

ADP has a proven record of managing hosted solutions that stretches over 10 years. The company provides specialist knowledge of hosting and communications technologies supported by its considerable experience of the specialist distribution, wholesale, merchant sectors and data centre technology.

■ Hardware Service Provision (HSP)

This is a very attractive solution taking into account the financial and resource costs of managing an in-house equivalent. HSP provides a cost-effective solution that is flexible enough to help a business respond more quickly to changing market conditions and is supported by ADP with expertise and quality services.

ADP has created a highly resilient, secure, state-of-the-art hosting centre infrastructure with no single point of failure, providing world-class, managed computer services which includes:

- Multiple campuses and data centres
- Industry-leading physical and operational security features
- Diverse routes to Telco's - no single point of network failure
- High availability, high bandwidth access
- Secure location with a sophisticated laser intruder alert system
- Raised floors, concrete ceilings, lightning and surge protection
- Resilient power supply (mains and full backup power generator) with UPS protection
- Air conditioning with redundancy (n+1)
- Low level fire detection system and latest extinguishant
- On-site security
- Automatic response to fire and intruder alarms
- 24x7 monitoring with visual alarms and SMS notification to customers if required
- Privately owned dual path fibres between sites in each campus
- Skilled technicians 24 hours a day
- High level of customer support and Extranet statistics available to customers



ADP offers a complete range of managed hosting services delivering reliability, availability and expertise. This has the flexibility to change as a business grows, upgrades their software and requires more computer power, all without the need for capital expenditure.

■ ADP Disaster Recovery

ADP's Disaster Recovery service provides comprehensive protection against unforeseen events and emergencies. ADP will take full control of the recovery process, supplying and configuring the appropriate resource in a remote ADP campus. Customer backup tapes are taken daily from their operational data centre to the remote campus. A typical RTO (Recovery Time Objective) of 24-48 hours is offered.

■ ADP High Availability

This is a fully configured standby resource for customers who require the highest level of availability. In the event of a major machine failure, recovery is normally expected within 4 hours.

■ ADP Extranet

ADP's Extranet enables customers to add, move and change users within their K8 server, view the server performance against their agreed SLA and track calls logged (whether customer or system generated). Customers can choose which criteria they want to be alerted for (i.e. exceeding number of licences used, etc.) and by which means - email or SMS.



■ The benefits

Computer systems are an integral part of every business operation and although they are a tool to help improve efficiency, profitability and customer service, they also require commitment, time and skills to manage.

- Reduced capital expenditure and implementation time
- Zero investment in server hardware and operating system software
- Fully scalable resource - easily adaptable to suit changing business requirements
- Predictable costs based on the number of users - IT costs planned and budgeted
- Fully managed, highly resilient infrastructure - performance to ensure optimum levels guaranteed
- Reduced lead times for upgrades - managed from within the data centres
- Increased data security and availability - a highly secure controlled environment
- Single point of contact - faults logged efficiently (electronically logged) and resolved quickly
- Less business risk – best practice includes Disaster Recovery
- Pro-active system management - issues or faults can be resolved transparently and actions tracked

■ HSP provides

- Hardware resource and operating system managed by ADP
- All system environment support, system administration and backups
- Disaster Recovery
- High Availability option
- Proactive 24/7 system monitoring

For further information please contact your account manager on 01635 214242 or email dsi_sales@adp.com

