering and invoicing

CWCS will accept orders via the G-Cloud order form.

Once signed the Account will be created and the invoice raised including any agreed set-up fee. The invoices will continue to be raised on a monthly/annual basis.

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Lead times

In most cases the solution will be online within minutes. This timescale may increase due to the complexity of the infrastructure setup.

Contract termination

Please refer to the G-Cloud Call Off Contract and CWCS terms and conditions for the details relating to contract termination. In cases where a minimum term is agreed, charges will be applicable to terminating the contract early.

Contact Details

Sales: 0800 1 777 000
Support: 0808 1 333 247
Email: sales@cwcs.co.uk

CompuWeb Communications Services Limited
Portland Street, Beeston
Nottingham NG9 2LP
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You can also visit our website for more information.

Thank you for considering CWCS Managed Hosting

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