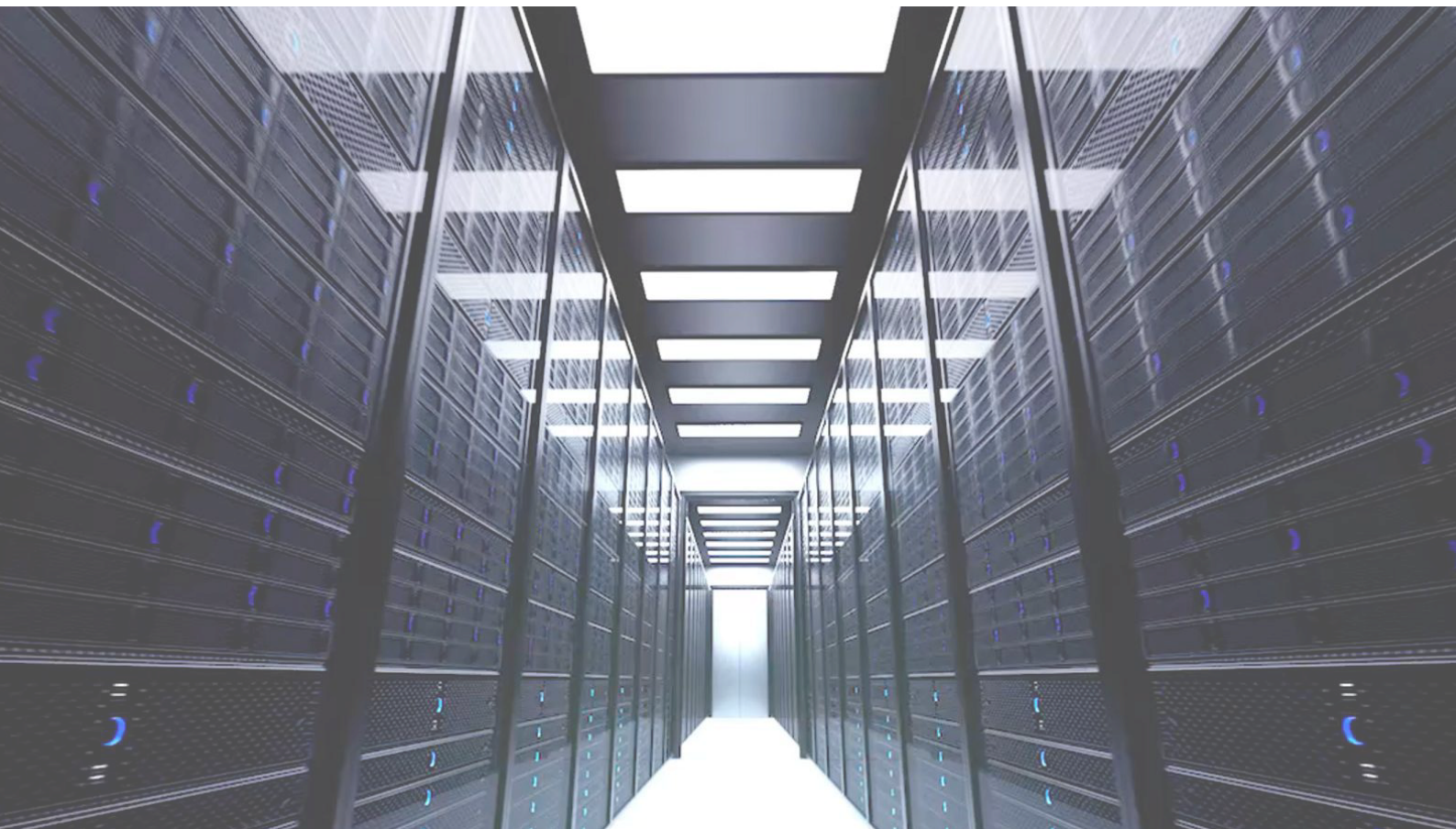




Mule ESB

Service Definition

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Overview

Axis12 host some of the UK's most technically challenging and engaging digital projects. Our clients cover a range of organisations across a diverse range of requirements and budgets.



Our Cloud architecture is co-located within our ISO 27001 certified data centres based in Kent and Newbury. Within easy reach of London, our data centres are away from the ever-present risks posed by power grid contention, natural disasters and terrorism. These ex-military nuclear bunkers have been upgraded with millions of pounds of investment in power, cooling and infrastructure, as well as fire suppression and Carrier

Neutral connectivity. They are IL3/4 rated and backed by 'The Bunker's' Risk Management and Accreditation Document Set (RMADS).

