

## Bright Interactive, **Hosting**

---

### *Service Description*

**Author:** Martin Wilson & Eric Clack, Bright Interactive

**Date:** December 1, 2006

**Version:** 1, d2

**Status:** Release

## 1 Introduction

This document describes Bright Interactive's Hosting Service. It describes the hosting environment and the level of service we provide if you decide to host your website on one of our servers.

The term *website* is used throughout this document to refer to a website, web application or Asset Bank that you may have hosted with us.

Our objective is to provide hosting solutions that are suitable for our clients' requirements. The hosting we provide on our own servers is cost-effective, performant and reliable. We also partner with Rackspace (<http://www.rackspace.co.uk>) to provide *managed hosting* solutions to clients who need guaranteed SLA (Service Level Agreements) and 24x7 support.

## 2 Hardware

All of our servers are fast, reliable IBM xSeries servers with 4 hour onsite IBM support. Each server has RAID 1 hard disk redundancy, so in the case when one hard disk fails, the other can support the system.

## 3 Server Location

Our servers are located at Global Switch London 1, with the following hosting companies:

- ◆ Mistral (<http://www.mistral.net/>)
- ◆ UK Dedicated (<http://www.ukdedicated.com>).

## 4 Server Monitoring

All of our servers are remotely monitored for availability of key services, including Apache, Tomcat and MySQL.

Any issues are reported by text message to at least 3 members of staff. In the rare cases that a website is unavailable a member of staff will investigate the problem, usually within a few minutes of the issue being reported.

## 5 Backup Process

For each server, all of the files required to fully restore each website are mirrored nightly to our backup server in Brighton. This includes:

- ◆ All digital assets that have been uploaded.
- ◆ Configuration files.
- ◆ Database backup files.

Each week a test recovery is performed for a selection of websites and the contents of the recovered website checked against the remote site.

Each week a snapshot of each site is taken offsite for added security.

## 6 Disaster Recovery

In the unlikely event of hardware failure an IBM support engineer will attend within 4 hours.

If the problem is not quick or possible to resolve then your website will be restored from backup to a different server, and you will be notified of the new DNS settings.

Our target is to have your restored website up and running within 1 business day of the failure.

## 7 Capacity

Our Hosting Agreement for you will include hard disk and bandwidth limits. If these are exceeded during a month then you will be notified and we will propose a new price to be charged from the start of the subsequent month. You have the option of removing files to keep within the existing limits.

## 8 Obtaining Your Data

The data associated with your website belongs to you, and you have the right to request a copy of it at any time. We provide two methods for this:

### 8.1 Post

We can send your data to you by post either on request or on a regular basis (for example, once a month).

- ◆ For websites with less than 5GB of data, we will burn a DVD containing the data.
- ◆ For sites with more than 5GB of data, you can provide us with a removable hard disk onto which we will write the data.

A small fee will be charged for this postal service, which will be agreed on request.

### 8.2 Mirroring over the Internet

If required we can mirror your website's files and database backup from the live server to a server of your choice (for example, on your LAN). We do this using *rsync*, which is supported by Linux, Unix and Windows/Cygwin.

## 9 Support Hours

Support for hosted websites is provided from 9am to 5pm every week day not including UK bank holidays.

Our monitoring processes run outside support hours and in the unlikely event that there are problems with a server then usually a member of staff is available to address the issue.

## 10 Other Hosting Options

We understand that some clients would benefit from hosting their website on a dedicated server, either from the start or after a period of time hosting with us. For example, if you require:

- ◆ A higher level of support (for example, 24x7).
- ◆ An SLA guaranteeing availability.
- ◆ A large amount of storage space (a dedicated server can work out more cost-effective for very large storage requirements).

We can help you to select a suitable *managed hosting* partner (for example Rackspace) and to install your website on your new server.