

# Hosting Solutions



## \*There's no safer place for your data

Interoute hosting solutions provide a cost-effective, stable and secure home for your organisation's data and systems. Housed in one of Interoute's carrier-class data centre facilities and connected to our European network, all client solutions are proactively monitored and supported 24 hours a day, 365 days a year by our team of experts. Interoute manages your infrastructure so that you can focus on your business.

# Why outsource your hosting? It just makes sense.

As you streamline your business, your IT infrastructure becomes more costly and complex. You also need expert staff to look after it. Problem is that those experts also tend to have a high turnover. So you end up losing expertise and continuity. Outsource your hosting and you won't have to worry about any of this. Which makes it one of the shrewdest business decisions you make.

But outsourcing hosting doesn't have to mean taking the flexibility out of your operations. You need to ensure the performance and scalability of your systems without sacrificing control and responsiveness. That's why Interoute offers a comprehensive menu of hosting options, allowing you to choose which service elements you want to retain, and which you want us to handle. Whether your business is small, large, growing or changing, our flexible solutions offer the ideal balance between control and performance.

Why use Interoute's hosting services? **Because you want your data in the best possible hands.**

We're very proud of the heritage of our hosting services. Interoute offers a unique combination of Europe's most advanced next-generation network plus the world-leading hosting capabilities of PSINet (whose European operations we acquired in 2005). Indeed, PSINet is widely recognised as the first business ISP, created at the dawn of the internet in 1989. That gives our combined services an unrivalled level of experience and evolution – no one has spent more time enhancing their hosting solutions to deliver exactly what our customers need.

At the heart of our service philosophy is trust. We know that you are betting your business on our performance, and for us that's a privilege as well as a responsibility. We deliver on our promises, and that's why more than half of our new business each year comes from existing customers and customer recommendations. As a customer you will be joining the countless businesses that already trust us to handle over one billion euros worth of transactions on their behalf every day.

## Service Offerings

From secure colocation space for your equipment through to a fully managed solution, Interoute is ready to help.

	Colocation	Managed Colocation	Managed Hosting
Availability SLA			✓
Hardware management			✓
OS management			✓
Intrusion detection		Optional	Optional
Managed Firewall		Optional	Optional
Managed Backup		Optional	✓
Server Monitoring		Optional	✓
Remote hands	Optional	Optional	✓
Rackspace	Optional	✓	✓
Internet and Private Connectivity	Optional	✓	✓
Power	✓	✓	✓
Floor space	✓	✓	✓
Customer access	✓	✓	✗
7 x 24 telephone support	✓	✓	✓

## Benefits at a glance

**Reduced costs** – By outsourcing your hosting requirements you can eliminate costly expenditure on equipment, staffing and connectivity.

**World-class data centres** – Our state-of-the-art facilities provide the highest infrastructure reliability and security in the industry. With 7 layers of security, dual power feeds, backup generators and continuous monitoring we are used by the world's leading banks and public bodies for their most demanding hosting requirements.

**Always have a backup** – You have the option of backing up your data at the hosting centre or across our network to a different location. Our standard service offers daily incremental and weekly full backups with four-week retention.

**Dedicated support** – You get a fully managed service from specialists who are the best in the business who are ready to assist you with advice and technical expertise. Real people who understand your requirements and pro-actively work with you.

**You're in control** – Each solution is individually customised to meet your requirements and our web-based interface provides real-time and historical performance statistics.

**Your virtual security team** – Our team of security experts is on hand 7x24 to help protect your systems and software. Our managed security suite includes managed firewalls, intrusion detection services, anti-virus and Denial of Service attack protection. We can even offer customised security solutions.

**The connectivity you need, when you need it** – We operate Europe's most advanced data network, delivering outstanding private and public network connectivity directly to your platforms. Bandwidth can be increased at a moment's notice to meet growth requirements.

