# EMS Server Hosting



## This includes:

- Scalable Cloud-based server hosted in the UK
- Daily local SQL Data backup 14 day history
- Daily Off-site SQL Data backup 14 day history (different service provider)
- Weekly server image backup (3 images rolling over 2 weeks)
- HTTPS encrypted traffic
- SSL certificate installed
- Antivirus protection
- Dedicated emscloud.co.uk sub domain
- Email account for alarm notification
- All systems reference by contract number (No client information passed on to third parties)
- Server accessed by strict firewall rules
- Comprehensive monitoring package including: server performance and resources, Antivirus, Product services, data and image Backup.
- Includes EMS updates and Microsoft Windows updates

System expansion is accommodated in all options but prices may vary if system grows beyond the selected option.

## User Interface:

- Supports web browsers with protocols TLS 1.2 or higher enabled.

## Options:

- Basic remote support contracts
- Advanced maintenance and service contracts with 24/7/365 telephone support

**hanwell.com**

Tel: +44 (0)1462 688070 | Email: sales.hanwell@ellab.com

# EMS Server Hosting

| Description | Part Number |
|---|---|
| EMS hosted server for systems up to 50 sensors | W952 |
| EMS hosted server for systems up to 200 sensors | W937 |
| EMS hosted server for systems up to 400 sensors | W941 |
| EMS hosted server for systems up to 600 sensors | W945 |
| EMS hosted server for systems up to 1000 sensors | W949 |

| Server 1 W952 - Up to 50 Sensors | |
|---|---|
| CPU | 2 cores |
| RAM | 6 GB |
| SSD System Drive | 80 GB |
| Operating System | Windows 10 Pro |
| SQL Server | Microsoft SQL Server 2014 Express |

| Server 2 W937 - Up to 200 Sensors | |
|---|---|
| CPU | 3 cores |
| RAM | 9 GB |
| SSD System Drive | 150 GB |
| Operating System | Server 2019 |
| SQL Server | SQL 2017 Web |

| Server 3 W941 - Up to 400 Sensors | |
|---|---|
| CPU | 4 cores |
| RAM | 12 GB |
| SSD System Drive | 200 GB |
| Operating System | Server 2019 |
| SQL Server | SQL 2017 Web |

| Server 4 W945 - Up to 600 Sensors | |
|---|---|
| CPU | 4 cores |
| RAM | 12 GB |
| SSD System Drive | 250 GB |
| Operating System | Server 2019 |
| SQL Server | SQL 2017 Web |

| Server 5 W949 - Up to 1000 Sensors | |
|---|---|
| CPU | 4 cores |
| RAM | 12 GB |
| SSD System Drive | 480 GB |
| Operating System | Server 2019 |
| SQL Server | SQL 2017 Web |

**hanwell.com**

Tel: +44 (0)1462 688070 | Email: sales.hanwell@ellab.com

# EMS Server Hosting

## Data centres

The data centres provide maximum security, with access strictly limited to cleared personnel and monitored by extensive CCTV and access control systems. We've put in place a comprehensive range of physical security measures to guarantee the safety of your data.

- CCTV covering all areas of the data centres and corporate offices
- Highly experienced security guards on duty 24/7, 365 days a year
- Role-based access control swipe-card system across multiple secure areas to ensure absolutely no access by unauthorised personnel

## Delivers top performance day-in, day-out.

Multimillion pound Denco system ensures the data centre climate is monitored and adjusted to perfection at all times

- Top of the line air conditioning units
- Humidity analysers and accurate temperature monitors
- Fire suppression equipment – if the worst should happen, FM-200 gas is discharged within just two seconds to suppress the affected area

The data centres use the most advanced APC X UPS system available, providing uninterruptible power to all servers. In the case of a power outage, the power supply is switched instantly (with absolutely no interruption) to a diesel generator capable of powering the data centres for 30 days.

In addition to our sophisticated monitoring systems, we have a team of expert engineers monitoring the data centres 24 hours a day. This ensures that any potential issues with the platform are corrected before they can even happen.

**hanwell.com**

Tel: +44 (0)1462 688070 | Email: sales.hanwell@ellab.com

# EMS Server Hosting

**Our servers are hosted and maintained by a third-party company under the following conditions:**

## Security and Support

Access to the datacentres and offices is strictly limited to security-cleared personnel and constantly monitored by extensive CCTV, ensuring a safe and secure environment for your hosted services.

- Hosted in the UK by ISO/IEC 27001:2013 registered hosting provider
- 24 x 7 x 365 manned security & monitoring
- Role based access control requiring swipe-card, through multiple secure areas
- All technicians are direct employees not subcontractors
- All security staff accredited by the Security Industry Authority (SIA), the organisation responsible for regulating the private security industry in the UK
- Unique on-site Network Operations Centre (NOC)

---

## Climate control

The heating, ventilation and air conditioning (HVAC) systems undergo continuous assessment to ensure the servers work to their full potential and deliver high performance day-in, day-out.

- 24 x 7 Denco environmental monitoring systems
- VESDA (Very Early Smoke Detection Apparatus)
- FM200 fire suppression equipment
- Constant evaluation and testing of all systems

---

## Power

The datacentres and offices do not simply rely on local grid power to ensure the uptime of your hosted services. In the rare case of a power outage, the power supply is switched to local diesel-powered generators and uninterruptible power systems (UPS).

- Dual independent power feeds, backed up by Uninterrupted Power Supply (UPS) systems
- Diesel generators capable of running the datacentres indefinitely - protecting services from any single power failure

---

## Connectivity

- 16 points of presence to enable global peering relationships
- Industry leading, two 10Gbit links to the Internet
- Trans-continental wide-area network (WAN) handling an overall bandwidth of 300Gbit, providing the fastest connectivity for our data centres
- Connections maintained below 50% utilisation, so either route can take full load
- Diversely routed connections to protect against any fibre being broken (e.g. roadworks and excavation)

**hanwell.com**

Tel: +44 (0)1462 688070 | Email: sales.hanwell@ellab.com

# EMS Server Hosting

## Hosted virtual Server Environment

User

Corporate
Firewall

**Hosting Provider**

Image
Backup

Image Backup
Weekly 3
images rolling
over 2 weeks

**EMS**

**SQL**

Virtual Server

**Virtual Server**
CPU: 4 core
RAM: 12GB
HDD: 480GB

Data backup
Daily to cloud, 14 day history

Data Backup

Base

Transmitter

EUROPEAN UNION
Investing in Your Future
European Regional
Development Fund 2007-13

**hanwell.com**

Tel: +44 (0)1462 688070 | Email: sales.hanwell@ellab.com