

Support with Passion®

At DediPower, support is more than just an add-on service function. Our total philosophy is about excellent support, delivered with passion; this approach places the needs of customers at the centre of our business. We know what works. Through our extensive experience working with businesses since 1998, we have learned how to deliver the optimal level of support for business. Consequently, every DediPower server comes with high levels of business-class support as standard. However, sometimes our customers need more. Does your business face these challenges?

- Business-critical functionality with the need for zero downtime
- Tightly regulated environment with heightened security concerns
- Complex or specialist project rollouts
- A lean in-house team with a scarcity of certain skills

"DediPower has delivered an **excellent service** which our customers have recognised. They really like the managed hosting approach, which provides **resilience** and excellent performance."

James Wright, Co-Founder & CTO, Drag & Drop

KEEPING INTELLIGENT BUSINESS ONLINE™



MEETING YOUR CHALLENGES

DediPower offers enterprise-class support to meet the needs of businesses that have heightened demands for:

BUSINESS-CRITICAL FUNCTIONALITY AND ZERO DOWNTIME

No organisation wants downtime. But some can't tolerate anything less than the constant availability of their servers. At DediPower, we offer an industry-leading 100% availability and we underwrite that promise.

We take a proactive view of your infrastructure by monitoring server responsiveness, network service, and performance of hardware and advanced applications. This approach enables us to address issues before they become problems. Fail-over and snapshot technology ensure reliable data restores – from single files to complete servers – we will get you working again fast.

Enterprise support means we move rapidly – in less than 10 minutes – to address critical problems. If we fail to meet our exacting standards, we reimburse you for the inconvenience as well as give you your money back, at levels of up to 300% of your monthly solution cost. This is the highest level out of any of our competitors.

REGULATORY COMPLIANCE AND HEIGHTENED SECURITY CONCERNS

Businesses need to safeguard sensitive or personal information and intellectual property; audit and reporting are important to demonstrate that these compliance obligations have been met.

Our enterprise support includes security patching, managed to a schedule that minimises disruption to your business. Monthly security audit reports are sent directly to our dedicated Technical Services team to identify and address vulnerabilities.

Data back-ups can be taken daily and stored on site for up to 30 days, with off-site copies held securely for 90 days. This means we can restore to any day within the last month and to any week within the last 3 months.

COMPLEX OR SPECIALIST PROJECT ROLLOUTS

When businesses are transforming their IT infrastructure, whether rolling out new functionality, migrating applications or deploying new hardware, specialist expertise is required to keep the implementation on track and minimise any disruption to your business.

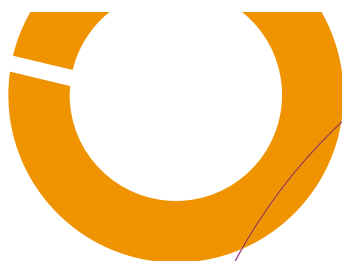
With enterprise support from DediPower you have access to project and migration management, as well as your dedicated customer service team, to ease the transformation. We pay extra attention to performance levels throughout the period of change to spot any issues, and follow rapid escalation procedures to make sure that service to your business is not affected.

A LEAN IN-HOUSE TEAM WITH A SCARCITY OF CERTAIN SKILLS

When budgets are tight, running your in-house IT team at full strength may not be an option.

DediPower's enterprise support services can add extra resource to work alongside your team: we can manage advanced configuration changes to your systems, install new applications, and take care of basic application management for any software purchased from us. We deliver full proactive server management to take that burden from your team and manage capacity planning and load testing on your platforms.

We also offer a range of managed services to give you access to specialist skills. These include management of your content delivery network service, SAN infrastructure, virtualisation and network connectivity.



“DediPower stood out in terms of their **technical expertise**, breadth and **quality** of the services and support they provide. We wanted a 'personal' service, which DediPower has demonstrated the ability to provide.”

Derek Turnbull, Director, Iocea.com Limited

EXPECT MORE

DediPower support services are built upon our data centre facilities, and the processes, procedures and expertise that make up our responsive support.

OUR DATA CENTRE INFRASTRUCTURE

We own and maintain three enterprise-class data centres, located in Reading, Berkshire, and have a dedicated capacity in Hong Kong and New York. They are designed and constructed to Tier-3 specifications to ensure continual operation, and offer a 100% uptime guarantee for server infrastructure and the network.

