

On Telecom Hosting and Colocation Data Centre Solutions

On Telecom Secure Services

The delivery of Internet services have evolved from simple dialup connections, to high speed broadband and fibre MetroEthernet services and from straightforward brochure website hosting to sophisticated business critical hosted applications.

Fundamental access services start with **broadband Internet access**, using technologies from copper xDSL through to fibre-optic Metro Ethernet services. These then rely on the **hosting** of applications from virus scanning and spam filtering of email to sophisticated, load-balanced web server farms.

As an overlay for this access and hosting infrastructure, the On Telecom managed service team also deliver a range of secure firewalls, Virtual Private Network (VPN) and other remote access solutions. After 3 years experience of development and real-world service delivery, we also deliver a fully managed, hosted Voice over IP services including our innovative iPBX solution which replaces the installation of costly traditional telephone systems with a simply monthly fee.

An overlay for this access and hosting infrastructure is the knowledge and experience underlying all of this technology, our NOSC team provides a valuable resource also for the wide remit of **consultancy** and **network services** that we provide to support more demanding customer needs.

Partitioned Co-location Cabinets

On Telecom provide Rittal TS8 Server Cabinets:



Standard Specification Includes:

- Grey
- 21 U – Half rack
- 10U – Quarter Rack
- 600 wide x 1200 mm deep
- Combination security handles (keypad and lock – front and back)

Power Distribution Units – Power Bars

Redundant (A + B) 8A rated power distribution units providing 8 x 13A unswitched UK sockets.

Standard Specification Includes:

- Olson PDU's
- digital power meter
- A robust mild steel construction
- Light grey RAL 7035 paint finish
- Internal wiring 4mm² - 16A rating
- High-Integrity dual earthing and external M5 earth stud with 250mm long earth lead for maximum safety
- 3m of 3 core cable with a 32A BS4343 (IEC309) plug

Power bars are provided as standard.



42U Cabinets and caged areas

On Telecom provide Rittal TS8 Server Cabinets:



Standard Specification Includes:

- Black
- 42U or 47U
- 600 wide x 1200 mm deep
- Combination security handles (keypad and lock – front and back)

Power Distribution Units – Power Bars

Redundant (A + B) 16A or 32A rated power distribution units providing 10 x 13A unswitched UK sockets.

Standard Specification Includes:

- Olson PDU's
- digital power meter
- A robust mild steel construction
- Light grey RAL 7035 paint finish
- Internal wiring 4mm² - 16A or 32A rating
- High-Integrity dual earthing and external M5 earth stud with 250mm long earth lead for maximum safety
- 3m of 3 core cable with a 32A BS4343 (IEC309) plug

Power bars are provided as standard. Please contact us if this does not meet your specifications.



On Telecom Service Checklist

Colocation

When your infrastructure needs a safe, secure, resilient environment to maximise uptime for the business, colocation within purpose built data centres provide the best choice. On Telecom continually invests in supplying a best of breed, scalable environment with redundancy and resilience.

Co-location allows you to benefit from this investment.

If you are starting with only a few Units (U) of co-location or a suite of rooms; scale and management are of key concern. If your hosting requirements double in a year or the UPS systems need refreshed, Co-location gives you the peace of mind that On Telecom takes that responsibility and risk away from you. Whether we are catering for your power, cooling and space increases or the maintenance and management of the facilities that provide your infrastructure with the environment you need, On Telecom Co-location out sources those responsibilities to a reliable supplier.

Private Colocation

When 24x7 unescorted access to secure, private, colocation space is your prime concern, then On Telecom Private Colocation delivers. With a choice from 1/4, 1/2, full rack systems, and caged areas all within one of On Telecom's Data Centres we can cater for your needs now and in the future.

- Private Colocation within a purpose built Datacentre
- Generous sustained power use included with additional power charged on a per Amp basis.
- Unlimited, unescorted 24/7 access via secure proximity card and PIN
- Dual Power supply via twin UPS in N+N configuration backed by inline gravity-fed generators, with 3 days autonomy.
- Patched under-floor cat5e/fibre/coax cabling options.
- Twin HVAC (N+1) providing 1kW / sq m cooling capacity.
- VESDA early smoke detection system.
- Argonite (Inert gas) fire suppression system.



- Perimeter vibration sensors and Internal/External CCTV with motion detection, tracking and autonomous alerting.
- 24x7x365 NOSC (Network Operations and Support Centre) manned on site.
- Diverse carrier telecoms fibre and copper supplies, with multi-homed IP network capacity.
- Business-class Service Level Agreement (see below)

Data centres

On Telecom Data Centres give our customers the best service and quick response times needed for hosted and network critical applications. With access to over over 40,000 Sq ft of Data Centre space spread across multiple sites in Edinburgh, Manchester the Midlands and London, , On Telecom is ideally placed in the UK offering co-location and managed hosting services all within these purpose built facilities

Construction

On Telecom Data Centres are purpose built facilities with compartmentalised data rooms and separately environmentally controlled onsite secure Network Operations Support Centre (NOSC) area, meeting rooms and common facilities. The data rooms are fire-rated to 4 hours with external cladding and insulation, internally built block work and concrete floor and ceilings to create discrete compartments. The clear separation between each data room and then between the NOSC and common areas gives colocation and monitoring / control distinction.

