CWCS Public Cloud Hosting

Service Definition

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About CWCS Managed Hosting

CWCS Managed Hosting is the UK's leading hosting specialist. We offer a fully comprehensive range of hosting products, services and support. We're an established company with over 15 years of experience in the hosting industry. Our highly trained staff are not only hosting experts, they're also committed to delivering a great customer experience and are genuinely passionate about what they do.

Our Mission: Technical Excellence in Hosting

CWCS Managed Hosting's mission is to provide technical excellence in the field of hosting while at the same time delivering a great customer experience.

Our Purpose: To Help You Succeed

CWCS Managed Hosting's purpose is to deliver first-class, high-performance, reliable and comprehensive hosting services to individuals, businesses and organisations. This is to enable our customers to make their websites, software, applications and services highly successful.

Our Mission and Values Provide:

- Honesty
- Transparency
- Integrity
- Security
- Clear communication
- Trust
- Performance
- Reliability
- Courtesy
- Respect

SSD Cloud Hosting from CWCS

Public Cloud SSD Hosting

CWCS Cloud Hosting offers all the power and control of a traditional dedicated server whilst providing you with high availability and flexibility, allowing your Cloud server to grow with the demands of your business, in a cost effective way. Our managed hosting offers a stress-free solution, enabling you to concentrate on your business.

A Cloud Server is recommended for these reasons:

- Ultra-Fast and redundant solution

- High performance EMC Unity SSD storage

- High availability enterprise platform utilising VMWare technology

- Scalable to meet your future growth

- Great value, speed, performance and reliability

- Full server management if required

- Located in our privately owned ISO 27001:2013 Tier 3 aligned Data Centre

- Linux and Windows technicians on hand 24/7 as first point of contact

- Proactive network and server monitoring

- 100% Network uptime guarantee

- DDoS Mitigation

- Root/Administrator access giving you the ability to install custom applications

- You have full control of your servers

Why is our Cloud Different?

There are many hosting companies that offer cloud hosting, but very few that offer the high quality, reliability, availability, performance and technical specifications provided by CWCS Managed Hosting's cloud infrastructure.

CWCS Managed Hosting's Supreme Cloud Infrastructure uses the very latest VMWare technology. We work closely with our partners, including HP, EMC, Cisco and VMWare to build a powerful, high-performance and truly enterprise-class solution.

Cloud technology is developing at a rapid rate. CWCS Managed Hosting focuses on choosing the right technology, hosted on the highest quality infrastructure to deliver high-performance and high uptime.

Highly Reliable Infrastructure

CWCS Managed Hosting's cloud infrastructure is built on a cluster of high-performance physical servers and powered by VMWare virtualisation technology. These offer a high-quality and resilient infrastructure, which has no single point of failure. Our cloud utilises all its servers to their full potential.

Our Supreme Cloud Infrastructure provides much more robust failover than many other cloud systems. In fact, during testing, as well as systematically and meticulously going through a comprehensive range of checks, we also pulled out some plugs and disconnected things to see what would happen. Everything works perfectly!

If a server fails, multiple physical servers rapidly work in harmony to ensure an automatic failover and redundancy. This means that if something goes wrong with a piece of hardware, it instantly transfers to other servers, so there's no downtime.

Capacity is not a problem as we have extensive memory and resources. This allows us to be confident in offering a financially-backed 100% network uptime guarantee.

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Registered company number: 3798604. VAT number: 728 5805 09. Registered office address: Bowden Drive, Beeston, Nottingham. NG9 2JY

Information Security

We take security very seriously at CWCS. We are continuously audited via an external agency and have achieved ISO 27001:2013 Information Security Management System accreditation.

Backup and restore

To ensure business continuity CWCS uses the industry leading R1Soft Image Backup Software. This software initially takes an entire image backup of the cloud server followed by daily incremental changes. Depending on the support plan, the backup retention period is either 7 or 30 days, please see the support plans within the pricing document for further information. Application backups are also supported such as MySQL and MSSQL with backup frequency set to every 15 minutes if required. Using this software, we are able to swiftly restore a whole cloud server image or individual files.

Service and support

Extension to your business

CWCS sees itself as an extension to your business and operates as such. We will provision the cloud server, operating system and any pre-agreed software and will continue to support you as much or as little as required.

24/7 UK Telephone Support

Our UK support team are trained to operate at 2nd and 3rd Level support. This means that, if you call in for help, you won't find yourself speaking to an unqualified, 1st Level support person following a script and insisting that you answer unnecessary questions. You speak to a specialist every time!

Great Customer Service

Here at CWCS, we're proud of our commitment to proving the best possible customer service and support, 24/7 to all of our customers. We take pride in offering a fully personalised and flexible service. No issue is too big or small, at any time of the day; we will aim to help as much as we can.

Free Data Migrations

Migrating your data from one server to another can be both time consuming and stressful. We handle that for you, helping to take off the stress out of your move with up to 2 hours free data migration.

Multiple Accreditations and Partners

We aim to be the best hosting provider and that means only working with the best. We work with a number of associations and partners, such as HP, EMC, VMWare, Microsoft, and Cisco to ensure we provide highly reliable and secure solutions to our customers.