Diverse, multi-entry point fibre, multiple gigabit connections and dedicated dark fibre links between our data centres ensure resilience and high-capacity network performance. Redundant power provisioning throughout, including UPS systems and back-up diesel generators ensure that power always flows. Industry standard air conditioning and environmental controls maintain temperature and humidity at optimum levels to maximise hardware performance and reliability.

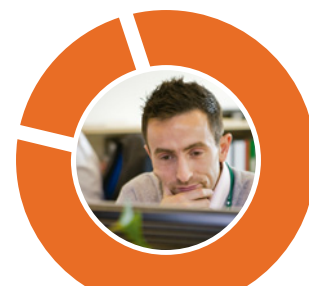
By opting for enterprise level support, infrastructure can be tailored to meet your specific needs, such as dual redundant network links, dual redundant power supplies and hot-standby servers.

RESPONSIVE SUPPORT

Our routine and proactive infrastructure monitoring means that we detect and fix many issues before they impact your service.

If you notify us of an issue, our proven ticketing system provides a reliable framework, enabling us to take care of your maintenance request or fix your problem as swiftly as possible. You can notify us by telephone, email and SMS, and we don't limit the number of calls you can make.

We aim to beat – not stick to – the timescales agreed in your support contract, making sure that your hosted solution delivers the performance you expect.



Responsive support – guarantees at a glance:

PROBLEM (EXAMPLE)	COVER	BUSINESS-CLASS RESPONSE	ENTERPRISE-CLASS RESPONSE
Critical (Server, site or network not responding)	24/7/365 (issue must be notified by telephone)	Within 30 minutes	Within 10 minutes
Impacting service (Server or services on server running at reduced or degraded performance)	24/7/365 (issue must be notified by telephone)	Within 60 minutes	Within 30 minutes
Routine (Server is operating correctly but general maintenance or updates need to be carried out)	Working hours	Within 12 working hours	Within 6 working hours



"DediPower worked closely with us to **understand** and remedy the business challenges we were expecting from the launch. So much so, that we now view DediPower as a **key component** of the Virgin.com web team."

Nick Sanett, Web Development Manager, Virgin.com

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SUPPORT EXCELLENCE

DEDIPOWER GIVES YOU GREAT SUPPORT AT BUSINESS LEVEL

All support customers can benefit from these service features:

- Security patching so you can always make sure that your server is up-to-date.
- Anti-virus protection, complete with central management and regular updates.
- Secondary DNS and mail services creating redundancy for your primary mail server.
- Pro-active server monitoring with a network ping every 5 minutes that helps us detect problems early.
- Operating system support, where we help install or remove standard supported system components and provide advice on configuration issues.
- Back-ups that can be scheduled daily and retained for 7 days, allowing bare-metal restores if required.

DEDIPOWER GIVES YOU GREATER SUPPORT AT ENTERPRISE LEVEL

Exclusive to enterprise-level support customers are a range of service enhancements:

- Manual security patching, providing additional regular checks for application and driver patches by our technical team, to ensure the constant availability of your solution.
- Security audits and intrusion detection that allow us to identify and resolve any vulnerabilities, before they become problems.
- Full DNS, domain and mail services.
- Business continuity support means we can restore your servers from bare-metal to any day within the last 30 or any week within the last 3 months from our local and remote back-ups using snap-shot technology.
- Ability to manage your application stack with the primary goal of ensuring your essential services stay up and running.
- Advanced server monitoring where we can check network ping and primary services, enabling a rapid response to problems.
- Redundant network links give you further protection against downtime.



"For hosting, we chose to partner with DediPower because the team there shares the same **passion** we have for service and going the **extra mile**. It's what keeps clients singing your praises."

Tim Deeson, Director, Deeson Online



THE DEDIPOWER DIFFERENCE

OUR APPROACH

We are passionate about service excellence. We have a flexible, can-do attitude to resolving challenges and problems, and work as an extension of your team. As an enterprise support customer, you get access to DediPower's quality processes and expertise dedicated to achieving the highest levels of availability and customer care.

EXPERTISE

We consistently stay ahead in our fast moving industry by employing top technical talent. The support teams undertake regular training, and we also perform cross departmental training to ensure that skills are aligned to the situations our staff face.

