

## Vitæ-Now available for ASP delivery

### *“Do Business-Not IT!”*

For those organisations who either don't have, or don't want to have, the in-house resources, skills, or simply time to maintain, support, backup, and update a complete server hardware, network, and software infrastructure, this is an ideal answer.

A broadband (or similar) connection, with your laptop or an inexpensive dumb terminal, and you're doing business. Run Vitæ; collect and respond to your email; schedule appointments for yourself and others; track and assign tasks FROM WHEREVER YOU ARE!

....and all available for a reasonable monthly subscription.

Expanding? Simply increase your number of subscriptions. Let us worry about any scalability issues; Microsoft Licensing; Software upgrades; backups; network loads; etc. Control not only your costs but also your time and focus. USE your IT to do business. Don't dilute business focus with IT maintenance issues.

For those comfortable with running their own IT infrastructure all the traditional licensing options remain and transition paths await any wishing to migrate from one method of delivery to another..

After extensive research, Vitæ selected Perceptive Online and their Strategic Partners altoHiway Ltd as linked, best-of-breed providers of what we felt was the ideal mix of outsourced services offering a particularly secure and resilient IT platform together with the widest range of managed options for our clients. Here are a few reasons why the choice was easy!



Formed in 2003, Perceptive Online specialises in managed outsourced applications in the Managed Service Provider (MSP) and Application Service Provider (ASP) environment. Managed by a team with a wealth of IT experience, Perceptive has recognised the growing demand from organisations to outsource IT functions and concentrates its activities on providing high levels of service and availability. Qualified experts and the latest technologies mean managing, maintaining and upgrading servers becomes a thing of the past. The widespread availability of Broadband high-speed or 'always on' Internet connections, allows organisations to have the benefit of software applications for a monthly rental, a choice that was once only available to larger companies. Such monthly rentals are, of course, tax-allowable as an operating expense.

### **The Customer Benefits**

Perceptive recognise the importance of providing reliable access and system availability 24 x 7 x 365 and therefore need to feel confident that the supporting infrastructure for its servers is of the highest standard available. altoHiway operates 4 hosting facilities across the UK. These facilities offer secure, controlled environments supported by highly skilled engineers.

## Core Network Overview

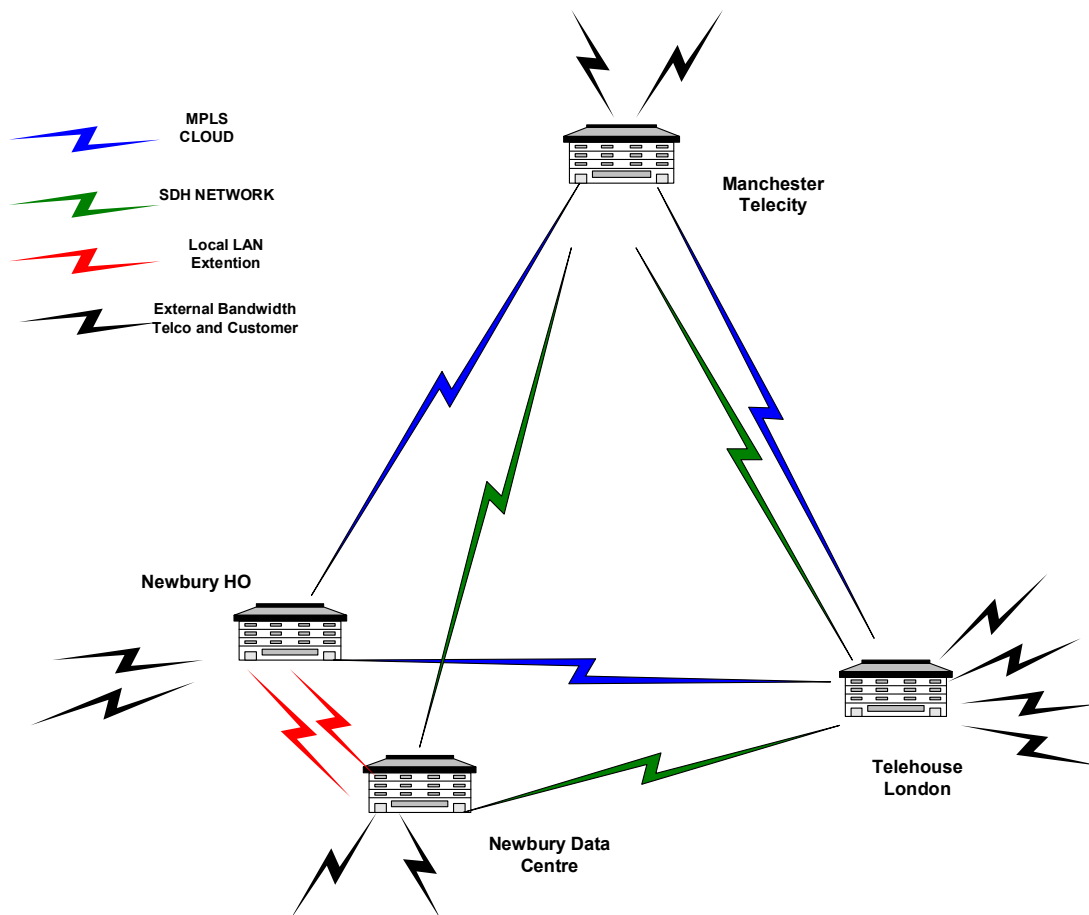
Perceptive was borne out of the long-established and leading business Internet Service Provider altoHiway Limited, now a Strategic Partner. The altoHiway network has historically been based on 3 major sites in London, Newbury and Manchester with resilient links between them. Rapid expansion has led to a further purpose built site in Newbury.

altoHiway believes in a network infrastructure not overly London-centric and in line with that philosophy, have committed to rolling out technologies based across several cities. This process continues achieving independence from any single-city based service during 2005.

