



Dedicated Servers

Our Dedicated Servers give you the freedom to operate and manage your own server environment, backed by Zen's award winning network, service and support.

As a Dedicated Server customer you are assigned your very own server hardware platform with all its resources – processing power, memory and disk storage – committed to driving your hosted services and applications. Because the server is only occupied by you, you have the added reassurance that the performance of your hosted services will not be impacted by the traffic and usage patterns of other users.

In addition, Dedicated Servers provide flexibility by allowing you to install, configure and run your own applications. This means that a Dedicated Server can be used for a wide range of business critical services including websites, email, centralised file storage, databases and other pertinent office applications.

As a Dedicated Server customer you will benefit from the latest enterprise grade Dell server hardware, hosted in one of our secure data centre facilities, and fed by a resilient 100Mbps Internet connection. You can select from a range of pre-configured server platforms or choose a bespoke server built to your specific requirements. If these requirements change over time then we offer the opportunity to upgrade the server platform to meet your evolving needs.



Business benefits

Security – Performance – Flexibility – Reliability

- Dedicated hosting environment for business critical services
- Resilient network and 100Mbps connection guarantees performance
- Customisable hardware guarantees a best fit for your business
- Simple monthly rental fee provides better visibility of your hosting costs
- Remove the hassle of maintaining server hardware

Zen partners with:



Microsoft Partner
Gold Hosting

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.

Andy Collins,
Vostech

That's Zen thinking

The server hardware

Our Dedicated Servers benefit from the latest Dell hardware and Intel Xeon processors. With RAID¹ configured hard disks and dual redundant power suppliers we are able to provide hardware resilience as standard. If a power supply fails then your server will not be affected as it will continue to run on the secondary power supply. Likewise in the unlikely event of a hard disk failure your server's data will be protected as it will be mirrored across to the second hard disk in the RAID array.

You can choose from a range of server configurations to meet your requirements. These models can be customised further to meet your more specific needs. Add extra memory, processing power and hard disk capacity, as well as firewall security and data backup capacity.

Standard model from £199 /month

Housed within the latest Dell R410 chassis our standard server provides the ideal hosting environment for on-line businesses with mission critical websites. With a powerful Intel Xeon Quad Core processor, 4GB of RAM and RAID configured 160GB SATA² disks this 1U server provides a solid foundation for your hosting requirements.

Professional model from £299 /month

Based on the new Dell R710 server chassis our Professional server provides the ideal hosting environment for critical business tool such as data bases, applications, email and websites. This highly specified and scalable 2U server, with 8GB of RAM and RAID configured SAS³ disks, offers a solid foundation for business critical services, as well as ample room for evolving business requirements.

Enterprise model from £399 /month

With additional memory and extra bandwidth allocation, our Enterprise server builds on the pedigree of the Professional model and serves as an ideal platform for more demanding, high traffic websites and business critical applications. With its solid specification, and flexible upgrade options this server is the ideal choice for IT resellers looking to deliver hosted services to their customers, or businesses looking for the best platform for their business critical hosting.

Standard features

| | Standard | Professional | Enterprise |
|--------------------------------|----------------------|----------------------|----------------------|
| Server model | Dell PowerEdge R410 | Dell PowerEdge R710 | Dell PowerEdge R710 |
| Size | 1U | 2U | 2U |
| Operating System | Windows or Linux | Windows or Linux | Windows or Linux |
| Processor | Intel Xeon Quad Core | Intel Xeon Quad Core | Intel Xeon Quad Core |
| Memory | 4GB Memory | 8GB Memory | 16GB Memory |
| Hard disks | 2 x 160GB SATA Disks | 2 x 146GB SAS Disks | 2 x 146GB SAS Disks |
| RAID configuration | RAID 1 | RAID 1 | RAID 1 |
| Power supplies | Dual | Dual | Dual |
| Monthly bandwidth usage | 250GB | 500GB | 1000GB |
| From (£) ex VAT | £199 per month | £299 per month | £399 per month |
| Setup fee (£) ex VAT | £100 | £100 | £100 |

Understanding the hardware specifications

SATA versus SAS hard disks

SATA disks are slower than SAS drives, which means they are most appropriate for lower-end servers where storage capacity is more important than speed and performance. The faster SAS disks are ideal for mid-high end servers where data interrogation is constant, and speed and performance are key.

