



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

Civica Connect offers application hosting, telephony & CTI, managed network solutions and ancillary services such as internet security, providing high quality products and services to its customers.

Our 'state of the art', multi data centre operation delivers a robust, resilient, secure and flexible environment.

Civica Connect has many years experience providing hosted solutions to our customers, delivering a wide range of cost effective, reliable solutions.



- Mitigation of risk
- Reduced capital expenditure
- Optimisation of your resources – allowing staff to focus on high value projects & innovations
- 24/7 systems support
- High system availability
- Flexibility of growth – performance & storage capacity can be easily upgraded at any time
- Reduce your energy costs and your carbon footprint
- Live-live business critical availability optional
- High speed connectivity across our MPLS

Our hybrid solutions ensure that applications have high availability at optimum service levels, whilst driving down customer ownership and transactional costs; delivering greater **Return on Investment**.

Our customers experience excellent levels of support from first class facilities, reducing their operational burden and significantly reducing investment in IT infrastructure.

Civica Connect provides the infrastructure to deliver any application direct to your users, leaving you free to focus on your core business.

## Application hosting - how does it work?

**Civica Connect** hosts your software applications on dedicated virtual or physical servers within its data centres.



Our managed hosting facilities are connected with diverse and resilient communications infrastructure which includes fixed line and MPLS core technology.

The service is offered at **an affordable, fixed cost** and provides sophisticated access to applications, running on a scalable platform, without up-front investment.

Civica Connect's Network Operations Centre (NOC) and support teams monitor and manage our state of the art environments 24/7.

All staff are CRB enhanced.

Operating in an ISO27001 accredited environment, which is also accredited to the Payment Card Industry (PCI) security standard level 1, Civica is the first provider to the public sector to hold PA-DSS.

### Connect Managed Hosting is supported by:

- Resilient, high performance Internet connectivity
- 24 hr automated service monitoring
- Full power resilience including stand alone generator facilities
- Full environmental control
- Full on site technical support
- Fire detection and suppression system
- Electronic security entry system & 24 hour surveillance

## Managed hosting & the environment

There are a number of ways that technology can help address your **global responsibility** whilst reducing costs & improving service; managed hosting is just one of them.



Reduced energy usage will lower your carbon footprint. Application hosting, in conjunction with Connect Flexible Workforce, delivers home and remote access to your staff; drastically reducing the need to travel.

Visit [www.civicaconnect.net](http://www.civicaconnect.net) to discover our other greener technology solutions.

## About Civica

From the day-to-day management of IT infrastructure, replacing unpredictable costs with fixed ones, to complete voice and data integration, including home and remote working solutions, Civica Connect enables customers to focus on resources where they are most needed, assured of round-the-clock performance with built-in capacity and flexibility.

Civica Connect hosts solutions for organisations from both the public and private sector, including government agencies and financial institutions.

**We supply the technology so you don't have to.**

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.

**Civica has offices throughout the UK.**