

# Hosting

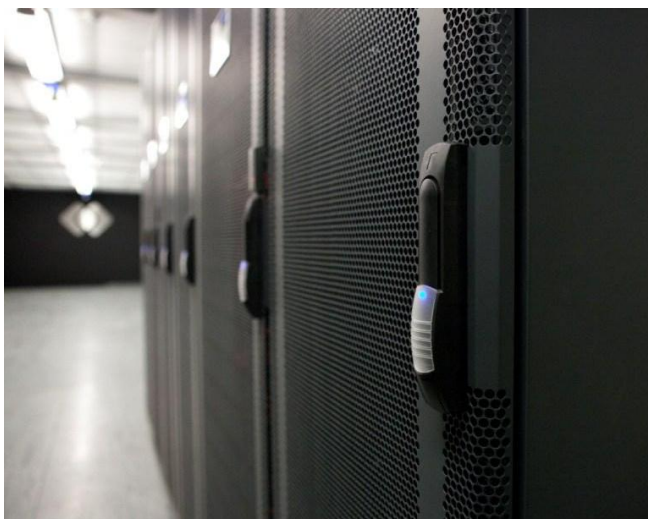
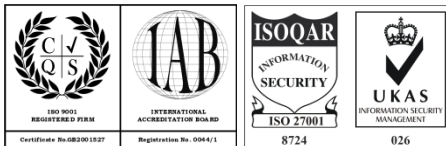


## Secure, resilient, scalable and fully managed environment ensuring 24x7 service availability

By taking away the burden of compliance, availability and security, Imerja's Hosting Services save you time and money, reduce carbon emissions, and help your business work more efficiently.

Imerja's hosting facilities are ISO27001 compliant and N3 approved, and built to CoCo and PCI standards, offering customers peace of mind that their data is held securely and in line with key compliance requirements.

With a core set of hosting service levels designed to meet every requirement, and with dedicated facilities located in the north and south of the UK, Imerja's hosting services can be delivered around specific locations to suit your business needs.



**Co-location Hosting** is Imerja's entry level of service, providing a compliant platform for infrastructure in a highly resilient and secure environment. Disaster Recovery is enhanced with dual internet feeds and in-built redundancy measures such as back-up power and environmental controls.

By outsourcing network traffic to a co location environment with greater bandwidth capacity, internal network and web access speeds will improve considerably.

**Complex Hosting** offers more than just a remote environment to host equipment. Tailored to suit your business, enhanced benefits include data back-up and recovery, load balancing and clustering to ensure continuous high performance and availability of service.

**Bespoke Hosting** is a fully customised service for your business – whatever your requirements are. Imerja provides a bespoke service which is compliant, scalable and secure, regardless of the size or complexity of the organisation's infrastructure.

Located alongside the hosting facilities are Imerja's dedicated 24x7 operations centres, from which we can deliver any element of our **m|four** services suite, delivering further efficiencies and cost savings for your business.

The purpose built facilities are protected by advanced physical security measures which include external and internal CCTV systems monitoring the perimeter of the buildings and key locations within each office environment. All CCTV is visible to Imerja Security Operations Centre (ISOC) engineers 24x7, and recorded in digital format.

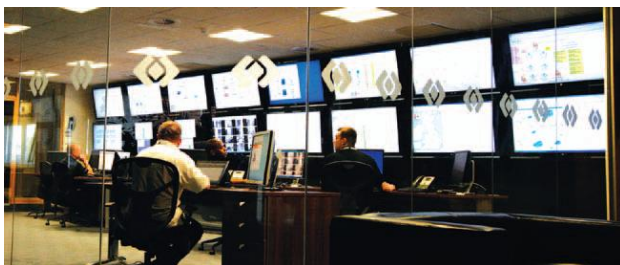
All access to the buildings and into Imerja offices is via an electronic access control system, protected by an alarm and monitored by CCTV. Events from the alarm, CCTV footage and access control systems are archived for a minimum of three months and can be accessed on request.

Redundancy has been built into all environmental controls, providing confidence that you will get the best performance from your hosted equipment. Service continuity is further assured through resilient power and high bandwidth internet connectivity, meaning business critical systems will continue to operate normally even in a disaster situation.

Emergency services (Police and Fire) are less than a mile away from both locations. Neither site is subject to flooding or at risk from flash floods, and there are no overhead power cables or tall structures nearby.

The service is underpinned by Imerja's own ServiceAlert™ management solution which delivers an SLA backed response to alerts.

Being located with our own premises, the 24x7 Help Desk provides further confidence that there will always be someone available to assist if needed.



	Co-location	Complex
Rack Space	48u or 11u Dedicated Enclosures	
Location	London / North West England	
Power	48u Dual independent 12 way PDU 24u Dual independent 6 way PDU 11u Single 6 way PDU	
Power Allocation	48u - 10 amp / 2KW up to 20KW 24u - 5 amp / 1KW up to 10KW 11u - 2 amp / 0.5KW up to 5KW	
UPS Architecture	N+1	
Aircon Architecture	N+1	
Backup Generator	✓	
Physical Security	Electronic Access Control - CCTV	
24hr Access	✓	
Internet Connection	Resilient Dual honed	
Firewall	-	✓
IDP	-	✓
Backup	-	✓
Remote Access	-	✓
Internet Bandwidth	100MB Burst - £350 p.a. per 1MB CIR	
Annual Cost*	48u - £9,900 24u - £5,700 11u - £3,100	48u - £14,900 24u - £11,250 11u - £7,100

\* Prices are correct January 2012 and subject to change.  
Equipment insurance included as standard - details on request.

Bespoke requirements that go beyond our standard co-location and complex service offerings can also be provided, with tailor made solutions designed to meet the specific needs of your business.

To find out more how Imerja can work with your organisation and find the best solutions to fit your requirements please contact us or email at [info@imerja.com](mailto:info@imerja.com).

Version 1.2

#### Northern Office

Hallmark House  
Paragon Business Park  
Chorley New Road  
Horwich, Bolton  
BL6 6HG

#### Midlands Office

Bennetts Place  
30-31 High Street  
Market Harborough  
Leicestershire  
LE16 7NL

#### Southern Office

Regent House  
Theobald Street  
Elstree  
Hertfordshire  
WD6 4RS