¹RAID stands for Redundant Array of Independent Disks; in RAID 1 configurations 1 disk mirrors the other to provide redundancy

²SATA stands for Serial Advanced Technology Attachment

³SAS stands for Serial Attached SCSI

The data centre

All of our Dedicated Servers are housed within our UK network of purpose built data centre facilities. Fed by redundant Internet connections and resilient power supplies, our data centres provide the ideal hosting environment for your business critical services and applications. These purpose built facilities also benefit from 24/7 security, intelligent climate controls, and the latest in fire detection and suppression technology.

The network

Our network is designed to provide no single point of failure and benefits from redundant firewalls, routers, switches and load balancers to provide multiple routes for your server's traffic. In addition, the resilient 100Mbps Internet connection to your server ensures that sufficient bandwidth capacity is available as and when required.

Our investment in our network means that we can confidently offer a 100% network availability SLA, thus providing you with complete peace-of-mind in the availability of your business critical services.

The service

We can pre-install a wide range of Windows and Linux Operating Systems to best suit your specific applications. We also provide additional services such as data backup and firewall security, to provide you with all the tools you need to create a comprehensive, self-managed hosting environment. With resiliency built into the fabric of our Dedicated Server product range we are able to offer a robust service level agreement (SLA) that promises 100% network availability and a 1 hour fix for any hardware fault.

Your Dedicated Server will be supported 24/7 by our team of network engineers. We will monitor the performance of your server hardware and fix hardware faults should they arise. We will also monitor and maintain the network and data centre environment, thus ensuring that your hosted services are available around the clock.

All aspects of hardware and network support are provided by us; freeing you to focus on managing and maintaining the installed software and applications.

The extras

To secure your hosted services from Internet threats we recommend our Firewall Plus product as the ideal service add-on. The Firewall Plus product provides a dedicated partition on a pair of high availability FortiGate 310B firewalls, allowing you to specify your own firewall policies and rules.

Our Zen Vault product provides an easy to use data backup client which takes a copy of the data from your server and stores it securely within our resilient Storage Area Network (SAN). This product is an ideal tool in protecting against data loss and can be used to aid disaster recovery in the event of a serious hardware fault.

We offer a range of component upgrades to ensure that your hosting solution continues to perform in tandem with your evolving business requirements. We can install additional processing power, memory and hard disk storage to meet your growing needs. We can also provide additional bandwidth capacity should it be required.



The data centre

- UK Data Centre facilities
- Purpose built environments
- Intelligent climate controls
- Stringent on-site security

The network

- 100Mbps Internet connection
- Resilient network architecture

The server hardware

- Dell hardware with dual PSU
- Intel Xeon Quad Core processors
- RAID configured hard disks
- Windows or Linux OS

The service

- 24/7 Technical Support
- 100% Network availability SLA
- 1 hour fix for any hardware fault
- Server performance monitoring

The extras

- Scalable upgrade options
- Enhanced firewall security
- Scheduled data backup

Dedicated Servers from Zen Internet provide the benefits of business class hosting in our secure data centre whilst allowing you to maintain control of managing your own server.

That's Zen thinking

About Zen

Our Hosting Portfolio also includes:

Colocation

If you own and want to maintain your own network and server equipment, but haven't got a secure, temperature-controlled environment in which to store it, then our Colocation packages are the ideal solution. Your equipment is hosted in a secure, purpose-built data centre environment, and is covered by an extensive service level agreement.

"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

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
- Colocation product guide
- Managed Hosting product guide
- Managed Server Virtualisation product guide
- Domains and Web Hosting product guide

Zen Internet

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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. Zen 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
- Managed Server Virtualisation
- Dedicated Servers
- Colocation
- Data Backup

