



# VIRTUAL INTERNET

## Business Hosting Solutions

Freephone: 0800 11 77 44  
[www.vi.net](http://www.vi.net)

### OFFICIAL PARTNERS:

**Microsoft**



vmware



# 1 WHY VI?

## OUR APPROACH

### STEADFAST RELIABILITY

Since 1996 Virtual Internet (VI) has been a pioneer in the UK cloud and managed hosting market, offering industry-leading SLAs and network uptime guarantees. We were the first web host to deliver both VMware and Xen as public and private clouds to the UK enterprise market. Today, we continue to provide innovative hosting solutions to some of the largest and most demanding organisations across all sectors, from Government, Finance, Media, Health, IT & Telecoms to Resellers and sole traders.

VI is dedicated to providing the following:

- Cloud Hosting
- Dedicated Servers
- Managed Hosting
- Web Hosting
- Colocation
- CDN Hosting
- Email & Apps

### A SOLUTION TAILORED TO YOU

At VI we won't just sell you an off-the-shelf package. Before your contract starts we'll work closely with you to understand your targets and requirements, and find the exact solution for your business. We'll appoint a dedicated account manager to develop a project plan with you, outlining clear objectives, deliverables and time frames and developing a tailored SLA that matches your needs. We offer ongoing monitoring and management so we can help you plan for projected fluctuations in demand or increase in growth. And of course, it's all backed by unlimited technical support from our VI-tal support team.

### PREMIUM PERFORMANCE, ALWAYS

Because performance is essential to your business, VI's state-of-the-art datacentres are staffed by expert engineers, 24 hours a day, to keep everything running smoothly. We also combine our own expertise with those of others, partnering with world-leading service providers to offer you industry-leading standards of performance across all our product areas, from cloud hosting to colocation.

” Since we started working with VI, our sites are running so much more smoothly. We know that we've got technology and people we can count on ”



# 2

# INSIDE VI

## WHAT WE DO, HOW WE DO IT

” VI.net and their credibility matched what easyBus was looking for in a hosting brand and the early results are fantastic having seen site load times, as measured by industry tools, decrease by two thirds ”

**easyBus**

### WORLD-CLASS TECHNOLOGY

When you choose us, you get guaranteed world-class hosting services – it's as simple as that. We've invested heavily in our dedicated network infrastructure, and you can rely on our state-of-the-art IP network, developed through our strategic partnership with Level 3 Communications, Inc. one of the worlds most advanced internet infrastructure companies.

You'll also get bandwidth capacity that few hosting companies can match, thanks to our Gigabit Ethernet connectivity. At billions of bits per second, it has the potential to blow through virtually any bandwidth bottleneck. These super-fast connections, combined with our direct links to the London Internet Exchange, mean your content can reach your customers without any hold-ups.

### TIER 4 DATACENTRES

We've made significant investments in our datacentres. They are classified as Tier 4, the most advanced available. We're also very proud of the way we manage them – so much so that we invite every customer to visit our datacentres and see them in action before they choose to work with us.



### EXPERT PEOPLE

Our technology would be nothing without a world-class team of people to keep it running. Our teams are made up of long standing employees that know our business and our industry inside out. We rely on their expertise, and you can too. VI's staff has a commitment to customer service across the board, with everyone from account managers to engineers upholding our high standards.



We offer our customers VI-tal Support, providing 100%, 24/7 availability with no recorded phone messages, automated menus or long waiting times. VI is one of the few companies in the United Kingdom where all its technicians are CRB checked, therefore you can rest assured that your data is in safe hands.



# 3

# CLOUD HOSTING

## SET YOUR BUSINESS FREE

### PUBLIC CLOUD

#### FLEXIBILITY AND CONVENIENCE AT EVERY LEVEL

Cloud computing is the ultimate in flexible technology. Take your business anywhere with total confidence thanks to VI's industry-leading virtualisation technology. Public cloud means flexibility and convenience at every level.

### VMWARE DEDICATED SERVER

Get a virtual server that's fine-tuned for your needs with our custom package, which offers bandwidth from 500MB – 10000 GB and up to 8 virtual CPUs. It means you can mix and match the elements that are important to you, without paying extra for what you don't need.

We also offer three out-of-the-box options from starter level upwards, so there's a package for every business from start-ups to super-corporations.

### VIRTUAL DATACENTRE

Not sure how many servers you'll need? Our virtual dedicated datacentre allows you to slice and dice your capacity into multiple dedicated servers, as and when you need them. Just choose how much space you want (starting from 10GB) and use our simple online wizards to customise your server system on-demand. You can have servers up and running in minutes for you or your customers.

### PAY-AS-YOU-GO SERVERS

Need extra server capacity in a hurry? Our pay-as-you-go servers can be activated in minutes and switched off when you no longer need them – even if that's just minutes later. It's a great option for short-term projects and campaigns, because you only pay for what you use, apart from a one-off set-up fee.

