

NetSupport

Business Continuity & Co-Location



Business Continuity, Disaster Recovery and Co-location Services



Business Continuity

The NetSupport Business Continuity Centre provides a complete office environment with desks, telephones and personal computers pre-installed and ready for use within a few hours. In the event of a customer suffering a disaster that makes their own offices unavailable, they simply move their key staff into the Centre and continue doing business whilst their own premises or systems are restored.



The NetSupport Group has created such a facility at our new multi-million pound purpose-built premises on the outskirts of Peterborough. We chose Peterborough because of its ideal location with easy access to high quality road and rail links.

Our facility is state-of-the-art with networks of the latest personal computers able to run a variety of operating systems or act as terminals.

The basic workspace consists of everything you need to keep your office running including Desk, Chair, Personal Computer, Telephone and supporting equipment.

Additional services available include: -

- Scheduled testing and recovery drills
- Network and Workstation Configuration
- Backup and Restore
- Data Storage
- Co-Location of Servers

In the event of a disaster our highly trained staff will ensure that your workstations and systems are configured to your requirements and ready for use within a few hours.



Suites

All NetSupport suites are air conditioned, fully equipped, configured and available 24/7 365 days a year

Each suite can be operated independently or networked with the others. In addition, each can have private access for added security

All workspaces, suites and server rooms are fully covered by dual back-up generators

Workspaces

Latest Desktop PCs with 17" flat screens
Networked environment
Digital display Handset with Headset amplifier
Ergonomic operator chairs

Networked Facilities

Secure Server Rooms
Shared or dedicated Internet access
Firewall protected
Cat5 and Cat6 cabling throughout
Faxes/photocopiers/printers

Telecommunications

State-of-the-art telephone exchanges
Ratio 1.2 trunk-lines per seat with DDi
Automatic Call Distribution (ACD)
Call management and reporting Systems
Additional ISDN2 / ISDN30 available

Security

Fire suppression and monitoring
Automated Access Control
24/7 On-Site security
CCTV in all rooms

Miscellaneous

Fully equipped rest areas and kitchen
Local shops and community facilities
Health and Safety compliant
Centralised Building Management
Meeting and Training Rooms

Location and Access

On-site parking for over 200 cars
Easy access from A1/A14/A15/A16/A47
Good rail and bus services



Co-Location Services

We offer a wide range of services to Co-Location customers, including providing rack space and bandwidth at the most advantageous point where price and speed come together at the best price break.

Services include:

- ✓ Environment monitoring
- ✓ Realtime Power/Bandwidth monitoring
- ✓ Single or multiple servers
- ✓ Shared or dedicated rack for mounting
- ✓ Variety of plans for bandwidth and power
- ✓ FM-200 fire suppression throughout
- ✓ 'Remote hands' to re-boot servers or other functions
- ✓ Daily backups to tapes
- ✓ Fully managed service via our partners
- ✓ Off-site data backup

All facilities include full backup power with dual redundancy, secure access, 24/7 CCTV monitoring, fire suppression and bandwidth up to 100mbps.

Rack and Shelf Space

If you have your own servers and need to house them, you can rent rack and/or shelf space with dedicated bandwidth.

You ship your machines to us, or come and install them yourself. We can supply you with an MCSE trained or hardware trained technician via our partners should you wish us to provide maintenance for you on an emergency or ongoing basis.

Fire Suppression

All Co-Located server facilities at NetSupport feature full fire suppression. FM-200 systems are employed to protect critical installations formerly protected by Halon 1301.

Using a Kidde Fire Detection system to control the release of agent, the control system uses both intelligent addressable analogue sensors and centralised decision making to virtually eliminate false alarms and unwanted agent releases. The detectors report on a real-time basis to the control unit where the microcontroller makes the ultimate alarm decision. The control panel is modular to allow you to add on to the system as your requirements change over time.

Security

As with any office premises, we take the security of both our facilities and our guests seriously.

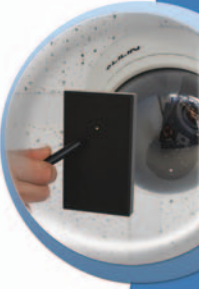
The NetSupport site features the latest security systems, both internally and externally.

These include on-site security guards, fences to all boundaries, high definition CCTV and sensors covering the whole development, 24/7 motion detection, off-site monitoring and internal CCTV monitoring of all suites. Access control systems are operational for all entry and exit points around the facilities.

On arrival, each staff member will be provided with a unique proximity device, allowing them access to all authorised areas of the Business Continuity facility during their stay.

Backup Power

One of the key requirements of a successful business continuity facility is to secure its operational status in the event of a more localised disaster, such as a break in the mains power supply to the area. NetSupport facilities are backed up by diesel driven generators with 24hour fuel storage.



NetSupport



So if you are thinking of planning ahead, why not give us a call or visit our website for more details



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We looked at a number of suppliers for our Business Continuity requirements for our busy Contact Centre in Peterborough. After a lot of research we found that NetSupport was the only Company who could deliver the required functionality in the Greater Peterborough area.

We were impressed by their processes, methodology, facilities and their commitment to delivering requirements within agreed timescales. We are very happy with their support and service and look forward to a long working relationship.

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