

# Infrastructure as a Service (IaaS)



## Overview

**The Prolinx Infrastructure as a Service (IaaS) provides Application Programme Interfaces (API) used to de-reference several underlying infrastructure items like physical computing resources. Providing the flexibility of cloud computing and allowing for automated deployment of servers, processing power, storage, and networking.**

**Prolinx IaaS is the initial base layer in developing an end to end service management product. This is complimented and enhanced with further service offerings across the Prolinx Service Catalogue as required.**

Prolinx operate secure UK Sovereign Data Centres that are designed to the Uptime Institute Tier 2 enhanced standard to manage data in excess of OFFICIAL, including caveats. Prolinx respect and observe the EU Code of Conduct for Datacentre Operations, operating to ITIL framework best practices, Cyber Essentials Plus certified and accredited to International Standards; ISO 9001, ISO 20000 and ISO 27001

**PROLINX**

› Secure, Simplify, Collaborate

Prolinx have the ability to offer scalable, commoditised and virtualised operating environments. Prolinx provide a high-performance capability that enables high-speed data access combined with security, stability and extremely high processing performance for business critical applications. With responsibility up to the virtualisation of the server Prolinx IaaS business advantages include, but are not limited to;

## Benefits

- Drive down Total Cost of Ownership and burden of technical refresh of hardware
- Provides customers with assurance of essential patches and updates to secure environment
- Predictable OpEx Cost certainty aids budgeting and planning
- Enables the alignment of resources to business needs, especially where infrastructure demands may not be initially transparent
- Solution designed to deliver optimum performance to compliment customers strategic business goals
- Underpins organisational expansion through scale up provisioning
- Underpins the foundations for business continuity with built-in redundancy (N+1) and Disaster Recovery environment, strengthening business resilience capability
- Optimised security safeguarding by specialists of business critical operating environments
- Service Desk monitoring enables pro-active demand management notification for potential capacity threshold breaches.

[www.prolinx.co.uk](http://www.prolinx.co.uk)

Prolinx IaaS is offered across a selection of environments subject to customer requirements:

- Test & Development (T&D) for system engineers to deploy and test patches/updates
- Disaster Recovery (DR) provides business continuity
- Pre-Production (Pre-Prod) allow select users to test updates and new application functionality
- Production (Prod) live environment

## Prolinx IaaS Virtual Servers

Prolinx provide an IaaS from their data centres where customers want the flexibility to configure and manage their own operating systems and just need remote access. This is dependent on taking the LAN and WAN service from Prolinx where price is available on application.

Included in the IaaS Virtual Service is:

- Design and specification of hardware based on requirements
- Procurement of underlying hardware and warranty
- Hardware replacement in the event of a fault
- Updating of all system software like BIOS and remote access cards
- Cross site connectivity to dual network
- 1 x Private IP address assignment per Vm
- Configuration of port groups and VLANs
- Creation of object in the firewalls
- Unlimited remote hands-on for supporting physical devices
- 1 x Private DNS entry
- Vanilla templates for different Operating Systems
- VPN access to manage the device
- Monitoring via ping with email alerts to a single email address
- Service desk support and response/fix to agreed service level
- 1 x total server rebuild to vanilla Operating System per month
- Full high availability underlying virtualisation cluster (N+1)
- Underpinned by highly available storage solution
- No overcommit on memory

Additional Options are available to add to this service where price is available on application.

## Prolinx Virtual Machines Service Models

Prolinx Virtual Machines are the baseline IaaS offerings for customers wanting to purchase virtual hardware (compute), storage and network capacity. The offering is managed up to and including the OS by Prolinx specialist Service Desk a 24/7/365 capability. Prolinx IaaS is offered in three defined Virtual Machine builds:

- |              |                              |
|--------------|------------------------------|
| • Small      | 2CPU 4GB RAM 50GB storage    |
| • Medium     | 4CPU 8GB RAM 50GB Storage    |
| • Large      | 8CPU 16GB RAM 50GB Storage   |
| • Very Large | 32CPU 32GB RAM 100GB Storage |

Virtual Machines may also be custom configured with the purchase of additional resources, pricing is available on application.

## Prolinx Operations Service Desk with Service Level Agreements

Prolinx offer a bronze, silver and gold support for the infrastructure, with service level agreements which typically cover;

### BRONZE TIER

- Priority 1-4 SLA clock 09:00-17:00hrs, Manned UK service desk. Incident Management - identification, analysis and remediation with 1st, 2nd and 3rd line engineers Mon-Fri Excl Public Holidays.
- Request Fulfilment
- Change Management Function
- Problem Management function with responsibility up to the OS (Switches and firewalls)
- Patch Management (servers monthly, infrastructure assessed quarterly)
- Log analysis
- Capacity Management of the core infrastructure
- Event management
- Facility management for offsite hosting
- Configuration Management (CMDB)
- Agreed Service Availability for multiple Site, fully resilient stack
- Backup and Restore Management
- Monthly service reports with regular service reviews

### SILVER TIER / GOLD TIER- Passive Business Continuity / Disaster Recovery (BCDR)

The silver tier offering includes all of the bronze service with increased SLAs for incident resolution times for standard catalogue items. Passive BCDR is assessed as an environment that can be used to recover data within an agreed timeframe, it does not have automatic fail switch over. Back-ups are taken as a snap shot under agreed periods subject to customer requirements.

### GOLD TIER- Production / Active BCDR

The gold offering includes all of the bronze service with a 24/7/365 SD and on call 3rd line support out of office hours. An active BCDR is a full replication environment that will react to any failing within the production environment, this will become live on fail over with seamless transition and no loss of capability to the end user.



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