



## Company Profile

Interhost has a 19 year track record of providing best of breed IT solutions. We are respected as a leader in our field. Based on word of mouth and recommendation, Interhost has become the 'trusted advisor' to a number of market verticals. Our financial stability, solution ownership and focus on core services are defining factors when we are judged against our competitors. We have regularly invested in the development of our Datacentres, network and technical support staff as well as new products and services which align to our core values.

In today's business environment, where technology is vital for survival, organisations need to feel safe in the knowledge that their technology supplier is financially secure, competent and abreast of an ever changing environment. As one of the most stable companies in the IT and technology sector, Interhost can provide that peace of mind.

## What makes Interhost Different

We take great pride in offering a world class hosted enterprise solution for companies of all sizes. If you are looking for a provider that guarantees a high level of service and expertise then Interhost can deliver. We have a proven track record of providing effective IT solutions.

Below are six reasons why we believe we are the logical choice to provide you with a robust and reliable hosted platform:

**Solution:** We allow our clients to invest in Cutting Edge infrastructure at the fraction of the cost of holding the Infrastructure in house. We provide a premier solution called My Easy Office which allows you to host your own applications as well as hosted Exchange and connect from anywhere around the globe.

**Availability:** We focus on delivering a 24x7x365 service that is managed by our professional, Microsoft and VMware certified engineers. We monitor the availability of the systems we provide and adhere to strict SLAs.

**Service offerings:** We provide connectivity solutions and collocation offerings to cater for your requirements.

**Accreditation:** We are a highly accredited Microsoft Partner. We also hold accreditation with other major IT vendors.

**Satisfaction:** We believe that customer satisfaction is our first priority and we strive to deliver a world class system and go that extra mile to continually evolve with current technologies and trends in the IT industry.

**Delivery of Excellence:** We are more than just another IT firm. We pride ourselves on not only having excellent technical knowledge but also providing excellent customer service via our help desk.

# Key Benefits

## FIRST CLASS TECHNICAL SUPPORT

The support team at Interhost are not allowed to hide behind menu systems and self-help guides. Users can always speak to a technician whenever they need help.

## ACCREDITATION

We are proud to be a Microsoft Partner holding the Gold Hosting competency, as well as other major solution provider awards.

## FLEXIBILITY

Whatever your IT requirements we can provide exactly the solution that suits you.

## RELIABILITY

We aim for 99.99% uptime giving unparalleled user confidence.

## AVAILABILITY

With our hosted system all you need is an Internet connection and you can connect from anywhere in the world.

## CUSTOMER SATISFACTION

Our Microsoft Partner status is borne out by positive Customer Feedback survey reviews.

# Services offered

## HOSTED DESKTOP

We have been providing a Hosted Desktop Solution for many years which is constantly updated with the latest Microsoft technology and Server infrastructure options. This can be accessed from anywhere in the world via the internet. We have a proven track record of successfully integrating our clients line of business applications into our hosted solution placing us ahead of those who solely provide hosted Exchange, MS Office365 or individual applications but not the whole solution that clients often need. Our solution comes with the latest version of Microsoft Office included and unlike some other market offerings, with Interhost your data is held within our network of UK Datacentres.

The solution can offer backup, replication and disaster recovery options and is invoiced on a month by month basis depending on what the customer has used. Additional Microsoft applications can be added and removed easily allowing the end customer to "trial" products without having the expense of purchasing the licenses outright and then not using them fully or after a period.

## COLOCATION

We provide the facility of rack space in part or full rack denominations within our data centre environments. Our carrier neutral Datacentres allow clients to scale their individual requirements depending on the space, power and bandwidth required. These facilities can be provided with or without managed services and support.

## SERVER RENTAL

We provide server rental with an individually set up service to meet our customers requirements. Each offer is priced on a bespoke basis depending on the Server resource (memory processing power, disk space) required. The solution is fully scalable and can be configured quickly should the customer requirements change.

## NETWORK INFRASTRUCTURE

We offer a complete service for the provision of network infrastructure both in Datacentre or on premise. This consultancy and design service ensures the correct specification and configuration of switches, routers, firewalls, printers and similar network devices giving you peace of mind that all will be in perfect working order upon project handover.

