Colocation

Host your own network and server equipment in our secure, purpose-built data centre.

Businesses are increasingly reliant on IT systems to function meaning it has never been more important to ensure that your mission critical hardware is housed in a secure, temperature controlled environment which has access to reliable and resilient power.

Our Colocation services provide a cost-effective way of securely hosting your mission critical IT infrastructure, together with providing reliable and fast Internet access for Internet or Intranet services. Our Colocation facilities are ideal if you don't want the hassle of operating your own data centre or do not have the necessary equipment or resources to host your mission critical IT infrastructure.

Our Colocation Facility

At Zen, we offer the rental of space and power within our primary data centre based within our new headquarters in Greater Manchester. The suite covers 1350m² and is ideally positioned just off the M62, providing you with easy access to your hosted equipment.

We take the security of our customers' equipment and data very seriously and ensure that our data centre is closely monitored 24/7 by automated management systems, CCTV and onsite security guards. In addition, by having stringent environmental controls within our data centre, we can ensure that you always get the best performance from your hosted equipment. Our Data Centre Services team is based onsite and is fully qualified to provide Technical Support and Remote Hands 24/7, ensuring that regardless of how far away you are based you are never out of touch with your mission critical infrastructure.

Business benefits

- Centralise mission critical infrastructure
- Protect your investment
- Ensure best performance
- Comprehensive disaster management
- Manageable and cost-effective pricing

Facility highlights

- Shared and dedicated racks available
- 24/7 security
- Stringent environmental controls
- Resilient power supply
- Easy access for authorised personnel
- Remote Hands service

Microsoft Partner
Gold Hosting

Overall I am incredibly pleased with the move to Zen and I feel that as we centralise our environment into Colocation within Zen the benefits of working with Zen will continue.

Stuart Morgan, IT Director, Explore Learning

That's Zen thinking

Packages

We offer a range of Colocation packages to suit a wide range of hosting requirements, with flexible options around space, power and connectivity, you can be assured of a Colocation package that best fits your hosting needs.

Standard features

Colocation Space	Shared Rack	Shared Rack	Dedicated ½ Rack	Dedicated ½ Rack	Dedicated Full Rack	Dedicated Full Rack	Dedicated Full Rack	Dedicated Full Rack
Setup Fee	£49	£99	£150	£150	£250	£250	£250	£250
Monthly Fee	£59	£115	£450	£610	£795	£1,095	£1,345	£1,595
Features								
Power Allocation (Amps)	0.5	1	4	6	8	12	16	20
Electrical Fields	A Only	A + B	A + B	A + B	A + B	A + B	A + B	A + B
IEC C13 Plug Sockets (per feed)	1	1	12	12	20	20	20	20
Space Allocation (u)	1	2	18	18	41	41	41	41
Network ports	1	1	1	1	1	1	1	1
Port Speed	1Gbps	1Gbps	1Gbps	1Gbps	1Gbps	1Gbps	1Gbps	1Gbps
Data Transfer Allocation (GB)	1000	2000	4000	6000	8000	12000	16000	20000
Fixed Rate Bandwidth (Mbps)	5	10	20	30	40	60	80	100
Remote Hands Incidents/Month	4 x 15min	4 x 15min	10 x 15min	10 x 15min	20 x 15min	20 x 15min	20 x 15min	20 x 15min

OR

Service Level Agreement

All of our colocation products are backed by an industry leading SLA which includes:
- 100% Power availability
- 99.999% Network availability
- 99.97% HVAC availability
- 1 hour 'at rack' remote hands guarantee

Facility feature summary

Stringent environmental controls

Our environmental controls include N+1 HVAC systems, VESDA air sampling smoke detection and Inergen gaseous fire suppression. These controls ensure the very best performance of your hosted equipment.

Resilient power supply

Power is delivered to the facility via, dual independent UPS (Uninterruptable Power Supplies), independent PDUs (Power Distribution Units), dual utility power feeds from separate substations and an onsite diesel generator. These features ensure that your hosted equipment can continually operate with no interruption to power supply.

Highly secure data centre and suites

The data centre itself is closely monitored 24/7, by a comprehensive CCTV system and onsite security guards. The Colocation Suite, all internal access corridors and all external entrances are secured via access card readers which are monitored centrally. Racks are also key locked with the keys held by our data centre team when not in use.