Our telemetry system has had the benefit for removing supply chain risk, and fast turnaround on upgrades. Over time, we have been able to quickly develop new applications in order to support our SLA.

Security

On Telecom geo-diverse hosting facilities balance the requirement for good transport links to make them within your reach and the need for being located in non-tactical areas. All On Telecom Data Centres are situated in areas of low density of strategic assets, out-with city centres and telecommunication, power and internet transit pinch points. Physical security of the building is layered by;

- Gated and fenced perimeter with vibration sensors and Infra red CCTV
- Proximity access cards with PIN numbers to restrict access
- 24x7 onsite Network Operations Support Centre (NOSC)

Power

Environmental considerations are amongst one of the most important when dealing with technology and the effects on our surroundings. Every technology affects the environment to some extent. On Telecom is proud to be certified with 100% of our electricity supplied to the Data Centres coming from renewable resources.

For maximum availability, each server, firewall, rack and colocation space is supported by dual UPS, PDU and auto start diesel generator backup capable of running the Data Centres on full load indefinitely through onsite fuel tanks that can be refueled while running. So, through power fluctuation, spikes and even the event of outage – your infrastructure is still supplied with the power it needs and with minimal environmental impact.

Environmental control

The essence of data centre space is to provide the equipment that provides your hosted or co-located business applications with the best environment with maximum resilience, safety and backup.

- Fully automated, compartmentalised, no residue, Argonite gas fire suppression system.
- VESDA (Very Early Smoke Detection Apparatus) in all data rooms.
- Diverse air cooling units in each data room, giving N+1 resilience within each room and separation between each room
- High capacity cooling density from 500W/m² upwards.

Bandwidth

FlexibleBandwidth

On Telecom's resilient and redundant core network infrastructure gives us the ability to deliver the level of service you would expect and demand for your connection to the internet. Our selection of enterprise level hardware and tier 1 transit providers is based on best of breed service, capacity, performance and support which when managed and delivered by On Telecom's NOSC team gives our customers the confidence that their service has maximum access to the internet backed by a quality support that they know can deliver.

On Telecom's FlexibleBandwidth gives you:

- Connection to the On Telecom managed multi-homed BGP routed network giving you maximum availability to the internet
- Guaranteed speed and bandwidth with no contention
- Fixed costs with monthly, quarterly or annual payment options at no extra charge
- Online, real-time bandwidth utilisation statistics to help you managed your use.
- Fast and simple upgrade path allows you to increase you FlexibleBandwidth as your needs grow
- 24x7 proactive service health checks are fed straight into the Network Operations and Service Centre
- 24x7x365 email and telephone technical and customer support
- Option on On Telecom Standard ACL Firewall
- On Telecom Business Class SLA

BurstableBandwidth

On Telecom's resilient and redundant core network infrastructure gives us the ability to deliver the level of service you would expect and demand for your connectivity to the internet. Our selection of enterprise level hardware and tier 1 transit providers is based on best of breed service, capacity, performance and support which when managed and delivered by a dedicated NOSC team gives our customers the confidence that their service has maximum access to the internet backed by a quality support that they know can deliver.

On Telecom's Burstable Bandwidth gives you:

- Connection to the On Telecom managed multi-homed BGP routed network giving you maximum availability to the internet
- Burstable speeds for when you need more bandwidth for busy peaks
- Per GB billing beyond the 20GB included means you only pay for the data you use, no mater how fast the connection.
- Only pay for either in-bound or out-bound traffic, whichever is the greatest.
- Scalable connection that automatically adjusts you to the best GB tariff.
- Online, real-time bandwidth utilisation statistics to help you managed your use.
- 24x7 proactive service health checks are fed straight into the Network Operations and Service Centre
- 24x7x365 email and telephone technical and customer support
- Option on On Telecom Standard ACL Firewall
- On Telecom Business Class SLA

Security

Managed Firewall

With too much fear and uncertainty surrounding security services, On Telecom has always advocated a common-sense approach. All On Telecom clients hosted in one of our datacentres or benefiting from one of On Telecom high performance Internet access services have ACL-based firewalling (Access-Control Lists) provided from within our core network as standard. Sometimes, however, this is simply not enough to protect yourself from a determined attack.



