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All n One's Business Express

Hosting Overview

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Overview

Business Express is a pure Software as a Service (SaaS) solution that is maintained in a secure hosted environment.

This environment has been developed and is maintained, managed and monitored by Sungard, who are based primarily in Parkwest, Dublin.

This document outlines hosting features provided by Sungard.



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Contents

Overview	2
Table of Contents.....	3
Sungard Parkwest Internet Solutions Centre	4
Power	5
Lighting.....	5
HVAC.....	5
Fire Suppression & Detection Fire Warning & Suppression	6
Physical Security	6
Sungard Internet Connectivity.....	7
Sungard IP & Layer 2 Network.....	8
Technical Overview: Sungard Multi- Homed IP Transit Network.	8
Managed Services	8
Enterprise Monitoring	9
Server Monitoring	9
Application Monitoring.....	9
Service Monitoring	10
Event Log Monitoring	10
CPU, Memory and Disk Utilization Monitoring.....	10
Server and Service Response Time Monitoring.....	10
Alerting (SMS, Email)	11
Monitoring Non-SNMP devices	11
Historical Analysis and Reports	11
Service Level Agreements	12
100% SLA on Connectivity	12
100% SLA on Power and Infrastructure	12
Support SLA	12
15 Minute Fix SLA on Hardware Failures.....	13
Disaster Recovery	14



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SUNGARD



Sungard Parkwest Internet Solutions Centre

Sungard accommodates a virtually unlimited range of installations – from a single server with an installed operating system to High Availability failover Blade Infrastructure running VM Ware layered OS with full Firewall/ IPS and Storage capabilities.

Sungard's operates as a secure and superior facility to house managed Solutions, UPS-protected power and air conditioning, and your choice of flexible and redundant Internet connectivity options. Depending on the level of service, Sungard provides either 100Mbps or full GigE connectivity for the Web servers to the Internet.



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The Sungard Parkwest Centre provides the following features:

Power

- AC Power of 220-240 Volts
- A+B power
- Redundant UPS Systems
- Offsite Generator
- Fuel tanks capable of providing storage for a 72-hour full load diesel reserve
- Local 24 hour supplier contracts for extra fuel if needed
- Mains earth and a clean earth system

Lighting

- Meets internationally recognized standards
- Standard lighting provided is 500 LUX at one meter

HVAC

- Fully redundant individual close control air conditioning units based on a chiller and dry cooler system
- High performance, sensitive electronic equipment requires precise, reliable control of room temperature, humidity, and airflow
- Configured to monitor many variables and send alerts when entering the predetermined criteria ranges (e.g., high or low temperatures, high or low humidity, smoke detection, and mechanical problems)
- 22 degrees Celsius (plus or minus 2 degrees C)
- Relative humidity 50% (plus or minus 10%)
- Air filtration to class EU5

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Fire Suppression & Detection Fire Warning & Suppression

- 60 minute rated firewalls
- VESDA (Very Early Smoke Detection) type air-sampling system. This system actively and continuously samples air and operates independently of air movements. The samples are exposed to a high-intensity and broad-spectrum light source.
- Incident light scattered from smoke particles in the air sample passes through a series of optical components to a solid-state light receiver.
- Light is converted to an electronic signal and passed to the control system, which is monitored on a 24x7 hour basis automatically by Sungard staff.
- Ionisation, Optical and Rate-of-Rise Smoke, and Heat Detectors
- FM 200 Fire Suppression System

Physical Security

Video surveillance cameras, security breach alarms, and 24-hour security personnel maintain the security and integrity of the Dublin Centre. There are CCTV cameras mounted inside and outside of Sungard's Parkwest ISC. The video surveillance is monitored by the Network operations Centre 24x7.

Sungard ISCs utilise a proximity card access system with mandatory pre-approved client lists and mandatory sign-in/sign-out procedures. Customers are issued proximity-cards upon each visit, after presenting valid photo identification. Customer names must be listed on a pre-approved client access list which is submitted prior to installation.

In the Centre, each area is protected by proximity-card lock. Customers must possess a proximity card to access individual customer space. In the event of a breach, Security personnel can disable the proximity-card entry system, denying access into the Data Center. All visitors are monitored in the Centre.

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Sungard Internet Connectivity

The Sungard backbone comprises multiple optical fibre links routed to various destinations throughout Europe and the US, peering with Tier 1 Internet providers. Sungard is carrier neutral and provides multiple choices from diverse fibre providers allowing redundant fibre connections out to the Internet. Fibre from these diverse vendors is routed via diverse physical paths into the Internet Solutions Centre. In this way, Sungard eliminates any single point of failure between Sungard Solutions Centres and the Internet.