Easy access for authorised personnel

The data centre is just off the M62 ensuring easy access if you need physical to access your equipment. Authorised personnel can quickly gain access by booking through the online booking system within our Customer Portal.

Connectivity options

Our data centre has multiple, diverse fibre connections to our core network and the wider internet. Each Colocation product comes with an inclusive allocation of uncontended fixed rate throughput allocation or an allocation of data transfer bandwidth capacity on a burstable 1Gbps connection. Additional fixed through put or transfer bandwidth can be purchased on top of your included allocation to meet you specific connectivity requirements.

Optional hardware installation service

This service removes the need for you to visit the data centre in order to physically install hardware into your allocated rack. This service, together with the ability to receive your equipment that is delivered directly to the data centre, means we can effectively remove the burden of visiting the data centre site as your infrastructure grows. Our 3rd line engineers will unpack, physically install and connect your equipment following detailed instructions from your technical representative.

Optional tape rotation and storage service

This service is another way to remove the burden of you having to visit the data centre to complete routine tasks. Our 3rd line engineers can, on detailed instruction from you, rotate backup tapes between the backup device and a physical safe located in the data centre. We support daily and weekly tape rotation cycles.

Comprehensive Technical Support & Remote Hands

Sending engineers to site to perform emergency maintenance can be an inconvenient and sometimes costly process. In order to help support the operation of your hosted equipment, and therefore your business, we offer a comprehensive support service covering the management of onsite activities, help desk and fault reporting and Remote Hands.

The following activities are covered by Zen's Remote Hands service:
- Re-set, re-boot and power cycle customers' servers which are part of their hosted equipment
- Check and replacement of circuit patch leads and patch panel connections
- Visual inspection of hardware including status indicators
- Cable tracing
- Change-out faulty plug-in type (commonly known as hot swappable) components, using spares provided by the customer

Customers are provided with five instances of Remote Hands per calendar month and each instance lasts a maximum of 1 hour. As our technical teams are based on site at Sandbrook Park we are able to offer 1 hour 'at rack' Remote Hands support agreement meaning you are guaranteed a quick response to any requests.

> " **We could have found an equivalent product offering in terms of bandwidth and speed from numerous hosting companies, but Zen's offering was far more cost effective than most, with the added bonus that we knew that Zen's support network is generally unbeaten in the market place.** "
>
> David Hague, Wapfly

Environmental features
- N+1 HVAC systems
- Smoke detection and non intrusive fire suppression
- Raised heavy duty flooring
- Under floor leak detection

Power features
- Online UPS (Uninterrupted Power Supply)
- Independent PDU's (Power Distribution Units) and independent breakers
- Dual utility power feeds
- N+1 back-up diesel generators

SLA features
- 99.999% network uptime
- 100% power availability
- 99.97% HVAC availability
- 1 hour 'at rack' remote hands support

General features
- Compressive CCTV coverage, monitored 24/7
- On-site security and technical support staff
- Resilient internet connectivity included

Our purpose built data centre capacity for mission critical service infrastructure.

That's Zen thinking

About Zen

Our Hosting Portfolio also includes:

Dedicated Servers

We'll provide you with enterprise class server hardware, hosted in a purpose-built data centre and provide you with full remote access.

"Zen's Dedicated Server solution is exactly what we were looking for in order to offer a hosted email service for our customers. Since the Dedicated Server was installed, I no longer have the hassles associated with hosting the server on my premises, and customers have noticed an increase in the speed of their email system. However, the biggest benefit for us comes from the peace of mind we get from Zen's reputation for reliability."

Andy Collins, Vostech

Managed Hosting

Managed Hosting is designed for businesses that recognise the need to provide a reliable performance-centric infrastructure for their business critical hosted services; but lack the desire, time or resources to put such a solution in place.

"Zen recommended and delivered a hosting solution that met our technical and commercial requirements for now and the immediate future. Their support team have also proved to be a valuable resource in helping us migrate to the new platform."

Nobin Rashid, Hallmark

Domain Names & Web Hosting

With one of our domain names, you can establish your presence on the Internet and protect your brand. Once you have registered your domain name, you can then build your own website using one of our affordable Web Hosting packages.

For more information about our products and services, please refer to the following literature:

- Portfolio Overview brochure
- Hosting Solutions brochure
- Dedicated Servers product guide
- Managed Hosting product guide
- Domains and Web Hosting product guide

Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:

- Broadband
- Leased Lines & Ethernet
- IP VPN
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup