



PANOPTICS

Call: 0203 137 6351

Email: hello@panoptics.com

Hosted virtual machines - IT Services - Panoptics

Hosted Virtual Machines

Scalable, secure & based on industry leading infrastructure, Panoptics Hosted Virtual Machines enable your business to consume new servers without the upfront cost or long lead-times associated with on premise infrastructure. Including backup and automatic DR / HA between Tier III+ datacentres you can be sure that the service will be resilient as well as performant, enabling you to use the resources you need only for as long as you need them.

" Their Hosted VMs are exactly
deliver to our customers ; enable
the application rather than th

Ian Andrews, Director, Concept Software Ltd

Platform Features

Platform Features	Individual VM Test & Dev.	Individual VM Production	Resource Pool
Resource Allocation	Contended	Fully Committed	Fully Committed
Availability Level	99.0%	99.9%	99.9%
Compute Platform	VMware vSphere	VMware vSphere	VMware vSphere
Windows Server OS incl.	tick	tick	tick

Fault Tolerance

Fault Tolerance	Individual VM Test & Dev.	Individual VM Production	Resource Pool
Backup Retention	none	30 Days	30 Days
Geo-Tolerance (Multiple Zones)	cross	tick	tick
Recovery Time Objective	cross	1 hour	24 Hours
Recovery Point Objective	cross	15 Minutes	2 Hours

Options

Options	Individual VM Test & Dev.	Individual VM Production	Resource Pool
Backup Policy	Additional Monthly and Annual copies to be retained		
Additional Storage Per GB per month (Slow Disk - SATA)	£0.35	£0.35	cross
Additional Storage Per GB per month (Fast Disk - SAS)	£0.55	£0.55	cross
Additional Storage Per 500GB per month (Slow Disk - SATA)	cross	cross	£158.50
Additional Storage Per 500GB per month (Fast Disk - SAS)	cross	cross	£246.85
HA Virtual Cisco Firewall per month	£200		
Diverse Internet Per Mbps	£5		

Technology

- **2 x Tier II and III+ Datacentres (DCs)** – State of the art facilities with a 99.999% availability in each
- **2 x Tier 1 Internet Carriers** – Utilizing BGP for automated failover, burstable up to 40GBPS including a significant number of Public IP addresses
- **20GB Layer 1 Connectivity between DC's** – enabling high availability between DC's at the storage, hypervisor or application layer
- **HP 3PAR Active/Active Storage** – live in both DC's enabling rapid failover demonstrated by the Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
- **HP and Dell Server Technology** – ease of scalability utilising Tier 1 vendors
- **VMware Virtualisation** – market leading Hypervisor technology and management
- **Cisco Networking & Firewalls** – easy to integrate with existing networks as the market-leading vendor
- **Veeam Replication and Backup Software** – fully integrated with VMware for system based and granular restores within minutes with near continuous data replication. RPO and RTO's listed above
- **Kemp load balancers** – Enterprise grade load-balancing technology available as an optional uplift for complicated web facing applications

Microsoft Service Provider Licensing Agreements (SPLA)

Panoptics can provide SPLA licenses to customers which enables them to effectively rent the required licenses on a monthly basis therefore only pay for the licenses required. If for instance a test environment is required for a month, the customer can enjoy the benefit of only renting the required additional licenses for that month. Or if the number of users that can access the systems goes up one month and then reduces the following, the bill will rise and fall with metered usage.

Panoptics also recognise that many clients have already made significant investments in Microsoft licenses and where possible these licenses can be reused within Panoptics Cloud infrastructure. In order to achieve this the client must have mobility rights with their license, which typically requires Software Assurance to be purchased with the licenses. In addition, if the licenses do not have cloud mobility rights, we can offer a hybrid cloud so that they can be used on co-located equipment to ensure they are not wasted. With any client engagement an analysis of the current license state will be included to ensure that the best commercial position is reached.

Finally any Virtual machines purchased by the client will come with any variant of Windows 2003, 2008 or 2012 as standard so no additional Server Operating System licenses will be required.

Change Management

The Change Management service is based on ITIL best practice and has the primary objective of protecting the client production services from outage and disruption resulting from change. The supplier Change Management team acts as the primary interface for the client Change Management team (if it exists or alternatively the nominated authority) to control changes to IT Infrastructure.

