

Application Hosting World-class hosting for your numero interactive solutions

Designed specifically to address the operational needs of numero customers, our fully managed Virtual Data Centres provide state of the art hosting capabilities, full disaster recovery and the highest levels of physical and electronic security - without huge investments in IT infrastructure.



Here at numero we have vast experience of delivering mission critical applications to all size of organisations, from the smallest five-seat contact centre to the largest multi-site follow-the-sun operations. Our hosted solutions reflect that experience to offer the highest levels of security, availability and performance, allowing us to provide you with trouble-free operation for absolute peace of mind.

In Brief

Transfer operational responsibilities to numero

Experience superb levels of performance and availability

Gain peace of mind with full disaster recovery

Dramatically reduce IT costs through economies of scale

Replace capital expenditure with simple monthly rental

Scale on demand to meet peaks and business growth

Concentrate on maximising business value, not operational issues

Our virtual data centres are delivered in partnership with UKFast, one of the UK's longest established, largest and fastest hosted solutions providers. Combining our own dedicated servers with UKFast's advanced virtualisation, system management and networking capabilities we are able to provide optimal server configurations for any size of numero installation with minimal notice. With contract terms starting at just 12 months, the numero virtual data centre really does provide the perfect way to deploy numero solutions.

Economies of Scale By sharing the core investments in data centre servers, networks and technologies across many customers we can deliver highly cost effective solutions with levels of service which might otherwise be simply unaffordable to many organisations.

Performance We really care about how well our solutions work for you, our customers. Thanks to generous server specifications, a policy of server underutilisation and the location our virtual data centres on the UK's fastest

hosting network, we are able to provide the best possible experience for you and your customers.

Resilience We provide 24/7 system management and operation to ensure the best possible levels of performance and availability. With state-of-the-art capabilities for clustering, replication and storage with live server failover and live server migration, the virtual data centre literally provides bomb-proof reliability.

On Demand Scalability By adding redundant server capacity to our data centres, we offer the ability to rapidly and easily scale up your virtual data centre on demand to meet increased load through peak periods or to grow the data centre as the business grows. Support With 24/7 critical incident support, fully automated application monitoring, paging notifications and 24/7 manned data centres, numero's dedicated support desk and hosting teams provide the highest possible levels of support.

For further details contact

numero
 Douro House
 11-13 Wellington Road South
 Stockport
 Cheshire SK4 1AA
 T: +44 161 475 0300
 E: sales@thisisnumero.com
 W: www.thisisnumero.com

Site Security Our virtual data centres are physically hosted in multiple locations each with 7 days standby power and multiple redundant network routes. With 24/7 manned site security, alarms, ram-raid bollards, CCTV monitoring, electronic access systems with photo-id authorisation each site offers multiple levels of access security, whilst the server environments are similarly protected by multiple levels of environmental monitors, smoke and fire detection and suppression.

Data Security Ensuring the confidentiality, integrity, and availability of our customer's systems and data is of the utmost importance to us, as is maintaining the trust and confidence of our customers. Each virtual data centre is completely independent and isolated, save for access routes carefully controlled through multiple layers of access controls and secure communications.

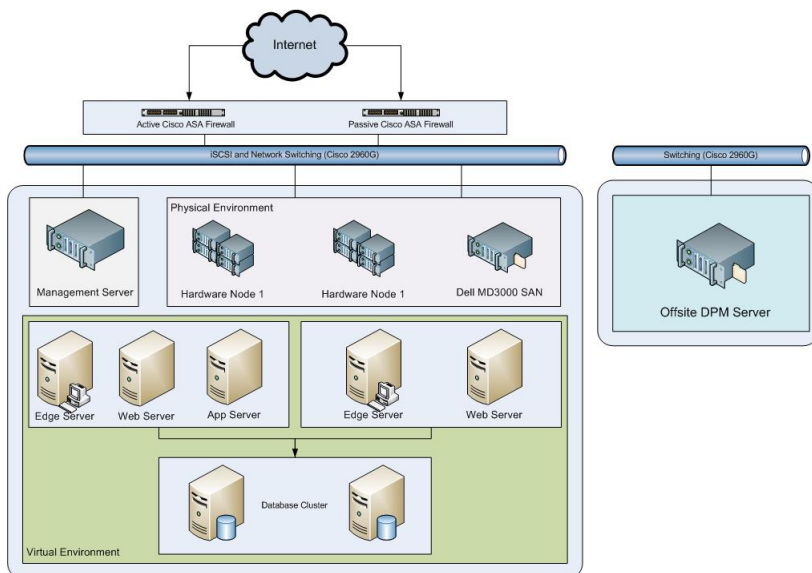
Disaster Recover Our multi-site data centres feature high levels of redundancy and fail-over within each site but for customers who feel that a single site is too vulnerable we utilise state-of-the-art replication and disaster recover technologies across multiple sites to provide total recovery from even catastrophic total loss of a data centre location.

On-Demand Data Centre

Each numero virtual data centre provides a complete environment for hosting numero solutions that provide the highest possible levels of performance, availability and support. Each virtual data centre provides a complete and fully managed environment including firewalls, VPN, load balancers, servers, database and RAID 10 SAN storage – all hosted on multiple redundant processing nodes within numero's own fully managed cloud hosting environment.

High Availability Our fully managed hosting environment provides the highest possible levels of hardware, network and power supply redundancy able to sustain loss of any one physical server with no interruption of service. The impact of any such incident is minimised with automated service alerts, a guaranteed 15 minute response time and a one-hour server replacement SLA. Equally, internet connectivity is assured with multiple redundant network circuits and multiple internet connection points.

Disaster Recovery Virtual machine snapshots, system state and database (transactional) data backups are backed up from our main storage area network to a second, completely separate data centre which has server capacity for 100% system recovery. Should you opt for our premium DR service, even in the worst-case scenario of total data centre loss we should have your solutions back on-line within two hours with no more than 15 minutes loss of operating data.



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Performance For us to provide the best possible performance we use only high-performance enterprise level hardware and solutions from Dell, Cisco, Juniper, Microsoft and others. We preserve generous spare capacity on all servers and use live virtual machine migration and load balancing across all of our server nodes so that you will never be impacted by contention due to over-commitment of resources. We also have an absolute minimum dedicated internet bandwidth of 10Mb/s with direct connections to the UK's internet backbone.

Scalability The Hyper-V virtualisation technologies we use for our failover clusters means that additional server capacity can be brought on-line on demand with zero impact on live operation of the hosted virtual data centre or the applications and services running within it.

Security The issues of end-to-end security and end-to-end privacy within the cloud computing world are more sophisticated than within a single data centre that is not facing the Internet. Ensuring the confidentiality, integrity, and availability of our customer's systems and data is of the utmost importance to numero, as is maintaining the trust and confidence of our customers.

We ensure security on multiple levels, namely by means of:

- access control and fine-grained security mechanisms provided by the numero interactive and Web Suite programs;
- network traffic encryption using SSL (TLS);
- firewalls, user access control and security mechanisms provided by the operating systems on hosted servers;
- a strong perimeter firewall that defines a perimeter around the Customer's server instances, limiting access paths into the hosted instances by IP address or range and port to the absolute minimal traffic essential to the correct operation of the Service;
- a range of additional security measures, including denial of service detection and prevention, IP spoofing and fine-grained access controls.

Application Hosting provides world-class hosting for numero uno solutions

