

Shared Hosting Service Description

Bright Interactive

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Introduction

This document describes Bright Interactive's Shared 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.

Why host with us?

Our objective is to provide a shared hosting service that is suitable for the majority of our customers' needs. It is cost-effective, performant and reliable, and supports the growth of your website without large up front investment.

We also partner with Rackspace (<http://www.rackspace.co.uk>) to provide managed hosting solutions to clients who need extra performance or reliability and 24x7 support.

Hardware

Our servers are fast and reliable with low energy consumption. They are custom built to achieve these requirements using the Intel Server Platform.

Each server has at least:

- A 4 core Intel Xeon, running at 2.5GHz or faster

- 8 GB memory
- RAID 1 or 5 hard disk redundancy, so in the case when one hard disk fails, the other can support the system.

Server Location

Our servers are located at various leading ISPs, including Rackspace in Uxbridge and RapidSwitch in Maidenhead.

Asset Storage

Your assets can be stored on your shared server or in Amazon S3. Amazon S3 offers the following benefits over shared (and dedicated server) storage:

- It's highly reliable—assets are redundantly stored on multiple devices across multiple facilities. Any corruption or storage failure is automatically corrected.
- It's highly scalable—the storage never runs out, so you will never need to migrate your asset bank as your storage needs grow.
- It's cheaper—there are no upfront storage costs to pay and because Amazon stores many billions of assets there are big economies of scale. We pass these savings on to you with a discount on our hosting fees.
- It's greener—storing a large number of assets on a dedicated server is wasteful, even though the disks might be near capacity, memory and CPU are often very underutilised and this wastes power.

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 when a website is unavailable a member of staff will investigate the problem, usually within a few minutes of the issue being reported.

Backup Process

For each server, all of the files required to fully restore each website are mirrored nightly to two places:

1. Another live server, a 'mirror' server
2. Our backup server in Brighton.

Each week a test is performed on a selection of website backups to verify the integrity of the backup.

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

Disaster Recovery

In the unlikely event of software or hardware failure one of our engineers will try initially to fix the problem on the live server. If the problem is not quick or possible to resolve then we will switch across to the mirror 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, and often with a switch to a mirror this can be achieved in only an hour or two.

Capacity

Hosting is priced at a fixed monthly or quarterly fee for a specified amount of storage space. If you exceed the agreed storage space then we will notify you and you will then have the option of reducing the amount of space used, or paying for the extra capacity.

We operate a 'fair use' policy with respect to bandwidth and reserve the right to temporarily suspend hosted Software that is critically affecting the performance of a shared server. We would propose a dedicated server hosting solution for hosted Software for which this is an ongoing issue.

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, cost for each are available on request:

Post

We can send your data to you by post either on request or on a regular basis (for example, once a month). You will need to provide us with a removable hard disk onto which we will write the data.

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.

Support Hours

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

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.

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).
- A more resilient server set up, for example with fail-over servers ready to take over in case of failure.

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