

# Hosting Solutions

Whether you need a reliable home for your website or a more bespoke solution, we'll provide you with technically superior hosting, backed by a personal approach to service and support.

Reliable hosting services have been a feature of our service portfolio for over 10 years.

We provide a suite of hosting services out of our purpose-built data centres in Rochdale and Leeds. We also have data centre presence in Manchester and London, all of which are connected to each other and the wider Internet by our resilient 10Gbps network. Resilient, high performance data storage is available thanks to our investment in an enterprise class, multi-site Storage Area Network.

Building on these foundations, we partner with leading hardware and software vendors enabling us to provide end to end hosting solutions which meet the requirements of single users and small businesses, as well as large multi-site organisations looking to host mission critical service infrastructure.

With a comprehensive range of hosting services on offer, and a thorough approach to understanding your requirements, we are ideally positioned to provide the right solution to your hosting needs.



## Colocation

Host your own network and server equipment in a secure, purpose-built data centre environment

## 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

## Managed Hosting

Let us design, build, manage and maintain a hosting solution, tailored to your specific needs, and hosted in one of our purpose-built data centres

## Domain Names

Establish your presence on the Internet and protect your brand

## Web Hosting

Build your own website using one of our affordable Web Hosting packages

Our philosophy is to use the best equipment, no matter what the cost, and then ensure that redundant kit is available to replace that equipment in the event of a failure.

**That's Zen thinking**

# Introducing our Data Centres

Data centres provide the foundations for all hosting services and their reliability has a profound impact on end-user service quality. We own and operate data centres in Rochdale and Leeds together with managing data centre capacity in both Manchester and London.

## Sandbrook House, Rochdale



Strategically positioned and 100% independent, this 1,350m<sup>2</sup>, energy efficient and environmentally friendly Tier 2 Data Centre represents a £4million

investment by Zen. Our data centre is monitored 24/7 by automated management systems combined with an onsite central monitoring team, security guards and CCTV. Our data centre is both energy efficient and environmentally friendly, with our standby power systems consuming less energy than traditional static based battery based systems.

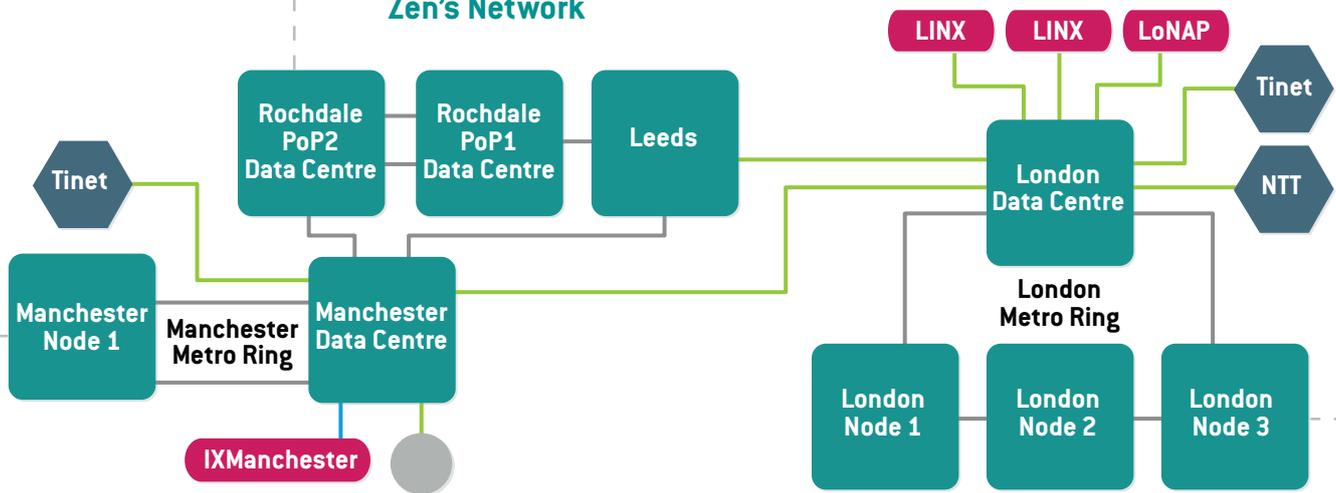
## Moss Bridge Road, Rochdale



Located at our original Headquarters in Rochdale, this facility boasts 24/7 manned security, an onsite diesel generator and is within two miles of our current

Headquarters, meaning our network engineers are only minutes away. This facility currently delivers our full suite of hosting services with the exception of Colocation, and is also a core network PoP.

