

Cloud Support Services (CSS)

Twin Technology's Cloud Support Services cover a vast range of services from web hosting, website creation, maintenance and support, Hardware, IAAS, PAAS, SAAS, SCS, as well as SEO to Single Record Asset Register, Capacity Planning as well as designing, setting up of help desk, determining their performance indicators and monitoring them.

Twin Technology's high availability, secure and resilient platform as a fully managed service allows you to focus on your core business. These services are flexible and scalable, fully monitored and supported ensuring that your individual requirements are met both now and, in the future, saving time and money.

Twin Technology environments and support services comprise of a multi-site resilient infrastructure hosted in two geographically separated TIA-942 Tier 3+ secure Data Centres located within the UK.

This infrastructure is owned and operated by Twin Technology's and is based on market leading vendors' hardware and software, utilising proven industry standards throughout. Each Data Centre site is linked using multiple high speed low latency circuits for both inter-site connectivity and web facing Internet connectivity.

The service utilises virtualised server technologies - giving your own dedicated secure network resources within the overall secure cloud infrastructure, which is quickly scalable up or down as required. All customer data is fully protected.

Twin Technology provides support for a range of server Operating Systems, Databases, Application and Web Service software packages, but we are not limited to this and can customise the environment to suite your needs. This allows our clients to configure as they wish.

Additionally, Twin Technology can create, deploy and support your required application. Twin Technology recognises that each customer's requirements are unique and tailoring the support services to suit individual requirements. A Service Desk/Help Desk is provided to assist customers who encounter difficulties, with all incidents being recorded and managed using an in-house Managed Incident/Change Request administration system.

Twin Technology monitors and manages the service to ensure that sufficient computing resources are always available and that capacity planning is continuously utilised to cater for unexpected usage and growth of the service.

Twin Technology supports all relevant open standards across our services and can seamlessly integrate these into our services along with proprietary standards where required.

All platform components and bandwidth are burstable; ensuring service maintenance under all loads. We monitor resource use and regular overload against standard provision discussed as part of regular the service reviews ensuring your provision matches service usage.

Cloud Support Services (CSS)

Twin Technology's Cloud Support Services cover a broad range of offerings, including web hosting, website creation, ongoing maintenance and support, hardware, IaaS, PaaS, SaaS, SCS, SEO, Single Record Asset Register management, capacity planning, and help desk setup, performance indicators, and monitoring.

Our highly available, secure, and resilient platform, delivered as a fully managed service, allows you to focus on core business activities. The services are flexible, scalable, fully

monitored, and supported to ensure your requirements are met now and in the future.

Twin Technology operates multi-site resilient infrastructure hosted in two geographically separated TIA-942 Tier 3+ secure UK data centres. This infrastructure is owned and managed by Twin Technology and is built on market-leading hardware and software, following proven industry standards. Each data centre is connected via multiple high-speed, low-latency circuits for both inter-site and internet connectivity.

Using virtualised server technologies, customers benefit from dedicated secure network resources within the wider cloud infrastructure, scalable up or down as needed. All customer data is fully protected.

We support a wide range of operating systems, databases, application platforms, and web service software. Custom environments can also be created and deployed to suit your needs.

A dedicated Service Desk/Help Desk is available to assist customers with incidents, all of which are recorded using our in-house Managed Incident/Change Request system.

We continuously monitor computing resource usage, ensuring capacity planning supports both expected and unexpected growth. Open standards are fully supported and can be integrated with proprietary standards if required.

All platform components and bandwidth are burstable, ensuring stable service levels even under heavy load. Resource usage is monitored regularly and aligned with provisioning as part of scheduled service reviews.