



egghead®

## INFRASTRUCTURE & HOSTING

### RESILIENT INFRASTRUCTURE

Egghead have teamed up with Webfusion to provide a resilient server infrastructure for mission critical ecommerce sites – Webfusion provide the servers and data centre, Egghead provide the support, monitoring, configuration and maintenance required to keep your ecommerce store online taking orders 24 hours a day, 7 days per week.

#### Server Specifications

Current server specifications are:

- **Quad Core Xeon Processor 2.66HGz**
- **8GB RAM**
- **2 x 500GB Hard Disk, configured as RAID 1**

Windows Server 2008 R2

**NB:** these specifications change with time – last updated January 2011.



#### Standard Items

All infrastructure solutions from Egghead include:

- **Data backup in the Cloud** - 250 GB of data (files, databases etc.) can be backed up to Rackspace Cloud Files, a redundant storage solution in a separate data centre – intelligent software makes multiple copies of your data on at least three different devices in two distinct zones of the Rackspace backup data centre. (Each data centre zone uses separate power and network connections.)
- **Event Log Monitoring** - Server event logs are monitored for errors and early indications of problems so that preventive action can be taken.
- **Health Monitoring** - Various metrics of the server are monitored and alarms are triggered if they are out of band. Things such as hard disk space, CPU usage, memory consumption and the state of running services are all monitored.
- **Anti Virus** - Servers are equipped with AVG File Server Edition to scan for spyware, malware and viruses. Real time scanning is generally not enabled as this can reduce server performance.

#### On Call 24/7

Egghead provide both office hours only and 24/7 support as required.

#### Data Centre Facts

- **Opened late 2008, the Webfusion data centre is located within the UK.**
- **Onsite personnel deploy tight security measures, including ultra-strict access control and extensive CCTV coverage.**
- **The centre is fully equipped with advanced fire detection and suppression systems, which keeps your data. 100% safe and mitigates the risk of disaster.**

- **Online security, including Firewall protection.**
- **The climate controlled environment provides efficient cooling, resulting in reduced costs and lower environmental impact.**

## Data Centre Specifications

### Power

The supply is distributed from a dedicated 11KV ring-main provided by YEDL. The on-site parallel UPS cluster ensures power is maintained during any electronic change over should the supply fail and the stand-by generators kick-in. Generators start within 10s of a power failure. The generators provide 2 MVA of stand-by power, with over 48 hours' worth of fuel held on-site. In addition to on-site stores, Webfusion have a contract with a fuel provider ensuring the tanks are always full.

### Climate Control

Employing cold-aisle containment with closed-loop climate control systems, the environment within the Data Centre is monitored and regulated. Optimum airflow, temperature and humidity are assured thanks to the ample redundancy incorporated into the design of the facility. Should an air conditioning system require maintenance, then it can be safely taken out of service without risk. As with all Webfusion systems, these are maintained by local Facilities Management experts who can be on site quickly in the event of any component failure.

### Security

Access is via card-based security system. The building is remote monitored by a Security Agency, with alarms that automatically dial the emergency services. Fire-exits are alarmed and monitored by CCTV.

### Floor

The floor is raised with under floor moisture detection. The floor is rated at 1000kgs per sq meter.

### Power Supply Rack

Each hosting rack has two independent power feeds provided by fused-protected 32Amp PDU's. These are powered by separate distribution boards which are themselves fed separately through the building from a dedicated parallel UPS system.

### Data Centre Network

Webfusion have a multi-homed, fully resilient tier 2 network connecting us to two of the world's largest transit providers.

### Connection

The network has direct access to several major internet exchanges.

## Service Level Agreement

All dedicated servers are covered by a comprehensive SLA which provides you with a guaranteed level of service.

Here are the terms of our SLA:

### 100% Network Uptime

We understand that no downtime is acceptable to your business. The Webfusion dedicated, resilient network allows



us to guarantee that their network will be up-and-running all day, every day.

### **Instant Reboot**

Webfusion data centres are equipped with electronically controlled power outlets, allowing you to reboot your server directly from your control panel - in an instant.

### **Security Updates**

We will respond promptly to security threats relating to pre-installed software by applying the relevant patch or taking other action.

### **Instant Hardware Replacement**

Webfusion always maintains a complete server with the same or better hardware specification as yours, ready to hand over instantly in the event that your machine suffers a failure.

### **Price Freeze**

We will not increase the price you pay during the term of your contract, even if the price to new customers changes.

### **Bandwidth Guarantee**

Webfusion will always maintain sufficient network bandwidth to service all customers, even if one of their internet connections fails.

### **What next?**

If you'd like to know how Egghead's Resilient Infrastructure can protect your online business, call for a chat on **01455 559 005** or email **[talktous@eggheadesign.co.uk](mailto:talktous@eggheadesign.co.uk)**