## Features at a glance

### Data Centre Infrastructure

- Facilities in 24 cities across Europe
- Generator backup
- UPS power protection
- 7 layers of security
- Fire detection and suppression

### Colocation Options

- Flexible rack sizes from quarter racks to full suite
- Remote hands support

### Connectivity

- Dedicated private network connectivity
- Public internet connectivity from 1 to 1000 Mbps
- Resilient network feeds
- Domain name services

### Supported Hosting Platforms

- Selection of hardware platforms including Dell, HP and Sun
- Stand-alone, clustered and multi-tier architectures
- Web server software
- Database management
- Application monitoring including Siebel and Exchange
- Linux, Solaris and Windows operating systems
- Patch management
- Load balancing and server virtualisation

### Data Backup

- Daily incremental and full weekly backups
- Bare metal restore option
- Revive™ synchronous real-time replication
- Local and remote data archiving
- Database backup option

### Managed Security Services

- Software security hardening
- Patch management and security updates
- Virus protection
- Managed firewall
- Intrusion detection / prevention
- DoS / DDoS protection
- VPN access
- Token authentication

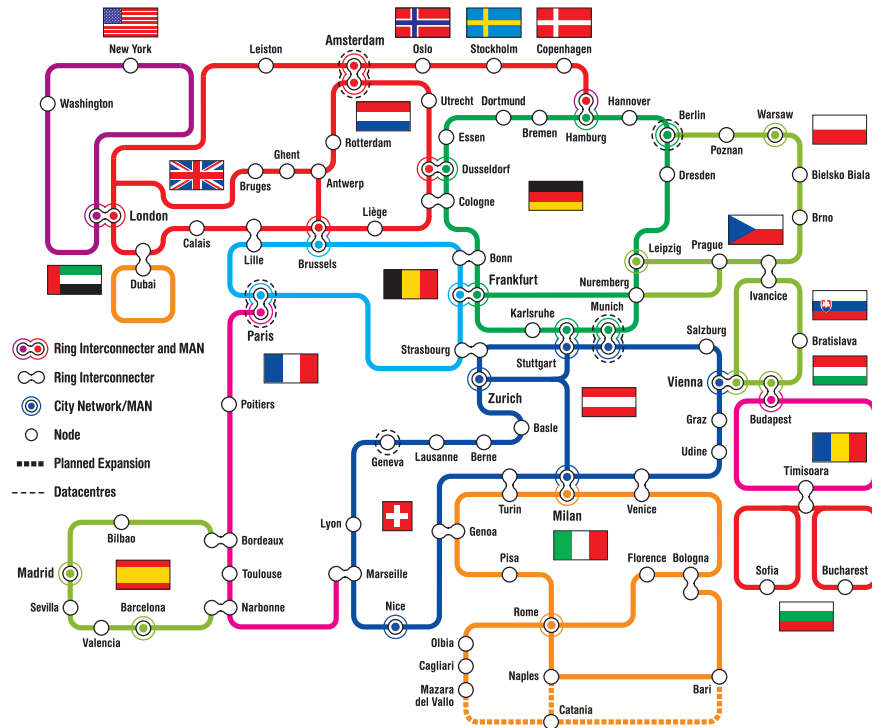
### Service Levels

- 7x24 monitoring and support
- Email and telephone support
- Money-back Service Level Agreements

### Web-Based Reporting

- Server statistics, health and availability
- Statistics, traffic in/out and bursting trends
- Backup performance reports

## Interoute network



## Five things about Interoute

- We own and operate Europe's most advanced, densely connected voice and data network.
- We're widely acknowledged as one of Europe's fastest growing technology companies.
- Our network covers just about every major European, Eastern European and Central European business centre as well as the USA.
- We handle more than €1 billion of e Commerce through our data centres every day, making Interoute a key part of Europe's Digital Supply Chain.
- We're the choice of all major incumbents, governments around the world and 14,000 corporate customers including BMW, EMI and Deutsche Post.

**Let's talk.** Call +44 20 7025 9000  
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This information was correct at the time of going to press. However, because of the rapid growth of Interoute's business, details are likely to change.  
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