

# Application Hosting

## Managed Service Provision

### Background

Increasingly organisations are focusing on their core business and looking to outsource many of their 'non-core' functions. With this trend many organisations are taking relatively simple and quick decisions to outsource many of their web based and collaborative applications to specialist Managed Service providers who provide a secure 24 x 7 high performance application delivery service.

There are many reasons why organisations move to a MSP model but some of the main factors are:

- Web & Collaboration Applications lend themselves easily to MSP
- Continuous access to Application / Specialist expertise
- World Wide availability
- 24 x 7 x 365 availability
- Technical and user support
- Application performance and consistency
- Cost efficiencies
- Focus on core business activities



Data Centre

### Choosing an MSP provider

Once the decision has been made to outsource some of the organizations applications, the next important decision is, who from the many available MSP providers should be selected.

Below is outlined some of the key decision criteria that should be investigated during decision process:

- Does the provider have real application expertise or is their experience really based in infrastructure?
- Does the provider have specific expertise around your organizations application?
- Can the provider provide additional services to enhance the user experience? Customisations?
- Can the provider develop the systems for new requirements – system changes?
- Is there a reliance on key staff?
- Does the service have the required level SLA and security?
- Is the Total Cost of ownership model right?
- Can the provider manage the change seamlessly?



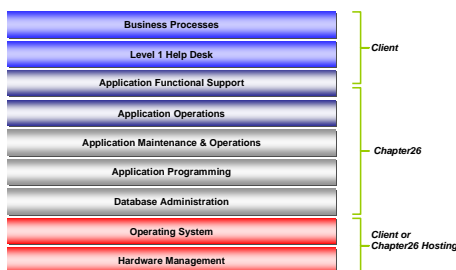
## Chapter26 Application Hosting (MSP)

Chapter26 is a specialist solutions provider in the area of secure collaboration systems. Chapter26 specialises in Documentum, eRoom, BEA & MS Sharepoint and can provide a MSP for any application developed using these technologies.

The Chapter26 Hosting MSP is a complete full cycle service including:

- Application set up
- Application transfer
- Application development
- Secure resilient Infrastructure
- SLA & SLG
- Onsite & remote technical & user support
- Change Management
- Training

### Support Model



### Data Centre Facility

Chapter26 application hosting facility is based at Global Switch, London. The facility is one of the best in the world and provides a range of services from being a data centre, providing data storage and disaster recovery rooms, through to telecommunications environments ideal for voice and data transmission and co-location.

The facility provides diverse, redundant levels of power, high capacity cooling and fire suppression systems to create an environment that remains permanently operational. Other building characteristics include raised floors capable of accepting high floor loadings and greater-than-average floor-to-ceiling heights. Underpinning this is an N+1 design philosophy, which ensures the back-up of all key services, together with the provision of sophisticated security systems and dedicated 24x7x365 facilities management staff.

### Security and Access

#### Perimeter & Building Security

24 hour manned car park with barrier entry control

The accommodation is manned 24 x 7 x 365 with a security force. The guard station is hardened. Camera presence outside the building. All doors are monitored. Access to all areas of the accommodation is via card readers/palm readers and principally the main entrance revolving man-trap door.

#### Data Suite Security

CCTV , 24x7 Recording, delivered over IP to NOC monitors

Individual rack keys

Hosting in 'Zones' (Co-location, Managed & Mistral Systems all separate)



Application Support Centre

### About Chapter26

Chapter26 is a Specialist Solutions Provider which design, implement & integrate collaborative business environments through the secure management of content. Chapter26 is BEA Value Added Reseller, EMC Documentum Select Service Team, Microsoft, VMware, Kofax & Sealed Media Partner.



Mobility Solutions  
Information Worker Solutions



VALUE ADDED  
RESELLER



KOFAX  
A DICOM GROUP COMPANY