On Telecom use ICSA 4.1 certified Cisco Adaptive Security Appliances to deliver best-of-breed peace of mind, without compromising the performance of the hosting services you have with us. On Telecom provides a fully managed firewall solution which incorporates both wire-speed stateful-inspection firewalling - with the highly-skilled, 24x7x365 support all our customers are used to.

VPN + Remote Access: Through our partnership with Cisco, On Telecom provides the ASA 5500 series Firewall as an enterprise level managed solution which incorporates high performance stateful-inspection firewalling with VPN for secure remote access.

With the VPN option, your firewall can act as a wire-speed IPSec concentrator to connect multiple remote offices to a single main office or site such as your own secure rack in the datacentre. The On Telecom managed firewall VPN solution also provides multi-user access to your network or applications, using SSL VPN - no need for complicated or expensive VPN software for all of your home or remote workers, all they need is access to a web browser.

- Configured, dedicated, Cisco 5500 series Adaptive Security Appliance installed for your hosted solution
 - Wirespeed performance of LAN and DMZ ports
 - Management of routed IP filters and changes
 - Year-round upgrades and security patches
 - Wirespeed stateful packet inspection
 - Deep packet inspection for SMTP, HTTP, FTP and DNS
 - DoS and DDoS Prevention
 - Static Blocked Sources List and IP Spoofing Detection
 - ICSA 4.1 certified firewall, and 1.0b certified IPSec VPN
 - Anti Probing (port and address space scans)
 - Flood Attack detection (ICMP, IPSec and SYN)
 - 24x7 proactive service health checks are fed straight into the Network Operations and Service Centre
 - 24x7 telephone and email technical and customer support
 - VPN (IPSec and SSL VPN) functionality available
 - Dual Hotfailover functionality available
 - 24x7 on-site hardware support



On Telecom Business Class Service Level Agreement

An organisation that needs its internet access to do business with its customers effectively, provide core business applications to its staff or connect offices and remote workers to head office centralised services needs a business class service level agreement backing up that internet access no matter what the time of day.

On Telecom customers benefit from the proactive support of their service by a dedicated team of Customer Support engineers operating from our 24x7 UK based NOSC. With proactive monitoring of your service and 30 minute response times, the On Telecom NOSC can be responding to any issue or fault before you are even aware, giving you the ability to respond to your customers and staff with meaningful and concise information. The Customer Support engineers hold qualifications across the range of hardware and software suppliers On Telecom choose to deliver your service, meaning we can support your business effectively. With industry leading call pick up times averaging less than 6 seconds and up to 85% of enquiries being dealt with by our first line support you can rely on the NOSC to help you quickly and your enquiry to be dealt with efficiently.

The ability and dedication of our NOSC team married to best in breed infrastructure enables On Telecom to deliver an industry leading SLA to its customers.

- 24x7 proactive monitoring of your service
- 30 minute response to issues 24x7
- Fault resolution within 4 hours 24x7
- 99.87% uptime guarantee on any service with a On Telecom Business Class SLA
- Financial compensation starts at 1 hour of downtime
- Response times and guarantees are based on proactive response by the NOSC rather than waiting on you to notice and inform us.

On Telecom Service Delivery

With many of our customers choosing multiple On Telecom services, the smooth delivery of the solution is taken by our Provisioning Team. Once contract and proforma terms have been satisfied you will be assigned a dedicated person to oversee and ensure your services go in on-time, as promised and to your complete satisfaction. This holistic approach to your provisioning ensures you get an informed, tailored and managed delivery of your solution

Why Choose On Telecom

The fundamental difference, between On Telecom and other providers in the business services arena is in support and flexibility of solution. With all consumer service providers, and many of those trying to service the business markets in the UK, customers are forced through call-centres with service operatives, using pre-determined scripts and layers of escalation. With On Telecom one call to our support desk puts you directly in the hands of a technically qualified and competent support engineer. With some other business ISPs, they cannot even support you after 8pm on a workday, let alone 2am on Saturday morning – when you still need your US-based clients to access your web application or you need to send that document you have been working on all weekend to your client.

At On Telecom, we also have relationships with almost every fibre-optic carrier you would care to mention, allowing us unprecedented access to diverse networks. Time and again, this has allowed us to cost-effectively deliver a flexible network infrastructure to clients, fully-managed 24x7 by our network operations team. No longer



do you have to make calls to three separate suppliers to find out what part of the chain has gone wrong – On Telecom delivers one number, one team to support your entire network solution.

In terms of hosted infrastructure, we use neutral 3rd party datacentres throughout the UK. This allows On Telecom not only to provide the best possible value and service in managed hosting and pure co-location, but also the flexibility to scale the infrastructure to almost any permutation of power or cooling requirement to suit the needs of your business.

Contact

For further information on how On Telecom data centre solutions can benefit your business contact us today 08444 931441 or email sales@ontelecomuk.com