Our Network was designed from the ground up with the primary goal of providing 100% availability of the Internet to your equipment. This goal is obtained through multi-homing, BGP-4 and 4 layers of redundancy.

- Layer 1 – Multiple Tier-1 ISPs
 - Layer 2 – Diverse local loop providers connect us to each ISP
 - Layer 3 – Fully Redundant Cisco Powered Network Mesh
 - Layer 4 – Use of HSRP (Hot Standby Routing Protocol) to provide physically redundant Fast Ethernet or Gigabit Ethernet connections
- from separate access layer switches to your equipment cabinet.

Local loop connections are provided by a variety of Local Carriers. We utilize two or more of these Local Carriers in the Internet data centre at all times, ensuring the local loop has no single point of failure.

The network runs on a completely redundant, end-to-end Cisco Powered Network utilising Cisco 7206 VXR and 12008 GSR Border Routers with Cisco 6509 Catalyst Switches in the Distribution and Access Layers. You are assigned to a unique Virtual Local Area Network (VLAN). Depending on your requirement and deployment different network connectivity options are available. Over Sungard managed Blade Infrastructure full GigE Internet connections are delivered to the individual Web Servers.



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Sungard IP & Layer 2 Network

Technical Overview: Sungard Multi- Homed IP Transit Network.

Sungard run our own multi- homed IP transit infrastructure. The physical entry of this network is comprised of redundant fibre connections entering the facility on either side of the building. These connections come off separate carrier networks and link back into separate ISP infrastructures. On the right hand side of the building we have Smart Telecom & EU Networks and on the left we have NTL and Packet Exchange. Externally leaving the building we have Gig connections running into DEG, Interxion, Teletcity and EU Networks Citywest over EU Networks dedicated fibre and redundant gig connections running into DEG and Interxion over Smart Telecom. These networks are run in parallel and tied together using our own Cisco infrastructure. Each of our cabinets has dual IP uplink pipes into our Cisco 6509 switches and we use BGP to manage our IP Transit peering. Currently we have transit from NTL (Level 3/AboveNet), Packet Exchange (Level 3), Smart Telecom (BtN Access/ PCCW), EU Networks (Tiscali, Global Crossing), INEX and Eurconnex. Coupled with our power infrastructure (UPS and Generator) we offer 100% SLA on IP Transit. If we fail to hit these SLA's we are happy to pay our penalties as covered under contract.

Managed Services

Sungard believe that it is our level of managed services that provides us with our unique selling point in the Irish market place. Sungard's team of highly skilled engineers provide full maintenance and monitoring on all aspects of your dedicated hosting service, from providing full network and infrastructure SLA's, to managing and maintaining all of the relevant firewall and switches, as well as providing full enterprise level and application monitoring, patch management and all relevant licensing on the server.



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Enterprise Monitoring

Sungard offers a comprehensive enterprise monitoring solution based on a distributed monitoring

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Server Monitoring

Server monitoring is one of the base components of Server Management and the critical nature of servers require someone or something to constantly monitor the status of the managed servers. OpManager easily automates this tedious job and detects server problems as soon as they occur.

OpManager provides detailed availability graphs and daily, weekly, monthly and quarterly availability reports of your servers.

OpManager's reporting functionality also provides you with a detailed availability report of all your devices. You can use these reports to ensure that your SLAs are being met.

Application Monitoring

OpManager can monitor mission critical applications that run on Servers. Various parameters of applications like MS Exchange, Oracle, MySQL, MSSQL & Lotus Notes can be monitored out-of-the-box. And through custom application monitors, OpManager can monitor any application that supports SNMP.





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Service Monitoring

OpManager has built in support to monitor system services like HTTP, FTP, Telnet etc that are running on your servers. Operators can monitor availability and response time of all the services. OpManager also supports adding monitors for custom services running on TCP ports.

In addition to system level services, OpManager can also monitor Windows NT Services.

Event Log Monitoring

Using OpManager administrators can monitor Windows event logs on local or remote computers and look for specific event sources, categories, event IDs and patterns in the description of the event. With OpManager, secure your network from internal attacks and monitor availability of your applications by monitoring the Windows Event Logs.

CPU, Memory and Disk Utilization Monitoring

Opmanager monitors key health parameters of your servers like CPU, Memory and Disk Utilization and proactively alerts operators on low disk space, high CPU utilization etc. OpManager serves as an intelligent server management tool for network administrators and helps in preventing server outages.

