

Flexible Managed Hosting

We manage the technology so you don't have to

Flexible Managed Hosting solutions deliver greater ROI

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

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

Customers experience excellent levels of support from first class facilities, reducing their operational burden and significantly reducing investment in IT infrastructure. Civica provides the infrastructure to deliver any application direct to your users, leaving you free to focus on your core business.

As an option, you can implement our live-live business critical availability as part of your disaster recovery plan.

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Civica Flexible 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

Benefits

Flexible Managed Hosting

- > Mitigation of risk – your SLAs become our SLAs
- > Reduced capital expenditure
- > Optimisation of your resources – as system support is available 24/7, your staff can focus on high value projects & innovations
- > High system availability - to ensure your customers receive a maintained level of service.
- > Flexibility of growth – performance & storage capacity can be easily upgraded at any time
- > High speed access across our MPLS network to facilitate user
- > By using our shared hosting infrastructure, which incorporates leading edge, power efficient technology, you will considerably reduce your energy usage and lower your carbon footprint.



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How does it work?

Civica 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.

Our hybrid solutions ensure that applications have high availability at optimum service levels and help to drive down customer ownership and transactional costs; delivering greater return on investment.

Civica's Network Operations Centre (NOC) and support teams monitor and manage our state of the art environments 24/7. All staff are CRB enhanced and Civica operates in an ISO27001 accredited environment, which is also accredited to the Payment Card Industry (PCI) security standard level 1.

Experience

Civica currently provides hosting services to more than 100 organisations, including:

- > over 50 local authorities
- > central government agencies
- > managed learning environments for a number of county councils
- > social landlords and housing associations
- > health & social care organisations
- > non-public sector organisations including a global manufacturer and a world-wide eCommerce retailer

Customer reference

"We have been a customer of Civica since 1999. Our latest solution incorporates managed firewall, cloud based email scanning, off-site backup and hosted Microsoft Exchange.

"When we approached Civica our IT infrastructure was in need of renewal, however we had no dedicated IT function, limited IT budget and we also needed to reduce capital expenditure and minimise operating costs.

"Working with Civica, we have been able to remove many of the day-to-day administrative overheads, greatly reducing our IT workload and staff can now focus on growing our organisation. We have a service we can rely on.

"Civica's breadth of services, knowledge and experience in the communications and managed services arena was the main reason for us choosing to work with them, along with their understanding of and flexibility to meet our financial needs".

Deborah Barber MBE
Director



About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.

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