

Dimension Data Managed Hosting



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Faced with intensifying competition, increases in costs of operations, as well as a desire for more stable revenue streams, many businesses, including independent software vendors (ISVs) and enterprises, are increasingly turning to the software-as-a-service (SaaS) delivery model.

However, the complex nature of web application delivery presents unique challenges. The data centre infrastructure and ongoing operations required to deliver on-demand SaaS, with high performance network connectivity, security, 24x7 monitoring, storage and backup can divert resources from the strategic objectives of the business. In addition, these activities tend to lie outside the core competency of most businesses. Over time it can become very difficult to keep up with evolving technology and scalability issues.

Dimension Data's Managed Hosting services addresses the needs of businesses and enables business applications to be delivered as a service, on demand with elastic scale, and at a cost effective price point.

Overview of Dimension Data's Managed Hosting

Dimension Data provides and maintains all the infrastructure assets required to bring web-based applications to market, including data centre, Internet connectivity, private networks, servers, storage, firewalls, load balancers, and backup infrastructure.

We deploy and manage applications on dedicated and virtualised systems that are built using best practices designed to optimise application uptime, scalability and processing power. All systems run on private networks with full network security delivered through Dimension Data's robust carrier grade infrastructure.

Key facts

Managed Hosting from Dimension Data:

- Combine highly scalable infrastructure and technical expertise to deliver a scalable, flexible, and reliable platform for mission-critical hosted applications
- Provide and maintain all the infrastructure assets required to bring a client's web-based applications to market are provided
- Assets covered include the data centre, Internet connectivity, private network, servers, storage, firewalls, load balancers, and backup infrastructure
- Provides a superior, robust platform for growth
- Ensure a client's hosted web-based applications are delivered in a timely manner with the expected quality-of-service and security.

Application Operations

Dimension Data Application Operations provide outsourced application management services that help customers to scale complex SaaS and web-based applications. Application Operations is built on best practices and standardized architectures that have been developed by working with hundreds of SaaS ISVs to scale operations.

With Application Operations, Dimension Data takes on:

- **Application Deployment:** rollout of new applications or software upgrades
- **Change Management:** patching, upgrades and tracking
- **Database Management:** management of databases, including Oracle, Microsoft SQL and MySQL
- **Performance Management:** performance monitoring and management
- **Application Optimisation:** application acceleration services
- **Compliance:** system compliance (SSAE 16 and PCI)

How would your business benefit from our Managed Hosting?

Dimension Data Managed Hosting includes management of the network, colocation, servers, networking equipment and the operating system and applications.

Dimension Data's Managed Hosting services, enable businesses such as SaaS ISVs, and enterprises to launch new SaaS applications more quickly, reduce cost of managing a SaaS application in-house and overall reduce complexity, that comes with building and managing in-house applications.

Dimension Data's Managed Hosting platforms provide the security, control, performance and ease of integration that SaaS ISVs, and enterprise clients demand.

With availability SLAs, strong encryption, VLAN networking, VPN and private network access support, role-based admin controls, and an open API, Dimension Data's hosting solutions are ready to address any enterprise applications concern.

Service details

Dimension Data's Managed Hosting offerings include management of the network, colocation, servers, networking equipment, the operating system, and applications deployed in a grid of dedicated and virtualised systems that are built using best practices designed to optimise application uptime, scalability, and processing power.

Dimension Data Managed Hosting services cover seven areas of physical infrastructure management:

- Data centre infrastructure
- Network infrastructure
- Server infrastructure
- Security
- Storage
- Backups
- Disaster recovery and multisite service (optional)

Data centre infrastructure

Dimension Data delivers Dimension Data Managed Hosting from top-tier facilities located in San Jose, California and Ashburn, Virginia, USA; Amsterdam, The Netherlands; Sydney, Australia; Johannesburg, South Africa and Hong Kong. These facilities are engineered to the highest standards, ensuring your application's availability and security.

Key features of our data centres include:

- Security;
- Power and environment capabilities;
- Fire detection and suppression; and
- Flood control and earthquake resilience.