## Zen's Network



### KEY

- PoP
- ⬡ Transit
- Peering Point
- Content Distribution Network
- WDM Fibre
- 10Gb
- 2Gb

## TelecityGroup, Manchester



Located at Manchester Science Park, this facility houses private data centre suites. This facility currently delivers our full suite of hosting services together with being a core

network PoP and Internet Exchange point. TelecityGroup is a leading provider of premium, network independent data centres in Europe.

## Telehouse, London



Located at London Docklands, this popular facility currently delivers colocation services, together with being a core network PoP and Internet Exchange point.

Telehouse Europe is one of the longest established providers of reliable and secure, carrier neutral data centre facilities.

## Colocation

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.

At Zen Internet, we offer the rental of power and space within our 24/7 monitored data centre. We offer both shared and dedicated racks to suit your specific requirements. Shared racks are ideal if you have a small amount of equipment; dedicated racks provide more capacity together with a lockable and private environment for your hardware.

### Data centre features

- Our data centres are under constant security surveillance, so your equipment has comprehensive protection against human threats such as theft and vandalism.
- We have the necessary disaster management systems in place to ensure that your services stay online 24/7.
- Our investment in resilient power means that even in a disaster situation your business critical systems can continue to operate. We have also invested heavily into HVAC (heating, ventilation and cooling) equipment to ensure that you get the very best performance out of your hosted equipment.
- Dual, diversely routed Internet connections are present at all colocation sites, enabling us to offer resilient, high bandwidth connectivity.
- We have a dedicated Data Centre Services team located at Sandbrook Park which provides a range of support services including Remote Hands, hardware installation and cabling.

**“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

## Hosting



### Business benefits

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

### Service Level Agreements

- Our power delivery infrastructure is backed by a 99.999% uptime SLA
- The HVAC infrastructure is backed by a 99.97% availability SLA
- Internet connectivity is backed by a 100% network uptime SLA

Purpose built data centre capacity for mission critical service infrastructure.

**That's Zen thinking**

# Hosting



## Business benefits

- 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

## Service Level Agreements

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
- 1 hour fix for any hardware fault

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**

## Dedicated Servers

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. Only your software and applications are hosted on the server, so you have the added reassurance that the performance of your hosted services will not be impacted by the activities of other users.

## Features of Dedicated Servers

- A Dedicated Server provides flexibility by allowing you to install, configure and run your own applications - it can be used for a wide range of business critical services including hosting websites, email servers, centralised file storage, databases and other hosted applications.
- You will benefit from the latest enterprise grade Dell server hardware - you can select from a range of pre-configured server platforms or choose a bespoke server built to meet your specific requirements.
- If your requirements change over time then we offer the opportunity to upgrade the server platform to meet your evolving needs.
- The Dedicated Server will be hosted in one of our secure data centre facilities, and fed by a resilient 100Mbps Internet connection.
- We can pre-install a wide range of Windows or Linux Operating Systems to best suit your specific applications.
- Additional services can be added to your Dedicated Server to provide a comprehensive, self managed hosting solution:
  - Our Firewall Plus product will strengthen the security of your Dedicated Server with custom firewall policies and VPN termination.
  - Our Zen Vault product will provide an effortless and secure offsite back-up of your servers' business critical data.

**“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 [Zen Partner]

## Managed Hosting

Managed hosting from Zen Internet acts as an extension to your IT team; we take care of all the routine server and operating system maintenance tasks allowing you to focus on the things that directly add value to your business.

All of our Managed Hosting servers are hosted in our purpose built data centre and cared for 24/7 by our highly skilled team of hosting engineers.

Our on-site hosting engineers take care of all the tasks associated with running your hosting environment, this includes:

- Server installation and configuration
- Hardware and network maintenance
- Applying operating system updates and security patches
- Scheduled daily data back-up
- 24/7 monitoring to ensure that issues are dealt with swiftly
- Rapid response support providing on-demand assistance when you need it

With over 10 years Managed Hosting experience and a proven reputation for service quality we can help you get the best out of your hosting environment and the applications you place in it.

**“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



### Business benefits

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

### Service Level Agreements

Underpinning our Managed Hosting service is a comprehensive SLA that promises:

- 100% network availability
- A 1 hour fix on hardware
- A 3 hour fix on core software

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.

**That's Zen thinking**

# Hosting



vmware®

  
**Microsoft** Partner  
 Gold Hosting

 **REGISTERED PARTNER**

A new generation of Managed Hosting services that aligns itself more closely to your fluctuating hosting capacity requirements.

