



Managed Hosting

For businesses that need a reliable hosting environment for their business critical services and value partnering with experts for a turn key solution.

If you don't want to worry about configuring operating systems, installing and managing applications, and dealing with the logistics of security, data backup and server patching, then Managed Hosting represents the ideal choice. As part of our Managed Hosting service we will manage all aspects of server configuration, maintenance and security, leaving you to focus on building and developing your business.

Through the provision of data centre capacity, connectivity and all associated hardware we are able to provide a resilient and secure environment for your business critical hosting needs. In addition to this we also provide a Tier of Service – including bespoke solution design, deployment, maintenance, management, security and data protection – designed to allow you to get the best out of this environment.



Business benefits

- In depth, pre-sales technical consultation
- Tailored to your businesses requirements
- Benefit from our advanced solution design expertise
- Focus on growing your business

Zen partners with:



Microsoft Partner
Gold Hosting

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, Technology
Manager, Hallmark

That's Zen thinking

The server hardware

Our Managed Hosting products benefit from the latest Dell server hardware and Intel Xeon Quad Core processors. With RAID¹ configured hard disks and dual redundant power supplies we are also 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, including additional memory, processing power, hard disk capacity, and increased data backup capacity.

Standard model from £399 /month

Housed within the latest Dell R410 chassis our Standard server provides the ideal hosting environment for online 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 and reliable hosting foundation.

Professional model from £499 /month

Based on the new Dell R710 server chassis our Professional server provides the ideal hosting environment for critical business tools such as databases, 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 £599 /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 (OS)	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	1,000GB
Data backup	Included	Included	Included
Firewall security	Yes	Yes	Yes
Application installation	Yes	Yes	Yes
OS & application patching	Yes	Yes	Yes
OS and application monitoring	Yes	Yes	Yes
24/7 direct engineer support	Yes	Yes	Yes
From (£) ex VAT	£399 per month	£499 per month	£599 per month
Setup fee (£) ex VAT	£250	£250	£250

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 - refer to page 3 for further details

³SAS stands for Serial Attached SCSI - refer to page 3 for further details

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.

The data centre

Fed by redundant Internet connections and resilient power supplies, our network of UK based data centres provides 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 provided with our Managed Hosting 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

Our service and support package includes all the tools you need to achieve a reliable hosting environment for your business critical applications and services. The initial consultation will quickly establish your hosting requirements and our experienced engineers will design a solution that is right for you, both technically and commercially.

Once the solution has been designed our engineers will work closely with you in its delivery. We will help you to migrate data across to the new platform and we'll also be on hand 24/7 to make sure any teething issues are dealt with swiftly. Once the service has bedded in our attention will switch to monitoring and supporting your hosting environment.

As well as monitoring the performance of the hardware and network, we'll also keep your server up-to-date with the latest security patches. In addition, we'll protect your valuable data by taking daily back-ups. Should your server fail for any reason then we can restore it with ease.

Our Managed Hosting products are fully scalable and provide numerous upgrade options to meet your expanding business requirements. Should your solution require additional processing power, hard disk capacity, memory or bandwidth, then we can add it when necessary. To secure your hosted services from Internet threats we will provide you with a dedicated partition on a pair of high availability FortiGate 310B firewalls. This partition is managed by us and allows you to specify your own set of firewall policies and rules.



The server hardware

- Dell hardware with dual PSU
- Intel Xeon Quad Core processors
- RAID configured hard disks
- Windows or Linux Operating System
- Customisable options include increased memory, processing power and hard disk capacity

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 service

- Advanced solution design including: clustering, load balancing, and server virtualisation
- 24/7 3rd line engineer support
- 100% network availability SLA
- 1 hour fix for hardware faults
- Server monitoring & OS patching
- Application installation & patching
- Data backup and server recovery
- Managed Firewall security

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

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

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
- Dedicated Servers 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 Cloud Servers
- Dedicated Servers
- Colocation
- Data Backup

