Secure and flexible
Business Continuity Services

With over 15 years' experience, NetSupport has developed a comprehensive range of business continuity services: from server hosting and support for workplace and disaster recovery, to creating bespoke business continuity plans – for organisations of all sizes.

Server Hosting

Disaster Recovery

Consultancy Services

NetSupport's multi-million pound, purpose-built business continuity premises lie on the outskirts of Peterborough. With easy access to high quality road and rail links, our facility is state-of-the-art and perfectly placed to support your organisation's requirements.

www.netsupport-bc.co.uk

Server Hosting

Some corporations are large enough to have their own dedicated data centres, but for small and medium enterprises, the option to rent server rack space in a specialist, secure facility is the perfect solution. This way, your company's data is protected by the most up-to-date systems in a dedicated business continuity data centre that meets all the essential requirements for power, security, temperature control, fire suppression systems and full redundancy – leaving you secure in the knowledge that, should the worst happen, your company is fully protected and can remain operational.

We offer two hosting options: Client-managed and Fully-managed.

Client-managed hosting

Our flexible Client-managed hosting solution means you can rent rack space in our ultra-high-end data centre for secure off-site storage of your own server hardware.

- Flexible co-location/hosting of your system from 1U all the way to a full 42U rack
- Guaranteed 2Mbps of bandwidth up to whatever meets your business needs
- Standard five IP addresses (additional numbers available on request)
- Backup generators
- Access-controlled and fully escorted service
- 24 / 7 service with out-of-hours cover, including telephone support from 9.00am–5.30pm

- High speed internet connectivity diversely routed with failover connected to 2 different POPs
- 'Remote hands' to support servers
- Fully secured racks with lockable doors
- Full ultra-high definition CCTV coverage
- Offsite tape storage in a secure environment
- Full protection via the latest fire suppression system
- Full protection against Distributed Denial of Service attack (DDoS).

Fully-managed hosting

Our Fully-managed hosting option provides you with consulting, hosting and support services as well as rented space in our dedicated, resilient and secure data centre.

- Purpose-built construction – all data centres feature steel doors and concrete block construction, which extend from floor plate to ceiling
- Access control
- Full CCTV coverage
- Environment monitoring (cooled to an ambient 20°C)
- Real-time power / bandwidth monitoring
- Full backup power with dual redundancy
- Shared or dedicated mounting rack
- FM-200 fire suppression throughout
- Off-site data backup
- Flexible Service Level Agreements
- Full protection against Distributed Denial of Service attack (DDoS).

Our optional fully-managed hosting service in conjunction with our partners can also include:

- Complete migration from physical to virtual servers
- Range of dedicated technology solutions (such as Microsoft Hyper-V server virtualisation and Veeam Backup & Replication) specially selected for your company's needs
- Full implementation, configuration and deployment of your bespoke systems.

Disaster Recovery

Disaster recovery (DR) is a subset of your business continuity planning and consists of specific steps an organisation must take to restore particular functions (i.e. IT systems and operations) as effectively as possible to minimise business downtime after a disaster.

NetSupport offers a complete DR solution to businesses in East Anglia. We work with you to create a plan that can be deployed in the event of a partial or total outage, helping you recover from IT infrastructure failure to loss of office location.

Security

- Fire suppression and monitoring
- Automated access control
- 24/7 on-site security
- CCTV in all rooms
- Site visitors are accompanied by staff.

Site resilience and connectivity

- Site protected by three highly-maintained 125kVA diesel generators
- Full auto start/remote auto-transfer to activate systems within 30 seconds of power failure
- 350L internal tanks plus 1500L reserve tanks guaranteeing a minimum 12 days of run time before replenishment
- BT NET connectivity diversely routed providing on demand internet access with automatic failover.

On-site back-up

- At NetSupport, you can use rack space from 2U - 42U with 24/7 access.
- Servers are backed up, enabling them to be restored and recovered.

Data holding

- Fully secure premises in a location away from external risks
- Electronic and physical access control to all areas
- Environmentally controlled and monitored.

Consultancy

Business continuity planning is a critical element to any good business management strategy. NetSupport can help you review the functionality of the business as a whole: from critical personnel, key business processes, recovery of vital records and critical suppliers' identification – to contacting of key vendors and clients.

This means when a disaster does happen, you have a bespoke plan for your business that encompasses the resources and support you need to overcome future disasters.

For more information about our services, visit our website – or, alternatively, email continuity@netsupport-bc.co.uk or call 01778 382270.