



Managed Hosting

3 minute guide

A three minute guide to Managed Hosting

What is Managed Hosting?

The managed hosting supplier provides the infrastructure to deliver any application direct to your users. The hosting supplier is responsible for the data centre, network, devices, operating system and your applications. You have 24 hour access to the application via a non-contended, fixed link leased line for office LAN's, or via the Internet, or ADSL for remote users.

Will I lose control of my systems?

You retain full control over the management of your applications and your business processes. In addition, Civica Connect offers a portal to customers to allow them to monitor and report on system performance.

Do I get to choose which hardware and operating system our applications are hosted on?

Yes. As Civica Connect partners with a number of leading hardware suppliers, you are able to choose your preferred system. As always, Civica Connect will advise on the best equipment to fit your requirements.

How do I know my systems and the data held on them are secure?

Civica Connect hosts systems for many organisations as well as a major high street Bank and the ICON online card payment system. In order to be able to host ICON, Civica had to achieve PCI Data Security Standard. Attaining and maintaining this level of security will give all of our hosted customers complete peace of mind.

What happens when our organisation expands or changes structure?

Your performance and storage capacity can be upgraded at any time. Civica Connect has the flexibility to provide a solution that meets your changing needs.



Can managed hosting reduce my overheads?

Yes. The need for costly office space to house hardware is reduced. In addition, staff resource can be freed up and redeployed to work on areas that will make your business run more effectively. Upfront investment in infrastructure is significantly reduced.

How do I justify the cost?

While Civica Connect concentrates on ensuring the reliability and optimum performance of your systems, you are free to focus on your core business. Overheads are reduced as outlined above. Costs are fixed and payable on a regular basis, easing cash flow and eliminating the need for expensive hardware & software investment. The risk associated with tying up capital in infrastructure is eliminated and the economies of scale of a large network provider can be enjoyed. Customers can benefit from the expertise of our staff which can reduce the requirement for costly internet IT resource.



What facilities do you have in place to help minimise downtime?

Civica Connects world class infrastructure ensures resilient & secure connectivity to your business critical applications. Our data centres have:

- Generator backup including onsite fuel for 5 days operation
- Air conditioning (N+1) capacity
- Inert gas fire suppression
- Full video surveillance and recording
- Biometric access control
- Diversely routed, resilient data connectivity
- Full fire detection including under floor cabling area

How can this help meet disaster recovery requirements?

Our data centres are designed specifically to continue operating in the event of a disaster. The facilities mentioned above make managed hosting more resilient than a locally hosted solution. As an extra precaution, data can be replicated across two or more of our data centres to guarantee you won't be disrupted by disaster.

What service levels should I expect to receive?

As a minimum you can expect: (Other options are available)

- 24/7 active monitoring service
- All calls will be answered promptly by the experts on our support desk.
- Initial diagnosis will take place within 2 hours
- The fastest possible target resolution, working with our partners' SLAs.

Ultimately, how will this improve service to our customers?

Any loss of service can affect the SLAs that your organisation has to meet. Minimum downtime of systems will ensure your services are always available to your staff and your customers. Your business processes will run more smoothly as systems are running & ready at all times.

Does managed hosting help my organisation become greener?

Yes. Secure and resilient application hosting, in conjunction with a private network, allows your users to work from home or remotely. They can experience the same look and feel as if they were in the office. This drastically reduces the need to travel, reducing carbon emissions and traffic congestion.



Why Civica Connect?

Unlike some ISPs, Civica Connect is able to offer a bespoke, flexible service to its clients. SLAs can be agreed to meet your business requirement.

I'm interested in learning more, what do I do next?



You can contact Civica Connect on **0845 345 4282** and ask to speak to one of our Business Solutions Consultants. Alternatively, you can email sales@civicaconnect.net or visit us online at www.civicaconnect.net.



About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education.

Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information visit:
www.civicaconnect.net

For further information or to book a meeting/demonstration, telephone **0845 345 4282** or email enquiries@civicaconnect.net

We manage the technology so you don't have to.

Civica Connect
Castlegate House, Castlegate Drive,
Dudley DY1 4TD
Tel: 0845 345 4282 Fax: 01384 453600