Network infrastructure

The Dimension Data network has been engineered to accommodate the high-availability demands of mission-critical applications. Utilising multiple Tier 1 Internet connections, Dimension Data's network infrastructure is designed to provide network uptime along with feature-rich, customisable capabilities.

While many of our competitors consider key functions such as firewall protection and load balancing to be optional services, Dimension Data includes all of the key elements required to deliver a reliable Internet application as part of the standard Managed Hosting service.

Server infrastructure

Dimension Data leverages a grid of dedicated and virtualised systems and best practices to ensure we can meet our client's requirements for application uptime, performance, and scalability. All systems are deployed on private client networks with full network security throughout.

Dimension Data offers two servers platform options:

- **Physical servers** – our standard physical server offering includes a quad-core processor with the option of upgrading to the latest processor technology.
- **Virtual servers** – Our virtual server offering provides a virtualised dual CPU environment using VMWare's ESX infrastructure.

Security

With Dimension Data Managed Hosting, security necessary to protect your application and data assets are included with the service. Dimension Data is guided by a 'defense-in-depth' security strategy, in which a series of security layers are implemented so that no single solution is relied upon to provide security.

In addition to the standard security layers, Dimension Data also offers a variety of optional security services.

Storage

Dimension Data offers a wide range of external storage offerings including SAN, NAS and DAS. SAN and NAS configurations come in two levels of data performance based on an application's requirements:

- **High performance fibre channel** – this option uses 15K fibre channel drives to provide high performance to the SAN or NAS at an affordable price.
- **SATA** – Dimension Data offers a Serial ATA (SATA) storage solution for applications and data that need a cost-effective storage option.

Backups

Dimension Data's backup services utilise disk-to-disk backup with options for both onsite and offsite backup solutions to insure a robust product that meets a wide range of backup needs. By default, the onsite option takes advantage of Dimension Data's local network to backup and restore data in a fast and efficient manner. The offsite option provides data replication over a secure IP VPN connection to a secure remote Dimension Data data centre. This allows clients who purchase offsite replication to have two copies of the data available (one onsite and one offsite).

Onsite backup of local disk on Dimension Data standard production servers with a 28-day retention period is included as part of the standard Managed Hosting service at no additional charge.

Backup services for any external storage (NAS/SAN/DAS), staging servers, or non-standard devices are available at an additional charge

Disaster recovery (optional)

Dimension Data offers a fully-managed disaster recovery option that provides a path to recovery in the event of a natural or man-made disaster affecting the primary data centre.

We offer two disaster recovery options:

'Cold' disaster recovery utilises offline servers prepositioned at a geographically dispersed data center that can be activated in case of a disaster.

'Warm' disaster recovery uses servers located offsite in geographically dispersed data centres. These servers actively support either staging or production activities, but are transitioned to a production role in case of a disaster.

Service level guarantee

Dimension Data backs up all of its performance management commitments with industry-leading service level agreements (SLAs), including:

- **Network availability SLA:** Dimension Data guarantees availability of the core functions of the Dimension Data Managed Hosting network, including the border routers, firewalls, load balancers, and switches.
- **Hardware replacement guarantee:** Dimension Data will replace any critical, standard hardware component on your production system in the event of degradation or failure.
- **Application availability SLA:** Dimension Data will guarantee availability for your application, so long as it meets the SLA criteria, which include:
 - Redundant web/application/database layers;
 - No client administrative access on the servers;
 - Acceptable network latency levels to off-premise systems on which application is dependent; and
 - 24x7 support agreements for any enabling software.

Compliance

Dimension Data maintains a number of certification and compliance initiatives both as an organisation and specific to the Dimension Data Managed Hosting environment. Clients delivering applications through the Dimension Data Managed Hosting environment can take advantage of Dimension Data's certifications to help ensure they comply with their own internal controls and regulatory requirements.

Pricing model

Dimension Data provides all the infrastructure and services necessary to deliver your applications. Dimension Data charges a set up fee as well as a monthly fee.

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