

Technology Management's hosting infrastructure runs in a highly available diverse network that includes internet network connectivity, servers, virtual servers as well as storage and disk access.

Utilising Microsoft's Hyper-V Server technology we are able to offer a flexible platform for running our 'Virtual Servers' that give us the ability to move between Hyper-V Host Servers to ease maintenance and increase up time. In the event of a physical server hardware failure there is also physical server redundancy built in.

Our storage devices (SANs) are connected via multiple fibre-optic cards and switches to offer full redundancy of SAN or Disk Controller failure.

We review and self-regulate both our public and private firewall port rules and VPN's twice yearly to ensure network security from the edge of the network, and from internally facing outward.



Technology Management

Hosting Services Datacentre, Backups and Disaster Recovery

Datacentre Hosting Capability

- Datacentre Tier 2 specification (close to becoming Tier 3 specification)
- Multi homed diverse WAN network taking gigabit circuits from Docklands London and Telecity Manchester for WAN redundancy
- Fully monitored WAN network
- Datacentre housed on first floor
- Datacentre air conditioning – hot/cold channels
- Fire Protection
- 160KVA Online UPS Power with 300KVA auto-start generator backup (with local fuel contract)
- ISO9001:2000 Certified
- Secure access policy enforced
- Outer 2 metre high security fence with full CCTV coverage holding 1 month historic footage.

Technology Management's Hosting Infrastructure

- Active/Passive redundant Firewall configuration
- Diverse switch cabling / VLAN configuration
- Platform hosted on multiple Technology Management owned physical IBM Server & SAN hardware
- Fully virtual environment hosted on top of Microsoft's Hyper-V Server virtualisation technology
- Daily local and offsite backups.

Technology Management

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Microsoft Partner

Gold Enterprise Resource Planning
Gold Customer Relationship Management
Silver Midmarket Solution Provider
Silver Hosting

Backups:

Our Hosted Server backup routine is divided up into three backup processes:

PROCESS

1a

Using Microsoft Data Protection Manager 2012

- Once Daily local onsite backup of all Servers, Services and Data with 2 week recovery period.

PROCESS

1b

Using Microsoft Data Protection Manager 2012

- Once Daily off-site backup of Data only (SQL (Dynamics NAV, CRM SharePoint), Exchange and File Data) with 2 week recovery period.
- Once Weekly off-site backup of all virtual servers with 2 week recovery period.

PROCESS

2

SQL Maintenance Plans – Dynamics NAV Only 15 minute Backups

- Local disk NAV only backup every 15 minutes for 15 minute recovery between the hours of 7am – 7pm, 7 days a week.

PROCESS

3

SQL Maintenance Plans – Once Daily SQL Backup to local NAS

- Once Daily local onsite SQL Maintenance Plan Backup (All SQL Databases) backed up to local NAS storage device with a 1 week recovery period. This additional SQL backup routine keeps the SQL logs trimmed to a minimum and provides an extra backup layer for business critical SQL systems.

Disaster Recovery:

We permanently maintain live offsite Active Directory servers offsite here at Technology Management's Head Office in the event of datacenter failure. From this platform we test restores of different parts of our offsite backup strategy every week to guarantee our restore procedures.

Contact us

To discuss our services in more detail, or to learn more about Technology Management:

Call: **01902 578300**

Email: **info@tecman.co.uk**

Visit: **www.tecman.co.uk**

Technology Management

Technology Management delivers integrated IT solutions to meet the challenges of manufacturers and distributors through:

Consultancy: business process audits, system design and implementation.

Support: system training and maintenance.

Enhancement: a comprehensive suite of complementary products and services, including complete solutions for IT networks, shop floor data collection, online trading, EDI, mobile sales (including iPads), document management, document approval and workflow, warehouse management, management dashboards and reporting, supplier management, e-business, remote working and measuring business performance.

Knowledge: articles, workshops, newsletters, guides and templates to help customers get more from their investment in IT.