

Application Hosting Service Description

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SERVICE OVERVIEW

BCN offer a scalable hosting platform for a range of web applications based on LAMP (Linux, Apache, MySQL, PHP) and Windows (IIS, ASP.NET and Microsoft SQL). Hosting is on our own equipment in ISO27001 accredited data centres located in the UK and managed by our team of technical system administrators. Our Data Centres are aligned to tier 3 standards, with multiple and diverse routes.

Hosting includes the application server, allocated databases, allocated storage, secure file access (SSH), DNS, bandwidth and network/security monitoring.

We offer a wide range of options for your hosting needs and can tailor services around your specific application requirements. Deployment options available are:

Shared Environment

Your web application will be hosted on one of our managed shared servers located at our UK data centre.

Dedicated Server

All of the features of a shared environment hosting with the benefits of your own server in our data centre. A dedicated server offers 100% of available system resources, providing optimum performance for your application. Server specifications and associated services (such as bandwidth) can be tailored to suit your application. Dedicated servers can be virtual or physical (virtualised or un-virtualised).

Custom Cloud

A complete tailor-made solution for your project, running cloud management platform on a mix of hardware, depending on your needs. We can offer application servers, database servers, load balancing/fail-over appliances, firewall appliances and custom networking, either in our data centre or yours. Optional DR at a UK based partner data centre is also available.

Customers select from a variety of performance and sizing options to create a tailor made server solution.

Bespoke work and consultancy services are also available to assist in the transition to your new server.

Our service operates entirely within UK based data centres.

The service models used can be private, public or hybrid cloud. All equipment is owned/operated by BCN from within our data centres and access to systems is via the public internet.



BENEFITS AND ADVANTAGES

- Easy Deployment – get up and running quickly with minimal set up and low up-front investment, no need to set up server or employ local IT staff.
- High Performance – the solution runs only on high performance Enterprise server technology with a deep pool of resources to ensure fast access to the software.
- Anytime Anywhere Access – flexible access on any device (PC, Mac, tablet, smartphone) from any location at anytime.
- Eliminate Costs – no need to invest in servers and third party licensing.
- Save on IT Resources – no need to invest in and manage local IT staff as everything is managed by us at the data centre.
- Simple to scale – simple to grow solution without worrying about server capacity and software licensing.
- Automatic Backups – all data securely backed up at the data centre daily and replicated to a second data centre for added resilience.
- Enhanced Security – centralised secure data storage in ISO27001 certified data centre.
- Always Highly Available – built in redundancy to ensure the applications are available 99.9% of the time.
- 24 x 7 Support – fully managed by UK based help desk

ONBOARDING AND OFFBOARDING

BCN has proven and effective on and off boarding skills, tools and methodologies. We have successfully transitioned many Public Sector and Commercial clients onto Cloud infrastructures and services.

Where bespoke requirements are needed, BCN will engage directly with the client to ensure the full scope of the requirements is understood and agreed in advance of any engagement. We will work with senior stakeholders to define the necessary business outcomes and ensure the services are aligned and delivered accordingly.

BCN offers a business assured approach to ensuring seamless on-boarding processes, combining our extensive experience, lessons learnt and methodology from many years of public sector transition experience.

Off-boarding is initiated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data



security classification. After client notification that data has been successfully recovered, BCN will purge and destroy client data from any computer or storage device or media that remains part of BCN's ownership.

SERVICE MANAGEMENT

BCN has a permanent support facility which clients will be able to call upon on an ongoing basis to support the project. BCN can provide a range of service management capabilities from within our Account Management, Service Management and support teams including:

- Regular service reviews
- Continual improvement planning and delivery processes
- Regular service reporting covering aspects such as application availability, application performance and support performance .

BCN's helpdesk is available during normal business hours (08:00 to 18:00, Monday to Friday, excluding public holidays). Our technical support desk assists customers via telephone, email and client portal. All contact to the helpdesk is logged and recorded in a support database with automatic escalation procedures.

Extended cover is available to support user activity outside normal business hours and can be provided either on a stand-by / on-call basis or under consultancy service arrangements.

CHANGE REQUESTS

Requests for Change can be made using our online portal or direct contact to the BCN helpdesk. Customers will be provided with password-protected access to BCN's web-based logging tool to make requests, raise tickets and manage all their services and orders, and thereafter track their progress and status. Each request is logged, categorised and prioritised in accordance with our service level agreement.

SERVICE CONSTRAINTS

Scheduled maintenance will take place outside of the standard service hours of Monday-Friday 08:00-18:00. Planned maintenance downtime will be advised in advance, and outside of these windows the service will be normally be available for use 24x7, with 99.9% availability over a rolling 3 month period.

SERVICE LEVELS

BCN operates a straightforward no-nonsense Service Level Agreement structure with all of its clients.

With currently over 1200 contracted services operating at 99.9%, speed of response and speed to resolution are extremely important to us. Our SLAs have been designed to be clear, uncomplicated and effective, so you always know what you are getting. We



set manageable and realistic expectations, backed up with measurable tools for easy performance tracking through our client portal.

Support Hours - Full UK-based helpdesk services are provided Monday to Friday 8:00-18:00 within base price, and full 24-hour facilities are available if required.

NB priority 1 calls must be made by telephone only.

	Severity	Response	Diagnosis
P1	High	15 Minutes	1 Hour
P2	Medium	30 Minutes	2 Hours
P3	Low	45 Minutes	4 Hours
P4	Service Request	60 Minutes	1 Day

TECHNICAL REQUIREMENTS

We support the following connection methods for you:

- Secure Shell (SSH) for administration
- Remote Desktop Protocol (RDP, for MS Windows Servers) for administration
- Secure FTP
- HTTP and HTTPS
- Others available on request

TAKING THE NEXT STEPS

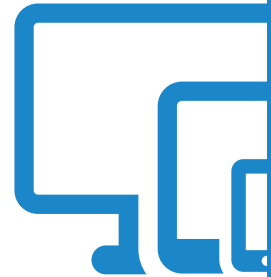
Our hosted solution offers all the features & benefits of an advanced Application Hosting Service without the expensive price tag. The solution is totally scalable & as new features develop, these will be added to the service.

We can offer trial options so you can experience for yourself the difference when partnering with the BCN Group.

BCN offer a world class IT service to all organisations, irrespective of size, that is reliable, friendly, consultative and deliberately affordable.

Our support services deliver measurable impact to your IT strategy and day to day business operations. Together, we'll find a solution that works really really well for you.





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