**That's Zen thinking**

## Choosing the right Managed Hosting platform

Not sure which platform – virtual or physical – is right for you? Then check out the quick comparison of virtual servers and physical servers below:

	Physical Server	Virtual Server
<b>Cost</b>	Higher cost compared to a virtual server	Lower cost compared to a physical server.
<b>Performance</b>	<p>High performance due to the amount of resources provided as standard.</p> <p>Ideal for those demanding applications than need high disk performance and large amounts of CPU and RAM.</p>	<p>Whilst a virtual servers specification can be tuned to meet the performance needs of the hosted application, it is unlikely to match the performance benchmarks of a dedicated physical server.</p> <p>That said , unless you are looking to host a demanding database or web application, the performance capabilities of a virtual server should suffice.</p>
<b>Agility &amp; scalability</b>	<p>Less flexible than a virtual server as components need to be purchased and installed to provide additional resources when needed.</p> <p>Purchasing new components can take time and installing them can result in a period of downtime.</p>	<p>With a virtual server you can quickly add or remove resources when required; often without any service downtime.</p> <p>This makes virtual servers ideal for applications with unpredictable workloads .</p>
<b>Resilience</b>	<p>Whilst common failure points are protected against (i.e. RAID configured disks and dual power supplies) a single physical server deployment carries risks. If the server fails then the hosted applications will be impacted and downtime inevitable.</p>	<p>Virtual servers are abstracted from single physical hardware devices.</p> <p>Any hardware fault within the host environment does not impact the hosted virtual servers. This makes virtual servers ideal for applications which require higher availability guarantees.</p>
<b>Ideal for</b>	High performance web applications (e.g. SQL databases) with more predictable usage patterns.	Less resource demanding web applications (e.g. web sites) with unpredictable usage patterns.



## Domain Names

With Domain Names from Zen Internet, you can establish your online presence, protect your trademarks and enhance your brand. We provide domain registration and transfer services for a wide range of domain extensions, all of which come with anti-virus protection, spam filtering for forwarded email and DNS Management tools for no additional charge.

Domain type	.uk domains includes .co.uk, .org.uk, .me.uk, .ltd.uk	global domains includes .com, .net, .org, .biz and .eu
Annual price	£4.99	£9.99

You can benefit from our multiple Domain Name discounts when you register 10 or more Domain Names with Zen Internet. Incremental discounts are available right up to 1000+ Domain Names. Discounts are cumulative so you don't need to register them all at once to benefit.

## Optional Domain Privacy

To prevent the possible malicious use of your personal details, we recommend that you protect your contact information by using Domain Privacy. When you register a global Domain Name, your personal details such as name, address and telephone number are available in the online, publicly accessible WHOIS database. Choosing Domain Privacy removes this threat by submitting generic details to the database.

## Web Hosting

Whatever your budget, Zen Internet has a Web Hosting solution to meet your business needs. We offer services built on both Windows and Linux Operating Systems and all are bundled with easy to use control panels, enabling you to design, build and administer your website(s) through your browser.

### Linux

Starting from just £3.99 per month, our Linux hosting packages offer a low-cost entry into website development. All packages offer MySQL database support and a wide range of ready-made applications such as Joomla, Drupal and Wordpress to enable you to start building a website in minutes. Our Linux hosting also supports email and provides useful functions such as auto-responders, forwarders and anti-virus and anti-spam protection.

At the top end of the range, we offer a Linux Reseller product. For a low monthly fee and with minimal expertise, you too can become a web host. Additional features allow you create your own hosting packages and rebrand the control panel to feature your own logo and corporate identity.

### Windows

For as little as £4.99 per month our Windows web packages offer powerful yet familiar Windows development tools such as ASP.NET and AJAX. Under the Helm control panel it is also possible to link multiple hosting accounts to provide a low cost yet scalable solution that can grow as your website grows.

## Business benefits

### Domain Names

- Convenient DNS management tools
- Discounted bulk pricing
- Optional Domain Privacy

### Web Hosting

- Range of Linux and Windows packages
- 1 month contract
- Database support and ready-made applications
- Generous usage allowances

### SSL Certificates

Our SSL Certificates are vital if you need to exchange information securely with customers via your website.

Certificates are available for 1, 2 or 3 years and provide 128/256 bit encryption, comprehensive browser support and substantial warranty cover for the highest level of protection and peace of mind.

Establish your online presence and enjoy a low-cost entry into website development.

**That's Zen thinking**

# About Zen

## Our vendor partners

In order to provide the best ISP service in the UK, we only choose vendor partners with a proven history of providing reliable, high performance products and services.



## 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



## Zen Internet

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