The process is applied and governed to ensure that changes are recorded, evaluated, prioritised, planned, tested, authorised, implemented, documented and reviewed in a controlled manner with minimal or no disruption to the service.

The service is delivered during normal working hours and is subject to the process described and signed off by the customer in the Operating Service Guide (OSG). The service applies standardised methodology and robust processes based on ITIL best practice to ensure efficient and prompt handling of infrastructure changes, thereby minimising any potential service impact to the business. Goals and objectives are as follows:-

- To minimize the impact of change upon service quality, thus improving the day-to-day operation of the organization.
- To respond to the customer's changing business requirements whilst maximizing value and reducing incidents, disruption and re-work.
- To respond to the business and IT requests for change that will integrate services with the business needs.
- To ensure that changes are recorded and evaluated, and that authorisation, prioritisation, planning, testing, and implementation are conducted in a controlled manner.
- To manage the following aspects of the process: Assess and evaluate the change, change authorisation, communications, co-ordination of change implementation, closure and post-implementation review / lessons learnt
- The Supplier will deliver a portal enabling remote workflow and tracking of all changes.
- Any projects from 3rd parties on the managed environment need to adhere to Panoptics Change Process to ensure the SLAs can be met.

Capacity & Availability Management

Capacity Management aims to ensure that the capacity of the IT infrastructure is able to deliver the agreed service level targets in a cost effective and timely manner. Capacity Management considers all resources required to deliver the IT service and requires input from the customer in terms of future requirements to be effective. The benefit is to be able to optimise performance and efficiency as well as plan for and justify financial investments.

It relies on tools to collect performance metrics and counters from servers and depending delivers performance reporting, trending, forecasts and analysis of the underlying infrastructure.

It also makes use of regular monitoring of specified thresholds by linking alerts to the Incident Management tool and data to assist the Problem Management tool. This Service component is concerned with the delivery of statistical information to the Capacity Management process.

Availability Reporting ensures that all customer infrastructure components (that contractually require monitoring and reporting against Availability % Service Level targets) are configured correctly to enable the Service Delivery Manager to report on the availability of Components, Infrastructure and Services.

Systems Management – Standard

All DC, WAN, hardware & networking will be managed as part of the Private Cloud infrastructure but Operating Systems and Common off the Shelf (CoTS) applications will not be managed as standard. This service in conjunction with the monitoring, availability and Capacity Management service will ensure that the platform is kept up to date and remains stable. We deliver a quarterly patching schedule for everything up to the ESX hypervisor to ensure that the availability SLA we provide is met. For Operating System and Application management please see the optional Systems Management service.

Exit Management & Contract Novation

Panoptics understand the critical nature of the services provided to customers and so will provide the necessary contractual Novation and Exit processes as standard. This is to ensure that clients have the comfort of knowing that whenever they choose to change supplier or if in the unlikely event of Panoptics experiencing a Business Failure, the services will continue to operate in the DC and /or their systems and data is portable enough to enable an easy migration out of the environment.

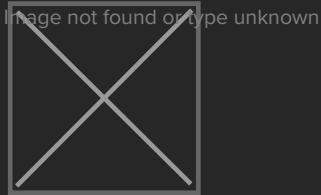
In the case of Exit, the data will be exported to media (tapes, HDDs, SANs etc.) provided by the customer within 20 working days of the relevant notice being received in a pre-agreed format.

Active Directory & User Authentication

Panoptics can audit and assess the existing AD and either extend that into our environment if suitable or replace it with an environment that will provide easy remote access for all staff and provide a suitable platform enabling rapid scaling and full auditability ensuring that only the right people have access to the relevant services.

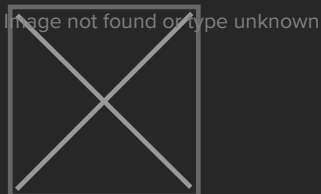
Other Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...[click here](#)



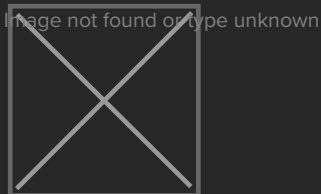
Systems Management

Proactive management of business systems which maintains a stable IT estate and rapid response to incidents.



Service Desk

Friendly, knowledgeable support from experts who resolve incidents in the shortest timeframe achievable.



ITIL Functions

ITIL best practices combined with real world experience which facilitates an optimised service delivery.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)