



Claranet cloud service offerings



Agility



Efficiency



Resiliency



Sustainability

claranet
www.claranet.co.uk

For more information :

claranet.co.uk - twitter.com/claranet

To book an appointment or to discuss our cloud services :

Call us : 0845 355 2000 - Email us : business@claranet.co.uk

Infrastructure as a Service (IaaS)

Claranet's IaaS service offerings comprise of Dedicated Virtual Hosting, Managed Virtual Hosting, and Shared Virtual Hosting. With the fast-paced and changing demands of a hosted environment, they allow you to scale your hosted services quickly and easily to meet the specific demands of your business requirements, while still delivering a smooth and seamless business-customer experience.



These services, separately or combined, offer your business :

- **Unprecedented scalability:** to scale your service up or down, quickly and easily, to ensure that your customer-facing applications remain constant, accessible and available, 24/7.
- **Reliability and resilience:** of your IT infrastructure (and hosted applications), to ensure constant connectivity and 24/7 availability of service to your users.
- **Operational efficiency:** access to the latest technology and resources, at no additional cost.

Dedicated Virtual Hosting

Dedicated Virtual Hosting is our top-level service and is aimed at organisations with large-scale, business-critical IT applications and websites. It offers all the benefits of Managed Virtual Hosting but with dedicated resources to support your online services, ensuring that your customers receive continuous service, at high performance. All backed by our unique business-relevant SLA, and PCI-DSS* compliant technology.

Shared Virtual Hosting

Shared Virtual Hosting is aimed at businesses looking for a basic service which uses shared resources to ensure your IT applications and websites run efficiently. We manage the customer interface, but you retain control over your IT infrastructure and applications. The service is backed up by our standard SLA, and costs remain low.

Managed Virtual Hosting

Managed Virtual Hosting (MVH) is multi-tenanted hosting aimed at businesses seeking an IT solution to meet the demands of mid-range, business-critical IT applications and websites. With full MPLS network integration and using the latest virtualisation technology, we offer you the ultimate in security and peace-of-mind ensuring the resiliency and reliability of your IT infrastructure and hosted applications and, as a result, continual service to your customers and users (24 hours a day, 7 days a week). All backed by our unique business-relevant SLA.



* What is PCI-DSS?

A set of comprehensive requirements for enhancing payment account data security developed by the founding payment brands of the PCI Security Standards Council, including VISA, American Express, Discover Financial Services, JCB International and MasterCard.

Platform as a Service (PaaS)

Claranet's Managed Application Hosting (MAH) service forms the core of our PaaS offering. With advances in virtualisation, security, and storage technologies, organisations are taking another look at the value of the PaaS model for managing all or portions of their application assets.



This service offers your business :

- **Improved agility:** frees up internal resources allowing in-house technical staff to focus on adding new value to the business by refining and re-architecting business processes.
- **Accountability and transparency:** Clear responsibility for the availability of the application, and provides an application availability guarantee to enforce this.
- **Economies of scale:** access teams of specialist experts in applications and platforms.

Expert people

Claranet's internal teams are trained to support all common business and web applications including content management systems, e-commerce sites, extranet websites and managed security. As part of our Managed Application Hosting (MAH) service we take ownership of the operating system and live application environment in addition to providing and managing the hardware.

Web applications and platforms

We employ teams of specialist experts in the following areas:

- **IT Applications :** Microsoft Exchange™, Microsoft Sharepoint Services, Microsoft Terminal Services
- **Software Engines :** Weblogic, Tomcat, Websphere, Jboss, PHP, .NET/ASP, Java
- **Web Servers :** Apache, Microsoft IIS
- **Databases :** Microsoft SQL Server, Oracle, My SQL