You can use the pay-as-you-go service to get more CPU, RAM or disk space when you need it. You can also customise each resource – each one will be billed separately at low hourly rates.

### PRIVATE CLOUD

#### TAILOR-MADE HOSTING ON YOUR OWN HARDWARE

Get the benefits of cloud hosting, exclusive to your own hardware, with our private cloud services. We use the same VMware virtualisation technology as with our public cloud hosting to give you a low-cost, high-security cloud network. You'll get the flexibility to add and remove servers, storage space and other resources to meet changing demands in seconds.



” Cloud hosting gives me the flexibility my business needs. At our fast-moving pace, it's great to be able to make changes on the fly without lengthy discussions or new paperwork ”



# 4

# MORE FROM VI

## MANAGED HOSTING, DEDICATED SERVERS AND MORE

” We thought we could do it all in-house, but VI have saved us so much time, money and stress ”



With VI, you're guaranteed a reliable platform without having to manage the infrastructure that goes with it. We can help with more than just hosting. We also specialise in colocation, email packages and specialist software. Also, if you need them, we have dedicated engineers who can manage your servers.

### MANAGED HOSTING

When you choose managed hosting with us, we guarantee 100% uptime. That's because we have engineers working around the clock at our state of the art datacentres.

We pride ourselves on offering managed networks that are compliant with PCI standards for network security. We also offer a flexible range of database management options, and managed security solutions including market-leading Cisco PIX firewalls.

### DEDICATED SERVERS

We offer dedicated servers in a range of business-focused packages, with both Windows and Linux options available. Take your pick from a range of pre-configured options, or if you can't find one that fits your needs exactly, we can custom-build a server for you. You can also choose to add extra security or business continuity options at any time.

### COLOCATION

Choose colocation with VI and take advantage of the largest bandwidth allocation of any UK provider, and some of the most sophisticated facilities too. At our London datacentre, we use redundant power, air conditioning and multiple data carriers to provide constant service and security. Whether you need a single server unit or a whole rack, we have solutions available for any size of business. Drop off or ship your hardware to us and we'll take care of everything else.

### CDN (CONTENT DELIVERY NETWORK)

The faster you can deliver web pages, videos and live services to your customers, the happier they'll be. VI's content delivery is backed by Level 3, the world's leading content delivery platform, and provides high-speed, reliable access to content for users worldwide. They'll be happy, and so will you.

You'll see faster download speeds and increased customer satisfaction, but without the hassle of extra investment or management – simply sign up and let us do the work for a low monthly fee.

### EMAIL AND APPS

Improve your communications and increase productivity with collaborative software for your business. Microsoft SharePoint connects the right people with the right documents and information, while Microsoft Outlook Exchange brings the inbox into new territory with shared calendars and synchronised mail across your business network.

# 5 WORKING FOR YOU

## VI CUSTOMER BENEFITS

### VI-TAL SUPPORT®

Giving you excellent service and support isn't just important to us – it's absolutely vital. That's why we've made it central to everything we do. VI support is delivered by real people who will speak to you without the jargon. You'll have a dedicated, technically qualified account manager, plus access to a team of on-call engineers to provide solutions when you need them.



” The level of support we get from VI is absolutely fantastic. We can rely on them 100% to do what we need them to do, and they're always available when we need to speak to them ”

**digitaluk**

### WHAT YOU GET

- **Help when you need it** – 24/7 support, 365 days a year
- **People, not machines** – no recorded phone messages or automated menu systems
- **Your own account manager** – who knows your account inside out
- **A quick response** – engineers on hand to solve problems fast

### SERVICE LEVEL AGREEMENTS ADVANCED SUPPORT CONTRACT (ASLA)

Have a dedicated engineer on call to handle any requests regarding your hosting. This might include patching, installation, troubleshooting or server maintenance. You can call on your engineer during office hours and in the case of emergencies or pre-planned work, out of hours too.

### PROACTIVE SUPPORT CONTRACT (PSLA)

Our engineers will take responsibility for pro-actively monitoring and maintaining your server. You won't usually need to be in contact with the engineer, but just in case, you can call on them 24 hours a day.

### ACCREDITATION

We hold ourselves to a high standard, and we back up our claims with accreditations from some of the leading UK industry bodies.

**Systems** – we hold the ISO 9001 standard for managing systems and processes at the highest levels.

**Security** – as well as holding the ISO 27001 British Standard for Information Security, we vet all our technical staff against the Criminal Records Bureau to make sure your sensitive data stays secure.

**Project management** – our teams include members qualified in Prince2 and ITIL project management, so we can deliver confidently on complex migration and implementation tasks.



Virtual Internet (UK) Ltd  
4 Elysium Gate  
126 New Kings Road  
London SW6 4LZ

Tel: +44(0)20 7854 6600  
Fax: +44(0)20 7854 6669  
Email: sales@vi.net