

Advanced Managed Hosting Services

Advanced's Managed Hosting services provide a secure, high performance, operating environment for Advanced customer applications. The service is delivered from UK Data Centres and is monitored and managed 24/7, and designed to enable you to be agile and act with Pace.

Many organisations are moving away from on-premise hosting towards outsourcing the management of their IT infrastructures. With outsourcing, there are many benefits to organisations, particularly those that are not IT specialists. Advanced's Managed Hosting services have been designed to provide a modern, secure, reliable infrastructure to run Advanced applications. We ensure that our Services are performing at their best, by constantly updating them, and aligning with industry best practices. Our UK based Services allow you to focus on your expertise, your business, through freeing internal resources and enhances your user experience.

At Advanced, we are in the enviable position of being able to provide both the software and the application infrastructure. This means that we are the only organisation responsible for your service, and will be a single point of contact for the resolution of all issues. Also, we can tailor our Managed Hosting Services to your specific needs, so cost efficiency can be assured with a simple, transparent monthly pricing structure. Service and security are of paramount importance to Advanced. We have received recognition of this in the form of external

certifications for quality (ISO 9001) and security (ISO 27001). Selecting Advanced's Managed Hosting Services provides your business with an effective, tailored service, that comes with an assurance of safety.

Advanced's Pace Programme

We offer our customers a personalised route to the future, enabling and encouraging them to be agile and act with Pace.

The Advanced Pace Programme offers an easy way for organisations of all sizes to adopt new technology. We cover all of the essentials you need: implementation, training, licenses, support and updates and enhancements to ensure your organisation can scale and grow.

Through our vast experience, we understand the different needs that individual organisations have. This is why our Pace Programme delivers a breadth of options and support.

Working closely with you and keeping your goals at the centre of planning, a route forwards using Cloud technology will be developed. If a Private Cloud environment is deemed to be best for your application(s), our Managed Hosting Services team will be there for you.

Our Solution

Advanced is one of the UK's largest software companies and over the last 10 years has developed a comprehensive Managed Hosting Service to support the company's software solutions. These services reduce cost, move customers into a fully managed service and are assured through Advanced security services.

Advanced now supports over 1200 Managed Hosting customers including the NHS 111 platform (where we manage in excess of 50 million patient records). The organisations that benefit from our Private Cloud environment range from small Legal Firms and Manufacturers to large businesses including Thames Tideway and London City Airport.

Our customers vary in size from a few users to many thousands. Irrespective of size, all customers receive a consistent and reliable service, fully supported through Advanced UK located datacentres and service desk and underpinned by contractually agreed service levels. The services provided include:

- > Proactive management of your systems across different applications and locations
- > A single point of contact service desk that ensures end to end ownership of all issues
- > Consistent monitoring of your system so it can be repaired and updated as necessary
- > Daily backup of the operating environment
- > Database Administration (DBA)
- > Optional Services including disaster recovery.
- > Specific IT Service Management components following ITILv3 best practice:
 - > Incident Management
 - > Problem Management
 - > Request Fulfilment
 - > Change Management
 - > Capacity Management
 - > Release Management
 - > Configuration Management

There are extensions to our service that are also available:

- > Up to 24/7 service desk support
- > HSCN/N3 compliant network connections for Health Sector
- > Further connectivity options such as point to point, Internet and MPLS circuits
- > Optional Service: replication of backup data to a remote secondary Data Centre
- > Optional Service: Disaster Recovery at a secure secondary Data Centre

Service Availability and Service Credits

The Advanced Hosting Platform is designed to provide excellent levels of service accessibility and performance. It is highly available and is backed by a Service Level Agreement (SLA) of up to 99.95%.

As well as the components outlined above, there are specific elements to our Managed Hosting Service that have been designed to go above and beyond to take care of your infrastructure.

Managed Hosting Service

Utilising a Managed Hosting Service means allowing us to take complete care of your IT infrastructure. We will protect, repair, monitor and update your system constantly to ensure your business is always running at optimal levels. Your application and data provisioning will always be met. Storage can also be provided on demand, with automatic scaling to meet our application requirements.