The R&D DediLabs program gets us close to emerging technologies, equipping the support teams with the latest skills that they can put to good use for you.

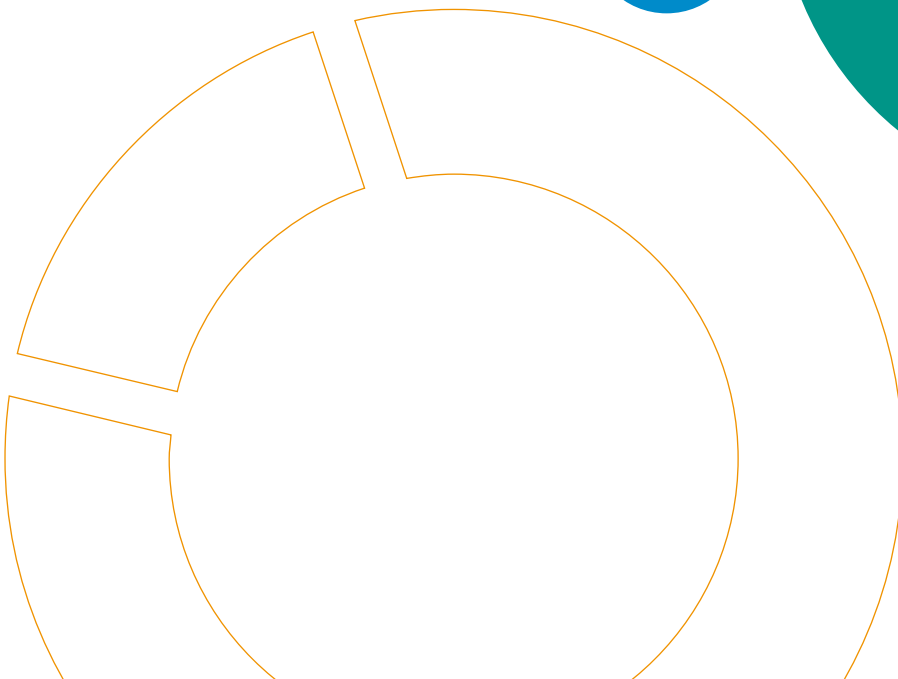
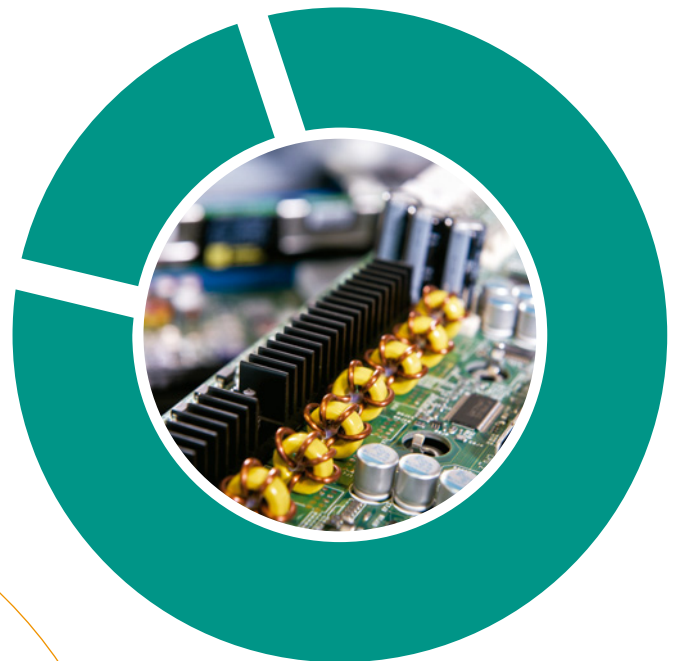
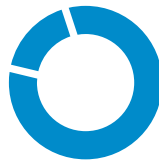
This expertise enables us to offer a zero-tier support system; there is no time-wasting tier escalation system. You benefit from more rapid problem solving, ensuring that your hosted solution delivers the business value you need.

VISIBILITY AND CONTROL

We give you the visibility and control needed to make sure the service level you expect is being delivered.

The intuitive DediPortal gives you the ability to manage your DNS configurations and contacts, view server details, see bandwidth usage, open support tickets, perform remote reboots, and much more.

At DediPower we never forget that it's your business running on the servers we provide.



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