

# Hosting Services

Secure, resilient, scalable and fully managed environment ensuring 24x7 service availability

By taking away the burden of compliance, availability and security, Imerja's Hosting Services save you time and money, reduce carbon emissions, and help your business work more efficiently.

Imerja's hosting facilities are ISO9001, ISO14001 and ISO27001 certified, Cyber Essentials accredited and approved for N3 Aggregator status, and built to CoCo and PCI standards, offering customers peace of mind that their data is held securely and in line with key compliance requirements.

With a core set of hosting service levels designed to meet every requirement, and with dedicated facilities located in the north and south of the UK, Imerja's hosting services can be delivered around specific locations to suit your business needs.

The purpose built facilities are protected by advanced physical security measures which include external and internal CCTV systems monitoring the perimeter of the buildings and key locations within each office environment. All CCTV is visible to Imerja Security Operations Centre (ISOC) engineers 24x7, and recorded in digital format.

All access to the buildings and into Imerja offices is via an electronic access control system, protected by an alarm and monitored by CCTV. Events from the alarm, CCTV footage and access control systems are archived for a minimum of three months and can be accessed on request.

Redundancy has been built into all environmental controls, providing confidence that you will get the best performance from your hosted equipment. Service continuity is further assured through resilient power and high bandwidth internet connectivity, meaning business critical systems will continue to operate normally even in a disaster situation.

Emergency services (Police and Fire) are less than a mile away from both locations. Neither site is subject to flooding or at risk from flash floods, and there are no overhead power cables or tall structures nearby.

The service is underpinned by Imerja's own ServiceAlert™ management solution which delivers an SLA backed response to alerts.

Being located with our own premises, the 24x7 Help Desk provides further confidence that there will always be someone available to assist if needed.

Bespoke requirements that go beyond our standard co-location and complex service offerings can also be provided, with tailor made solutions designed to meet the specific needs of your business.



*"We wanted a cost-effective solution that would allow us to concentrate on our most important job, caring for patients, while saving space and money. To hold our information in a secure fashion we wanted experts in the field, who we could trust with our critical systems, and we are delighted to be working with Imerja."*

**Chief Information Officer  
Alder Hey & Liverpool Women's  
NHS Foundation Trusts.**



**Co-location Hosting** is Imerja’s entry level of service, providing a compliant platform for infrastructure in a highly resilient and secure environment. Disaster Recovery is enhanced with dual internet feeds and in-built redundancy measures such as back-up power and environmental controls.

By outsourcing network traffic to a co location environment with greater bandwidth capacity, internal network and web access speeds will improve considerably.

**Complex Hosting** offers more than just a remote environment to host equipment. Tailored to suit your business, enhanced benefits include data back-up and recovery, load balancing and clustering to ensure continuous high performance and availability of service.

**Bespoke Hosting** is a fully customised service for your business – whatever your requirements are. Imerja provides a bespoke service which is compliant, scalable and secure, regardless of the size or complexity of the organisation’s infrastructure.

Located alongside the hosting facilities are Imerja’s dedicated 24x7 operations centres, from which we can deliver any element of our **m|four** services suite, delivering further efficiencies and cost savings for your business.

	Co-location	Complex
<b>Rack Space</b>	48u, 24u and 11u Dedicated Enclosures	
<b>Location</b>	London / North West England	
<b>Power</b>	48u Dual independent 12 way PDU 24u Dual independent 6 way PDU 11u Single 6 way PDU	
<b>Power Allocation</b>	48u - 10 amp / 2KW up to 20KW 24u - 5 amp / 1KW up to 10KW 11u - 2 amp / 0.5KW up to 5KW	
<b>UPS Architecture</b>	Dual redundant system	
<b>Aircon Architecture</b>	N+1	
<b>Backup Generator</b>	✓	
<b>Physical Security</b>	Electronic Access Control - CCTV	
<b>24hr Access</b>	✓	
<b>Internet Connection</b>	Resilient Dual honed	
<b>Firewall</b>	-	✓
<b>IDP</b>	-	✓
<b>Backup</b>	-	✓
<b>Remote Access</b>	-	✓
<b>Internet Bandwidth</b>	100MB Burst - POA per 1MB CIR	
<b>Annual Cost*</b>	POA	

\* Equipment insurance included as standard – further details on request.

**About Imerja**

Imerja is a specialist provider of business IT solutions and managed services. With dedicated 24x7 operations and in house hosting facilities, all of Imerja services are certified to ISO27001, ISO9001 and ISO14001. With Cyber Essentials accreditation and an approved Commercial N3 Aggregator, Imerja provides confidence that your organisation is protected around the clock to the highest standards.

To find out more about how Imerja can work with you to provide secure hosting services please contact your account manager or call the number above.

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