Currently all major nodes on the altoHiway network are interconnected by high-speed MPLS links. In the event of any major trunk failure data will automatically re-route around alternative routes.

Continually keeping pace with technological advance, the altoHiway infrastructure currently boasts:

- 2 completely autonomous network structures
- 4 major POPS
- Diverse Telco provisioning based on both major transmission technologies
- Multiple, automatic fail-over routes



## Inbuilt resilience and future-proofing

The backbone of altoHiway's network has been designed to satisfy a key requirement of business customers: to provide the highest levels of both resilience and capacity.

As the infrastructure of the altoHiway network develops, it is always designed so that each element: -

- Has redundant capacity
- Is duplicated in several locations
- Has spare capacity to take over the functions of other key devices (Routers, Switches)
- Has multiple paths to the Internet

As part of its commitment to continued quality and performance, altoHiway monitors all transit links and ensures that at peak load there is sufficient available capacity to handle twice as much data. This ensures that short-term peaks of traffic and unexpected load do not affect customer connectivity.

In addition to providing double the amount of bandwidth required, altoHiway recognises the need to have diverse transit through multiple providers. At all times altoHiway ensures it has duplicate links through at least two and sometimes more transit providers to guarantee continuity of service.

Management of the network metrics is carried out on a constant basis by automated systems developed within the altoHiway core. These metrics are analysed and passed onto network engineers who then schedule capacity planning accordingly.

In addition to using traditional Internet transit bandwidth, altoHiway believes strongly in the use of localised peering to provide high speed, high resilient access to localised traffic. This peering covers nearly all UK ISPs, the majority of larger European providers and some large international ISPs.

Peering is implemented through two separate peering points for resilience, LoNAP and LINX, which reduces reliance on the stability of the peering points themselves. In the case of LINX, which carries a substantial amount of UK traffic, altoHiway also duplicates this connectivity over multiple physical routes carried on multiple routers.

All core routers in the network are specified so they have:

- Multiple directly connected Internet transit connections
- Spare capacity to act as replacement for any other failed core router
- Only one altoHiway site-interconnecting link (MPLS) per device
- Redundant PSUs

This has resulted in a truly enterprise-class network infrastructure that effectively is capable of surviving major outages at all levels without disruption.

## Core network monitoring

Integral to altoHiway's core network, is the monitoring of all equipment, transit links, peering and site interconnection links are monitored on a 24x7 basis. This monitoring is not restricted to basic connectivity but also includes many other metrics such as throughput, error rate, processor loading, memory usage and packet delay. Should any circuit and/or piece of equipment start to perform out of acceptable parameters engineers are alerted to the situation immediately to ensure swift preventative maintenance to occur before a real outage exists.

## Hosting Centre Locations

### Newbury HO (Newbury I)

The facility is located in the business sector of Newbury, approximately 2 km from the centre of town.

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24 Kingfisher Court  
Hambridge Road  
Newbury  
Berkshire

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The site offers a secure, resilient environment for hosting customer platforms supported by a highly resilient network. The data centre has 24Hr security, cooling, fire detection and network engineering support services on site. UPS and off-site generator facilities.

### Newbury Data Centre (Newbury II)

The facility is altoHiway's new purpose built data hosting centre also located in Newbury, approximately 3 km away from Newbury I. Newbury II offers not only additional capacity but also complete resilience.

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Unit G, Castle View  
Pear Tree Lane  
Newbury  
Berkshire

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The new facility provides 225M<sup>2</sup> of rackable floor space and 200M<sup>2</sup> of office space. Assured Telco diversity providing multiple exchange resilience and direct connectivity to the four major UK networks (Energis, BT, Neos and FibreNet) this represents over 80% of UK's total Internet connectivity. High capacity local links to Newbury I provides clients with choice and flexibility to build cost effective real time backup and disaster recovery solutions.

The site offers a low profile secure, resilient environment for hosting customer platforms supported by a highly resilient network with security, cooling, fire detection and on site network engineering services. UPS and on-site generator facilities.

## TeleCity Manchester

**The facility is located in the Manchester Science Park, approximately 2 km from the business centre of Manchester.**

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Lloyd Street North  
Manchester



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The site offers a secure, resilient environment for hosting customer platforms through a combination of world-class utilities, connectivity, security, cooling/fire suppression and systems engineering services.

## TeleHouse London

**Telehouse is a purpose built co-location facility in Docklands, London which is said to be among the most secure buildings in Europe.**

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Coriander Avenue  
London



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The site offers a secure, resilient environment for hosting customer platforms through a combination of world-class utilities, connectivity, security guards on site at Telehouse 24/7/365 and access to rooms is via a key card security system, cooling/fire suppression and systems engineering services.

All the traditional licensing options remain for those comfortable with running their own IT infrastructure and transition paths await any wishing to migrate from one method of delivery to another..