As a result, our data centres are able to provide one of the most secure hosting environments in Europe. This unequalled level of security and redundancy is coupled with the ability to support high levels of power and cooling and stringent access control procedures. The data centres are staffed 24x7x365 by security, technical and network staff who provide full support for our systems.

Backed by our own ISO 27001, 27017, 27018, 9001 certified processes for change control and server management, our hosting offer is trusted worldwide to deliver superior performance, security and uptime.

Security

- Tier 3 Data Centre
- ISO 27001 accredited data storage facilities – providing a level of security that cannot be offered by alternative solutions such as Amazon's Cloud Services
- ISO 27001 accredited support and maintenance (IS-598644)
- PCI DSS compliant, bearing the BSI Kitemark
- Regular, independent testing to ensure compliance and the highest of standards

Technologies

All our virtualised solutions sit on a KVM platform and we use Puppet to automate repetitive tasks, quickly deploy critical applications and manage change, and scaling.

All of our hosting platforms include the following as standard:

Component
Intrusion Detection System with high availability firewalls
'N' node load-balanced proxy layer
Scalable caching layer
Linux
Apache
Memcache

MySQL/Postgres
A dedicated enterprise search platform (Solr)
Ability to host multiple website instances and databases on the same stack

Service

We commit to keeping your servers online and secure. Our team can also help support an end-to-end digital strategy by combining our hosting services with other services (e.g. Architectural consultancy, Application support, MySQL consultancy etc), which can be procured through the other services/contracts we provide via the digital marketplace.

- Access to an Infrastructure expert 24/7/365 for any Severity 1 infrastructure issues that may arise
- Access to an Infrastructure expert 9am – 5pm for any non-Severity 1 infrastructure issues
- Nightly off-site encrypted back-ups of your server to an Amazon S3 instance
- Nightly local MySQL back-ups of your database for quick data restore
- Zenoss real-time availability and resource consumption monitoring
- Syslog management (Logstash)
- Intrusion Detection System (Snort IDS)
- Operating system updates (including security and kernel updates)
- Security patching
- Puppet-managed configuration
- Access to our secure ticketing system (Jira) to raise tickets
- Standard SLA, 99.9% uptime of server guaranteed (excluding maintenance)

Important Note:

Support supplied as part of our hosting service extends to ensuring core server components (Operating system, Database, Web, Firewall, Intrusion detection, Search, and Caching services) are kept secure and operating normally during the times specified.

We recommend that our hosting service is procured in conjunction with a support contract. This will allow you to call-off tasks that are not included in our core hosting service such as:

- Ad hoc restores/rebuilds of environments
- Infrastructure advice and consultancy
- Help with any issues related to software or configuration performed by our clients
- Updates/changes to software other Operating system, Database, Web, Firewall, Intrusion detection, Search, and Caching services
- Changes to our standard configuration requested by our clients
- Application support, Application updates
- Anything else not directly related to ensuring the infrastructure and its core components are secure and operating normally

Server Options

Our hosting service is available against a range of virtual server sizes.

Choose from:

Number of processors (CPU)	Amount of memory (RAM)	Storage capacity (HDD)
2	2GB	20GB
4	4GB	40GB
6	6GB	80GB
8	8GB	160GB

All our options can be integrated with content delivery networks (CDN) such as EdgeCast, Akamai, CloudFront and NTTE SCD. Our hosting is also scalable and can grow with your website needs.

On-Boarding and Off-Boarding

The first step we take during on-boarding is to create a support project in our back-office support system (Jira). You will need to supply us with a primary contact (through which all change requests will be routed) plus one or more email addresses for alerts and tickets. Training in how to use Jira for logging tickets will be provided as part of the on-boarding process.

We will confirm your architecture requirements and your servers will then be commissioned and configured.

Depending on the complexity of your requirements provisioning generally takes anywhere from 2-3 hours up to 2-3 days.

Off-boarding involves removing all accounts associated with back-office systems involved in your deployment and securely deleting all data held in line with our ISO 27001 processes. We can provide an archive of all support tickets if requested. Data held on the servers can be packaged and delivered on request although this may incur a small fee. We will also securely delete all tickets in the Jira project we created for you.

Termination

Either party may terminate the hosting agreement with 30 days' notice.

Pricing

Refer to separate pricing document.