



# Knowall Cloud

Performance Hosting Delivered

**KNOWALL**  
PRIVATE CLOUD COMPUTING



## Connect With Knowall Performance Cloud

Knowall's Enterprise Cloud Platform enables you to harness the full power of the cloud to ensure the fastest, most reliable and flexible access to all applications from any device in any location.

Knowall's Enterprise Cloud Platform resides in secure, UK based, purpose built, ISO certified data centres designed to ensure guaranteed fast performance and 100% availability.

### Key Advantages of the Performance Cloud

- ✓ Easy Deployment – get up and running quickly with minimal set up and low up-front investment.
- ✓ Guaranteed Performance – all solutions deployed on high performance Enterprise server technology with a deep pool of underlying resources to ensure guaranteed fast access to the application and data all of the time.
- ✓ Always Available – built in IT redundancy and Disaster Recovery to ensure systems are available 100% of the time.
- ✓ Easy Access - on any device (PC, Mac, Tablet, Smartphone) from any location at anytime
- ✓ Eliminate Hardware Costs – no need to invest in servers and third party licensing.
- ✓ Significant Savings - no need to invest in local IT staff or maintenance contracts.
- ✓ Fixed monthly per user price. Unlimited resources applied.
- ✓ Automatic Backups – All data securely backed up every night and replicated across multiple data centre for added resilience
- ✓ Enhanced Security - centralised secure data storage in ISO27001 certified data centre.
- ✓ 24 x 7 Support - fully managed by UK based help desk, available 24 x7.

# Connect with Knowall Performance Cloud

Knowall guarantees any application hosted on its platform will be delivered faster to your end users than any other equivalent platform. Knowall are experts in enabling software, applications & data in the Cloud.

- Knowall targets 100% uptime and continually delivers 99.99%
- Your data is 100% secure and protected
- All data held on Knowall owned hardware in the UK



## Key Components of the Performance Cloud

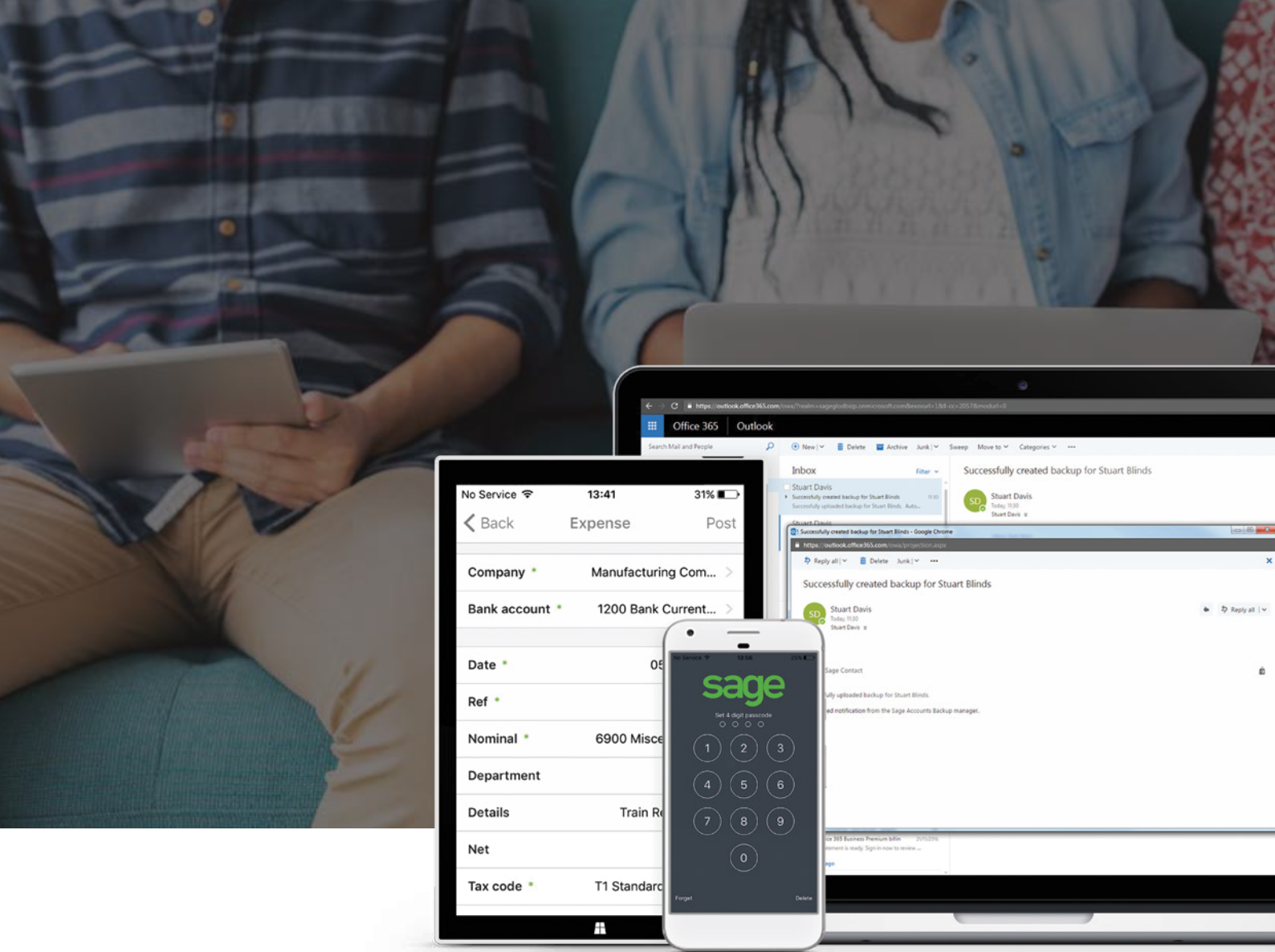
Knowall will deliver the following components for a fixed monthly per user fee:

- Fully Managed Dedicated Private Cloud.
- Fixed Price Unlimited Resources to deliver guaranteed performance.
- Fully managed data backups performed and checked daily
- Enhanced Security and redundancy – Hosted across 2 x Tier 3, ISO certified UK data centres.
- Unlimited tech support 24x7
- Live visibility of system performance, backups and user access

## Flexible Access

- ✓ Fast access on any device (windows, mac, tablet, phone).
- ✓ Secure access from anywhere over SSL (HTTPS), no need for VPNs.
- ✓ Flexible delivery options, delivered as remote app to user's familiar desktop or via web browser.
- ✓ Hosted server infrastructure managed and maintained 24 x 7 by Knowall.





## Enterprise Cloud Hosting Platform

Knowall's Private Cloud Platform offers enhanced data security and built in Disaster Recovery. Company data will reside in our secure UK based purpose built ISO 27001 certified data centres. The cloud platform is a secure fully redundant high availability environment.

We operate our own fully functional server farm consisting of multiple physical host servers running virtualisation technology (Hyper-V/vSphere) which allows us to spin up dedicated virtual servers for customers as needed and allocate resources on demand. In the event of hardware failure your server(s) will continue to run on failover hardware.

Through our Dell and Microsoft Partnerships we ensure the hosting platform is powered by industry leading high performance hardware and software technologies.

We also run a fully redundant network infrastructure including dual switches, dual firewalls and multiple connections to the internet.

We are not reselling a third party hosting platform which has the advantage of enabling us to guarantee the end to end delivery and offer greater flexibility for our clients.

We expect our customers to be able to access services 100% of the time. All data is backed up and replicated across two data centres. Staff will still be able to work from any location in the event of a disaster at any site.

# Data Centre Overview

The Hosting Infrastructure is housed across two purpose built data centres located in Reading. They are owned and managed by Pulsant who are one of the country's largest providers of colocation services.

They own 10 data centres across the UK and last year were awarded a Royal Warrant as a provider of data centre services to the Royal Family.

## Physical Security

Pulsant does everything possible to prevent unauthorised access to the data centre:

- 24/7 on-site security with dog patrol
- Full CCTV and infrared monitoring of all data centre areas with 24 hour recording
- All access points have high strength steel automatic roller shutters
- Redcare GSM system security monitoring
- Full access control system with individual PAC cards remotely monitored and logged
- Smoke and fire detection with monitoring and response systems

## Connectivity

Suitable bandwidth is always available over Pulsant's high capacity, resilient, autonomous network:

- Multiple gigabit connections to London Telehouse East and Telehouse North (VLANs or Wavelengths available)
- Diverse and multiple fibre entry points at each data centre for increased reliability, redundancy and disaster recovery
- Selected fibre network providers and Tier 1 ISPs operating full BGP4+ for maximum network reach, traffic balancing and automatic rerouting. Fibre network providers have additional wavelengths available
- Member of London Internet Exchange (LINX)
- Multi-gigabit redundant IP Transit connectivity

## Power & Continuity

Uninterrupted power is achieved using diverse supply, backup generators and comprehensive monitoring:

- 1.5 mVA site power
- Independent HV substation (dual fed – part of a loop)
- 3.6kW 16 amps per rack as standard, with optional 7kW 32 amps per rack available
- N+1 UPS feeds to each rack as standard; optional dual redundant power feeds N+1 (2N+1) available
- N+1 diesel standby generators with 24 hours of on-site fuel and 6 hour response refuelling
- 5 x 500kVA standby power generators in secure compound; bio-fuel powered with separate feeds to transfer switches

## Fire Protection

The data centre facility is equipped with advanced fire detection which continuously samples the air for smoke particles. In the event of an alert an FM200 fire suppression system has been installed.