## SERVER INSTALLATION AND SET UP

We will help specify, quote, order and supply your network requirements. This is often set up at our premises and then delivered to site where we can visit to carry out the final installation adding the various PC's, Laptops, printers and any other devices required. Each customer's individual requirements are discussed and agreed to take into consideration future growth expectations and changes as well as the most suitable options for backups, connectivity and security.

## REPLICATION

Customers who choose to keep their server environment on their premises can have their set up replicated to one of our data centre environments for complete disaster recovery and failover in the event of a critical outage.

## MAINTENANCE AND SUPPORT

We offer maintenance and support of your network infrastructure, servers, PC's and Laptops. We will also help configure other devices to work in your environment such as iPhones or iPads. Support is provided via telephone, remote support (where we will take over control of your machine in order to fault find and resolve) and site visits are carried out as and when required. Server performance is monitored as is your daily back up and in most cases we are aware of a fault or a potential fault before you are, allowing us to resolve issues before they affect you.

## CONNECTIVITY

We can provide various forms of connectivity to your premises including DSL (Digital Subscriber Line) and MPLS (Multiprotocol Label Switching). MPLS can be supplied over a copper or fibre route giving you a huge variation of options depending on your requirements. Copper will tend to be capped at a maximum of 10Mbps and Fibre (or wave) connectivity can be supplied up to 10 Gbps. An MPLS circuit is uncontented, synchronous connectivity, meaning it is a private circuit used only by the customer who rents it. MPLS can be used to transfer several forms of traffic (data, video, voice, etc) making it an ideal choice for those companies looking to be hosted in the cloud and perhaps have their telephone system running within that environment too.

## VOICE

We are able to help configure and set up your telephony as part of your IT set up rather than as a stand-alone system. We also offer a solution which provides a Hosted Telephone system within our hosted environment. The MPLS circuits utilise SIP trunks and CTI (computer telephony integration).

# Datacentre Services

Interhost operate out of three privately operated Data Centre facilities in Tunbridge Wells, Kent (privately owned) and London. These facilities are designed to align with the broad concepts of Tier-IV and Tier-III classifications. This provides the highest level of resiliency and redundancy to ensure continued availability of equipment hosted within the facilities. The Datacentres operate as N+1 power and N+1 cooling. These modern high-availability services and solutions house all client mission critical data and ensure maximum redundancy at all times. We provide secure, flexible space both for individual Server

hosting (colocation), larger infrastructure of platform as a service instances or our fully managed Hosted Desktop solution.

## Managed Connectivity

Interhost operate a fully resilient and diverse international Ethernet MPLS network. This provides a scalable core on which to provide diverse connectivity from client facilities to the nearest Interhost Datacentre network node. We have an excellent track record for delivering complex Ethernet MPLS networks, working closely with customers to ensure a seamless migration from existing networks. Our resilient core network is built upon equipment from leading industry network vendors, including Cisco Systems and Juniper.

Our strategic partnerships with local access providers such as BT, Virgin Media, Level 3, Colt, C&W, TalkTalk and others enable Interhost to provide you with the most cost effective local access services. We can provide fully diverse service delivery to your remote offices using multiple different local access providers. We support the core network and our customers' networks via highly skilled staff at our 24x7x365 Network Operations Centre (NOC). Our managed service provides clients with a proactive response and a comprehensive Service Level Agreement (SLA). We work with our customer to plan for future upgrades and cater for new requirements and will constantly review the network performance to ensure it meets your requirements now, and in to the future. All network traffic is routed to the destination network efficiently and is QoS enabled.

## Private Cloud

Interhost provide a 'Private Cloud' environment we call 'My Easy Office'. This allows customers to have their own presence within our Datacentres with their own Virtual Servers. These Servers hold all their data and any applications they may require.

An important benefit of having your own 'Private Cloud' environment is that data and software are highly available. Essentially, as long as internet connectivity is available, users can access data from anywhere in the world using any device. There is no need to invest in on premise Servers, storage or network technology. All that is required is a stable internet connection and any company can benefit from scalable services that grow as the company grows.