Data Centre

Our Managed Hosting Services are based within purpose-built Data Centres which have been selected on the basis of their high levels of security, availability and environmental efficiency. These Data Centres are built to meet or exceed Tier III (equivalent to TIA-942) standards, and are protected in line with industry best practice and NISCC guidelines. They have multiple levels of physical security and are manned and monitored 24/7. Our certifications include ISO 27001 accreditation, which we achieved in 2013 for Information Security Management.

Features include:

- > Easy to use access for system administrators to manage users and mobile devices.
- > Enabling administrators to grant access to specific applications through activation keys.
- > Providing a monitoring facility to view user activity over specified periods.

Managed Backup

Your data, whilst hosted by Advanced, is secure, with full backup and restore functionality for our applications customer data and customer specific applications. Full backups are performed nightly, and replicated to a second Data Centre for off-site storage. Standard backup occurs daily and retains data for 31 days, with the option to retain data for up to seven years, if this complies with customer and regulation requirements. With our Data Centres having no single point of failure, the security of your data for full backups is assured.

Database Administration (DBA)

Our Database Administration Service offers database management and support through a resource pool of experienced Database Administrators who act to ensure the delivery of a reliable 24/7/365 service. As part of the service, patching, backups, configuration and installation occur routinely to provide continuous optimal performance. Despite this being a constant service, our power usage is reviewed to enable maximum effectiveness with minimal environmental impact.

Security

Our Security Services keep your business protected while maintaining legislative and compliance requirements. A good security strategy goes beyond services and controls in order to protect your business' intellectual property. The best strategies demonstrate that you have the correct mechanisms in place to protect your customers, and our Security Services do this. For full protection, we can scale your services to a zero-trust model, which is the strictest protection for your applications, data and controls. This can be backed up by regular testing as well as regulatory and compliance assessments. Not only does this give you full protection, but it can also prepare you for General Data Protection Regulation (GDPR) enforcement in May 2018.

Perimeter Security Service

Part of our Security element to the Managed Hosting Service is the Perimeter Security Service. It provides a pre-emptive approach to network security that adds an essential layer of network threat detection and prevention. Using a Next Generation Firewall (NGFW) infrastructure, we protect your organisation from a wide range of cyber-attacks, including network port scan, brute force attacks, network trojans, SQL injections and application buffer overflows.

Connectivity

Connectivity is critical to any complete managed services solution. At Advanced, our Data Centres have a fully diverse fibre duct infrastructure that meets most of the fibre owner/operators in the carrier market. Having these fibre owners in our Data Centres ensures that we can easily connect with every other possible carrier or related supplier. We support direct connectivity to multiple carriers for WAN services, Internet Services and the NHS HSCN/N3 network.

Why Advanced Managed Hosting?

- > We will provide you with an integrated managed solution delivering predictable performance
- > Service choices based on performance requirements & desired investment level across:
 - > Disaster Recovery
 - > Availability
 - > Recovery Point Objectives
- > We provide you with proactive & correlated management
- > We deliver a proof of service via SLAs
- > Financially, you have access to a scalable model, giving you cost transparency and predictability
- > A unique end-to-end solution for your application and infrastructure. We own the service, and operate under the 'One Advanced' banner, meaning you can consistently be delivered a range of support and services. - Service Ownership 'One Advanced'
- > Our services are deployed in reliable, stable & fault-tolerant environments with ongoing investment
- > Enhanced implementation timescales

An Administrator at one of our Government Agency customers says, *"We get better support from the technicians. We also feel more secure with Advanced, knowing that the threat of cybercrime is reduced."*

Peter Flory at Price Slater Gawne says, *"It can give me access to my business anywhere in the world".*

A Managing Director at one of our Small Business customers says, *"Using Advanced's hosting services provides us with more dedicated and experience IT resources".*

Brian Archer at Archer Solicitors says, *"The firm's client data is accessible to staff and [is] held in a secure environment".*

Kim Calder at CM Charterhouse Associates says, *"Using [Advanced's] Hosting Service has allowed us to provide a professional client service and to produce documentation more efficiently and more professionally...We have been very impressed with ALB from the outset and are very pleased that we chose this Company to assist us in our growth."*

A Finance Manager at one of our Non-Profit customers says, *"Hosting with Advanced is more reliable and provides us with the benefit of having access to services wherever we are".*

More information

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