Service Level Agreement

100% Network Guarantee

Our network is designed from the inside out, specifically engineered to support a hosting infrastructure. As such, we can guarantee 100% availability of network resources at all times. We define availability of network resources as the routers, switches and associated cabling being online and moving your data efficiently.

Our network is defined as the managed infrastructure between the outbound port of the rack switch to the WAN port of our core infrastructure. This does not include the server we are hosting for you nor any operating system or applications installed on it.

CWCS Managed Hosting is fully committed to providing quality service to all customers.

Hardware Replacement

Unfortunately, sometimes hardware can fail. That's why with our Platform, we ensure there is always high levels of redundancy of resources available so no downtime of your cloud server is experienced. Should this happen and not be fixable by our on-site engineers, we will replace the faulty hardware in less than an hour of diagnosing the fault.

Scheduled Maintenance

To guarantee optimal performance of the infrastructure we occasionally require to perform routine maintenance on the network. Such maintenance may cause disruption to service. CWCS reserves one hour of network unavailability per month for maintenance purposes. This network unavailability is not included in server uptime calculations. The maintenance typically is performed during off-peak hours. We aim to provide you with 5 days advance notice.

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Emergency Maintenance

In the unlikely event of a major incident, it may be required to conduct emergency maintenance. If this is required we will endeavour to give you 24 hours' notice, however depending on the severity of the fault this may not be possible. We would communicate with all the affected customers should this be required.

Penalty for non-compliance

If availability of any server for the month is below the guaranteed level, CWCS will provide one free day of hosting for each hour of server unavailability.

To receive the refund you must specifically request it during the month following the month for which the refund is requested. You must provide all dates and times of server unavailability. This information must be submitted to billing@cwcs.co.uk. We will compare the information provided to the server availability monitoring data we maintain and compensation will be paid as a credit on the Account.

Maximum Total Penalty

The total days provided free of charge to you for any account may not exceed 100% of the days in the month charged to that account during the month for which the free service is to be issued.

Technical support boundaries

CWCS Responsibilities

CWCS are responsible for the provisioning of the cloud server, installation of the operating system and any additional pre-agreed software.

Self-Managed

We provide support for the cloud server, core network and virtualisation software. We will install the operating system and initial IP configuration, but after this point we will no longer offer operating system or application support.

Managed

We will provide the same initial provision of the cloud server as with self-managed, however after the initial setup has been complete you will have access to our UK based support team 24/7 who will be on hand to assist, advise and fix issues that may occur.

Customer Responsibilities

CWCS cannot be held responsible for the following:

Third Party Software

CWCS provides support for a limited set of agreed third-party software. CWCS will work with the customer during problem analysis to determine whether or not a technical issue is related to the third-party software.

CWCS do not support applications that do not feature on our supported applications list or as part of the agreed Intended Functionality. However, CWCS will offer reasonable efforts to support the Customer.

Coding Issues

The customer's code needs to be kept up to date and secure. CWCS will not be responsible for any issues arising from a code issue.

Negligence

We will not be held responsible for issues arising from negligence by the customer and its employees.

How to buy our service

On-boarding and Off-boarding

On-boarding and Off-boarding are the processes that are used for the initial sales process through to the point in which you leave our services.

On-boarding

We have a team of trained technical pre-sales and sales representatives who will collaborate with you to ensure that your requirements are fully understood and to make sure that all parties are aware of the project and the expectations. Once the requirements are finalised the sales representative will send over a proposal based on the discussions.

Timescales for the build process with be agreed with all parties involved.

Once the final solution and price has been agreed the G-Cloud order form will need to be signed and the invoices will then be raised.

The on-boarding team will then start to provision the cloud server in line with the defined resource specifications and software requirements. The team will follow our formal build processes and they will regularly keep you up to date with the progress.

Once the cloud server has been provisioned it will be quality checked in line with our internal processes and procedures.

The cloud server will then be handed over to the customer to login and check the server setup and configuration.

During your time with CWCS you will be allocated an Account Manager who will keep in regular contact and will be your point of call should you have an Account related query.

Off-boarding

When a customer decides to leave we will work closely with the customer to make it as seamless as possible. If required we can assist with the move, but is a chargeable request.

The call off form will be reviewed and timescales agreed for the move.

The support team will be on hand to assist with any questions regarding the server setup/configuration as this information may be required by the new company.

Training

CWCS has a bank of FAQ's and knowledge based articles which are available via the support portal.

If you do not find your answers simply call the support team who will be happy to help.

Ordering and invoicing

CWCS will accept orders via the G-Cloud order form.

Once signed the Account will be created and the invoice raised including any agreed set-up fee. The invoices will continue to be raised on a monthly/annual basis.

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Lead times

In most cases the solution will be online within minutes. This timescale may increase due to the complexity of the infrastructure setup.

Contract termination

Please refer to the G-Cloud Call Off Contract and CWCS terms and conditions for the details relating to contract termination. In cases where a minimum term is agreed, charges will be applicable for terminating the contract early.

Contact Details

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You can also visit our website for more information - https://www.cwcs.co.uk/

Thank you for considering CWCS Managed Hosting