Proven process

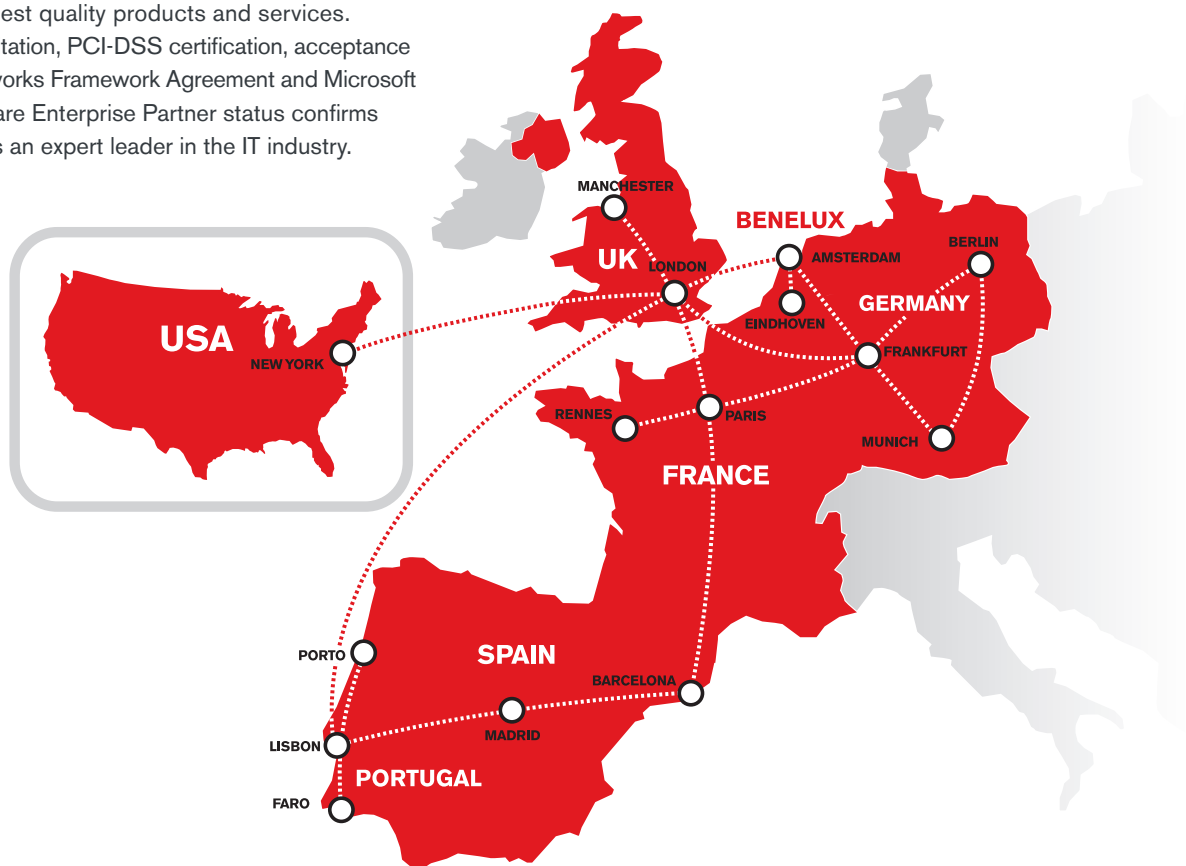
Claranet's Run Book process gives us the confidence to ensure the uptime and successful running of your application. If there is an application that we are not familiar with, our engineers will undergo intensive sessions with your developers and thoroughly log the application's details in a run book. All known issues, known fixes, gripes, errors and faults are logged. If we notice a malfunctioning application once the MAH solution is in place, an engineer will be deployed to fix the problem as pre-agreed and according to the run-book procedure. It's then documented and reported back to you. Claranet's internal teams are trained to support all common business and web applications.

About Claranet

Claranet is a managed services provider with experience in providing managed IT infrastructure services since 1996. We provide network and hosting services for our customers, enabling them to focus on their core business, not IT management.

The Claranet Group comprises 11 offices, 13 data centres and 550 staff. Our international MPLS core network enables high service levels across 6 European countries and the US. We operate 24-hour network operating centres covering all countries. Claranet is carrier-neutral with a proven track record in delivering services. Our customers include Airbus, Five TV, Amnesty International, DeVere Group, and WPA.

Claranet strives for excellence and is committed to delivering the highest quality products and services. Our ISO9001 accreditation, PCI-DSS certification, acceptance into the Telecom Networks Framework Agreement and Microsoft Gold Partner & VMware Enterprise Partner status confirms Claranet's position as an expert leader in the IT industry.



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- 13 data centres
- 550 staff
- 24/7 network operating centres
- Carrier neutral with proven track record in delivering services

Our Partners

Claranet prides itself in having strong relationships with the leading IT infrastructure vendors in the industry.



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