

Managed Hosted/ Colocation Services

As IT applications become an increasingly important factor in ensuring the overall productivity and success of an organization, they also grow more complex and expensive to deploy and operate. To design and install a high quality IT infrastructure that will adequately support your applications now and in the future, requires a significant capital investment. You need a cost effective solution that will address your current IT needs and offer an affordable way to expand or implement changes when required.

Allstream Managed Hosting/Colocation services provide businesses with a comprehensive range of hosting infrastructure services that deliver the performance and flexibility you need in your IT operations. They allow you to deploy and manage all your critical applications, including email, Web, SaaS, specialized business applications, etc. without the need for large outlays of capital or the hiring of highly trained professionals.

Delivered in partnership with SunGard, our Managed Hosting/Colocation services offer your business a variety of options in the way you wish to manage your infrastructure. You can choose to have Allstream manage just one application, we can manage all your data centre operations or you can choose any degree of management in between.

Our Managed Hosting/Colocation services deliver:

- High levels of availability
- Integration with best-in-class recovery, consulting services and continuity management software solutions
- Operational excellence and best practices backed by ITILv3 service-centric model
- Multi-platform support, including virtualized systems
- Access to several data centre facilities in Canada
- Scalability and flexibility
- Dedicated customer support

Managed Hosting

Allstream Managed Hosting offers fully managed end-to-end IT infrastructure solutions with no upfront investments and at a predictable cost. You can subscribe to our service when you need it and to the extent that you need it. It is a utility-like model that makes it easy for you to carry the cost and plan for the future.

Allstream Managed Hosting includes:

Server management

Proactive administration, management, monitoring, reporting and support for the following operating systems: AIX®, OS/400®, HP-UX®, Linux® (Red Hat®), Microsoft Windows®, VMware® (ESX) and Solaris™.

Storage

Data backup services and SAN services, to support primary storage and information backup, as well as data protection and compliance requirements.



Server replication

Server replication and virtual server replication for critical high availability applications, including; activation, management, monitoring and problem resolution, as well as managed failover and fallback.

Security

Monitoring, management and support, along with 24/7 access to our certified technical engineers and security specialists.

Network

Proven and reliable network connectivity (WAN, LAN and Internet) throughout your organization, with redundant and secure infrastructure solutions engineered for uninterrupted performance.

Monitoring

Notification of performance issues and proactive testing of websites, applications and appliances.

Applications

Provide ongoing administration, proactive monitoring, maintenance and immediate support when problems occur, to minimize potential downtime and ensure accurate application deployment. These services include Managed Database Services for Microsoft SQL[®] and Oracle[®], Managed Citrix[®] Services and Managed Microsoft Exchange[®].

Recovery

Ensure resiliency in the case of hardware failure and other types of malfunctions that can cause outages. Includes restoration of all servers, applications, network and security devices.

Colocation

To succeed your business needs to employ the most advanced and reliable IT facilities, equipment and applications available. However, building an enterprise-class IT environment requires a significant amount of time, money, infrastructure and expertise. Today, data centres can cost as much as \$1,800 per square foot to build, while high-density racks can cost as much as \$5,000 per square foot for the necessary air conditioning, power supply, power conditioning and other equipment.

Allstream Colocation provides a more cost-effective solution by offering the facilities, infrastructure and expertise of a vendor that has already invested in these components available to businesses like yours. By subscribing to our Colocation service you will enjoy the full range of benefits delivered by this approach.

Allstream Colocation includes:

- On-demand access to robust, redundant and highly available facilities
- Multi-vendor Internet transit connectivity options
- Real-time network monitoring and management
- On-demand visibility into your environment through our Managed Services portal
- 24/7 device monitoring
- Operational support from top IT professionals
- Access to enterprise-class skills in operating system management, storage, monitoring and security

A typical data centre accessible through Allstream Colocation includes:

Redundant infrastructure and engineering

- 24-30 inch raised flooring for under floor cooling and power distribution
- 12 foot ceilings, with closed plenum hot air return
- Hot and cold aisle cabinet design
- 3-tier ladder system for copper and fibre network distribution

Environmental controls

- State of the art Building Monitoring System (BMS)
- HVAC intelligent cooling systems
- N+1 Computer Room Air Conditioners (CRACs), including variable speed, impeller cooling system
- N+1 Chiller systems

Power management

- Full power redundancy (minimum N+1 up to 2N+1), including underground dual-fed electrical utility system, double-ended electrical switch gear, dual Uninterruptible Power Systems (UPSs) to deliver conditioned A and B power at rack level, with battery backup equipped with battery monitoring.
- Power distribution units that provide power isolation, power distribution, commercial grade grounding, and power monitoring.
- Branch Circuit Monitoring (BCM) that monitors power at the branch circuit level.
- Generators equipped with Selective Catalytic Reduction (SCR) systems that supply generator power for all critical systems.

Fire detection and protection systems

- State of the art, electrical, mechanical and fire system monitoring
- Very Early Smoke Detection Apparatus (VESDA)
- Preaction double interlock dry pipe
- FE 25, FM 200 suppression
- Independent alarms for heat and smoke

Physical security

- ISO-certified procedures
- 24/7 security staff monitoring
- Closed-circuit video camera and infrastructure monitoring
- Biometric and multi-level keycard secured

Connectivity

- Multiple levels of network redundancy, with a fault-tolerant, global private network backbone
- Meshed, multi-vendor Internet transit connectivity
- Diverse path long-haul access (public and private)
- Diverse fibre entry and intra-building fibre paths
- Redundant internal network distribution platforms
- Dedicated DC plants with battery backup
- Dual customer physical handoffs (copper, single-mode, and multi-mode fibre)
- Recovery-centric, on-demand network service suite supporting a broad range of TDM and IP services
- Integrated monitoring and management systems for comprehensive fault identification and remediation

The difference Allstream Managed Hosting/Colocation services will make to your business

Cost savings

With no upfront capital investments, predictable cost and no need for expensive highly specialized personnel, Allstream Managed Hosting saves you money now and in the future.

Improved productivity

Using state of the art facilities, equipment and applications maintained by highly qualified experts, means that your IT operations will deliver optimum performance and enable employees and business processes to operate at their maximum productivity level.

Improved business continuity

The high availability levels of our services ensure your IT infrastructure will continue to operate and deliver productivity benefits while avoiding outages and costly repairs. We are committed through stringent Service Level Agreements (SLAs) to maintain your IT resources at peak performance at all times.

Flexibility of expansion and change

Our utility model allows you to pay only for the amount of infrastructure you actually use, together with our ability to ramp our services up and down, enables quick reaction to changing business conditions and adjustable IT operations.

Why Allstream?

Allstream is the only national communications provider working exclusively with business customers. Our focus is helping you simplify IT operations to improve productivity, maximize performance and manage costs. Our IP solutions are delivered on a fully managed, fully secure national network and backed by our industry-leading commitment to customer service: The Allstream Service Guarantee.

Our enterprise grade Managed Hosting/Colocation services improve agility, efficiency and productivity, while lowering total cost of ownership for IT services. By using these services, organizations can avoid large upfront investments and direct maximum focus and resources to their strategic objectives.

In addition, our infrastructure expertise and stringent SLAs ensure that our customers' IT environment operates at peak performance at all times. We deliver a comprehensive range of solutions that are flexible and scalable in order to meet the evolving needs of our customers.

For more information on Allstream Managed IP Services,
please visit allstream.com/managedIP

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