

Platform as a Service (PaaS)



Overview

The Prolinx Platform as a Service (PaaS) provides Operating Systems (OS) on top of the base layer Infrastructure as a Service (IaaS) offering. Providing the flexibility of cloud computing and allowing for automated deployment of servers, processing power, storage, and networking.

Prolinx PaaS builds on the initial base layer of IaaS and supports customer application developer requirements in exploiting the OS to host applications and software relevant to business needs. This can be complimented and enhanced with further service offerings across the 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. With 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.

Prolinx have the ability to offer scalable, commoditised and virtualised operating environments. Benefits of Prolinx PaaS 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.
- Secure Remote access for development



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Prolinx PaaS is offered under the assumption that the OS is deployed on the Prolinx IaaS offerings and utilising the standard Virtual Machines catalogue items (small, medium or large Virtual Machines) these are purchased in the offered environments of Test & Development (T&D), Pre-Production (Pre-Prod) Disaster Recovery (DR) and Production (Prod)/User Acceptance Testing (UAT).

Our high-performance Security and Information Event Management (SIEM) solution provides real-time situational awareness, combined with robust Operating System (OS) security patching, latest AV and Malware protection ensures the platform is secure and stable.

The final build will be hardened by Prolinx technical engineering staff prior to consultation and acceptance testing with the customer to ensure all products are consistent and supportable. Any requests for changes or customisation to the service, once operational will be subject to the Prolinx change control process and managed as per ITIL V3 best practices.

Included in the PaaS Physical Service is:

- Everything included in Prolinx IaaS
- Automated installation and configuration of a Prolinx approved Operating System
- Operating system hardening and connectivity to an identity provider for engineering access
- Compliance monitoring and rectification should any key files be changed
- Automated patching and patch remediation within agreed patch windows
- Emergency patching as and when required (vendor released security patch not customer)
- Management information for monthly service reports
- Identity management solution for service accounts and 2 x engineering accounts (Active Directory)
- Monitoring
- License procurement and management (where permitted)
- Service desk support and response/fix to agreed service level
- 1 x total server rebuild to hardened Operating System per month
- 1 x Snapshot per month
- No overcommit on memory
- 50GB OS Hard Disk per workload

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



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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.