## Support Services

Interhost strives for only the very best, we are a Microsoft Hosting Partner and our engineers on our support team are all Microsoft Qualified. We work with industry leading suppliers to make sure that our expertise is always at the cutting edge of technology.

Our team of engineers can provide 24x7 remote support anywhere in the world when required.

For our My Easy Office hosted customers we provide the very best remote Support and Maintenance. Using this system we can interact with individual user and assist directly with their remote desktop for a speedy recovery. We can help with any problem a user might have, from underlining in Microsoft Word to restoring accidentally deleted files. This friendly hands on approach is what our customers say makes us special.

For our conventional service customers, we provide a wide range of services, including but not limited to; Backup Monitoring, Infrastructure management, On-Site/remote assistance and Network Management. Our customers can tailor the services we offer to suit their business requirements.

We support all current Microsoft technologies. No matter what the size of your network, our team of friendly and capable engineers will always be on hand to help.

We can also act as a middle man for your 3<sup>rd</sup> party products, taking away the headaches of managing your business specific software upgrades and maintenance, and making us a single point of contact for all your IT system requirements.

## Managed Services

Interhost provide the widest range of enterprise network solutions for companies of all sizes, whilst working to the highest quality you'll find on the market. Our range of services allow us to cater to any sized company and our qualified team of engineers work with you to ensure the services fit your needs. We understand the technology and business issues facing your organisation, and we're here to help. Some of the key areas we provide services in are listed below:

- Software/hardware management and monitoring
- Cloud Consultancy
- Unified Communications implementation and support
- Security hardware/software implementation and support
- Hosted Services
- Storage Area Network (SAN) Implementation and support

### Key Facts

#### IMPROVE RELIABILITY:

The MyEasyOffice solution has multiple internet connectivity, redundant power and air conditioning. All devices are monitored to ensure no single point of failure and operate with full redundancy.

#### LOWER TCO AND SIMPLIFIED ADMINISTRATION:

The MyEasyOffice solution can be set up quickly and does not require dedicated IT staffing. The cloud-based delivery model allows you to reduce on-site hardware and software expenses, has low deployment costs and predictable operating costs allow for effective budgeting. Updates, upgrades, and maintenance are all included in your service providing the most up to date levels of threat management and protection.

#### REDUCE RISK:

The MyEasyOffice solution provides protection from multi-protocol attacks by drawing from several technologies to detect threats in email utilising commercial services such as MXSweep to identify suspicious activity. Web threats are monitored on each server and protected against using the Microsoft Forefront platform to detect 'zero hour' threats.

#### IMPROVE PRODUCTIVITY:

Your company employees are able to work from anywhere, no longer tied to an office but able to leverage the freedom that globalisation has provided. Working from airport lounges or from home when unable to travel – yet still having access to every bit of data just as if they were in a regular office. The MyEasyOffice solution is a virtual office – from anywhere.

#### SECURE FIREWALLS AND APPLICATIONS:

The service delivers hassle free services without the need for complex integration, up-front investment or on-going support. All the security on your server is managed by us and monitored to ensure strict compliance with international standards.

## Quality Assurance

Interhost complies with international standards of Quality management and is ISO27001 accredited, whether it is relating to 'from-the-ground-up' design of our data centres, the technical capabilities of our staff or redundancy of data and equipment used.

New security risks emerge on a daily basis and as a result Interhost have a progressive approach to security incorporating both hardware, software and social risks within the industry.

Interhost operate a 24x7x365 Network Operations Centre, so that service levels are maintained at all times. We believe quality compliance is an ongoing methodology and continue to refine and maintain the highest levels of standard available.

## Experience

Interhost have a proven track record of service delivery and high end IT Services capability. Our team of professionally trained engineers and technical sales staff provide an unrivalled service from initial project design, planning and scoping to delivery, execution and closure, thereby maximising project success and minimising risk. We are true Cloud pioneers and are viewed in the industry as technically excellent. Our customer intimacy means that any engagement with Interhost will result in a bespoke solution that assists clients to deliver their company IT at a premium level. Our internal processes and structured programme approach ensure consistent and professional delivery, every time.



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