Administrators can get automatic reports to identify overloaded and busy servers in terms of CPU and Memory utilization. Using the partition-wise disk usage reports on servers helps administrators identify highly utilized and least utilized partitions on your network.

Server and Service Response Time Monitoring

OpManager monitors response time on servers and services. By identifying degradations in response time early, OpManager alerts operators quickly and avoids potential server and service outages



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Alerting (SMS, Email)

OpManager can alert operators by email, SMS and can even run a custom program whenever a failure occurs.

Monitoring Non-SNMP devices

OpManager server monitoring functionality extends across Non-SNMP devices also. Using WMI for Windows and Telnet / OpenSSH for Linux, OpManager can monitor CPU, Memory and Disk utilization statistics for non-snm devices.

Historical Analysis and Reports

While Performance management focuses on current effectiveness, capacity planning ensures that servers will work efficiently in future.



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Service Level Agreements

Sungard provides a comprehensive SLA with service credits in the event that SLA targets are not met. With one of the most aggressive Service Level Agreements in the Industry, you can be sure of our performance and dedication. The following is a summary of the key points of the SLA's.

100% SLA on Connectivity

Sungard is responsible for maintaining internet connectivity to your server. In the event that connectivity is not maintained for 100% of time during a calendar month, one full day's service credit is given for each hour of downtime, up to a maximum service credit of 100% of the month's hosting fees.

100% SLA on Power and Infrastructure

Sungard is responsible for maintaining electrical power connectivity and environmental to your server. In the event that service is not maintained for 100% of time during a calendar month, one full day's service credit is given for each hour of downtime, up to a maximum service credit of 100% of the month's hosting fees. This does not include failure due to hardware issues on the server itself.

Support SLA

Sungard guarantee that we will respond to all critical and reboot support issues placed to our support number within 30 minutes, 24/7/365.



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15 Minute Fix SLA on Hardware Failures

In the event that your server's critical hardware fails, to the extent that it is not able to function as a web-server, we will endeavour to fix the fault or provide an alternative server, within 15 minutes of the cause of the fault being identified.

In the event that time taken to resolve the hardware failure exceeds 15 minutes, for any individual incident, a service credit will be made. One full day's credit will be given for each hour of downtime beyond the 15 minutes allowable, up to a maximum credit of 100% of the month's service fees.

The period hardware is deemed to be out of service commences when the source of the fault is identified and ends when the server's critical services are operational again or when an alternative temporary server has been provided. This SLA only covers hardware faults; it does not cover time for software or operating system reconfiguration.



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Disaster Recovery

Currently All n One operate solely out of the Sungard Park West facility. Sungard provide a secondary facility in Clonshaugh, Dublin 17. Discussions of this expansion are already in progress.

Sungard can provide similar specification servers for All n One in the secondary site if required, and Sungard can provide a continuous data protection service for this server utilizing the R1Soft solution. R1Soft CDP (Continuous Data Protection) Solution is a server software application that enables disk-based data protection and disaster recovery for servers and workstations running Microsoft Windows and Linux operating systems. CDP Server protects disk volume data using synchronization over the network storing point-in-time snapshots in disk-based storage. R1Soft's Continuous Data Protection® solution is a near-Continuous Backups system capable of providing hundreds of recovery points per day scheduled as little as 5 or 10 minutes apart. CDP Server works by reading your hard disk volumes at the sector level, bypassing the file system for the ultimate in performance and recovery. This disk sector synchronization is performed while the server is online and provides no interruption to other I/O requests even on a busy server. By reading the disk at the lowest possible level point-in-time recovery images contain your files and all the formatting, partition tables, and volume configuration needed for complete and instant disaster recovery.

This service will require the provision of managed servers of similar specification to the existing production environment from Sungard, and intermediary server handling the R1Soft agent, and the disaster recovery solution. Both solutions will be managed from the Sungard Operations Centre. Support is available 24/7/365 via telephone, e-mail and live chat.

Sungard as an International Operation backs all of its processes into our 24/7/365 Support operation in Krakow Poland. In the unlikely event of a catastrophic circumstance arising in Ireland all critical functions applicable to the Irish Operation are accessible from Krakow.





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In the event of a Pandemic situation arising in either Ireland or Poland it is envisioned that the unaffected Office take over. Sungard are mindful of our responsibilities to our clients and also as a business recommends and comments on best practice business continuity and Disaster recovery strategy. We are aware of the threat of a Global Pandemic however would consider it a highly unlikely scenario. We feel that we have the skill-set, systems and processes in place to run the Irish operation from Poland if Ireland were to be the centre of such a serious disease outbreak.



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