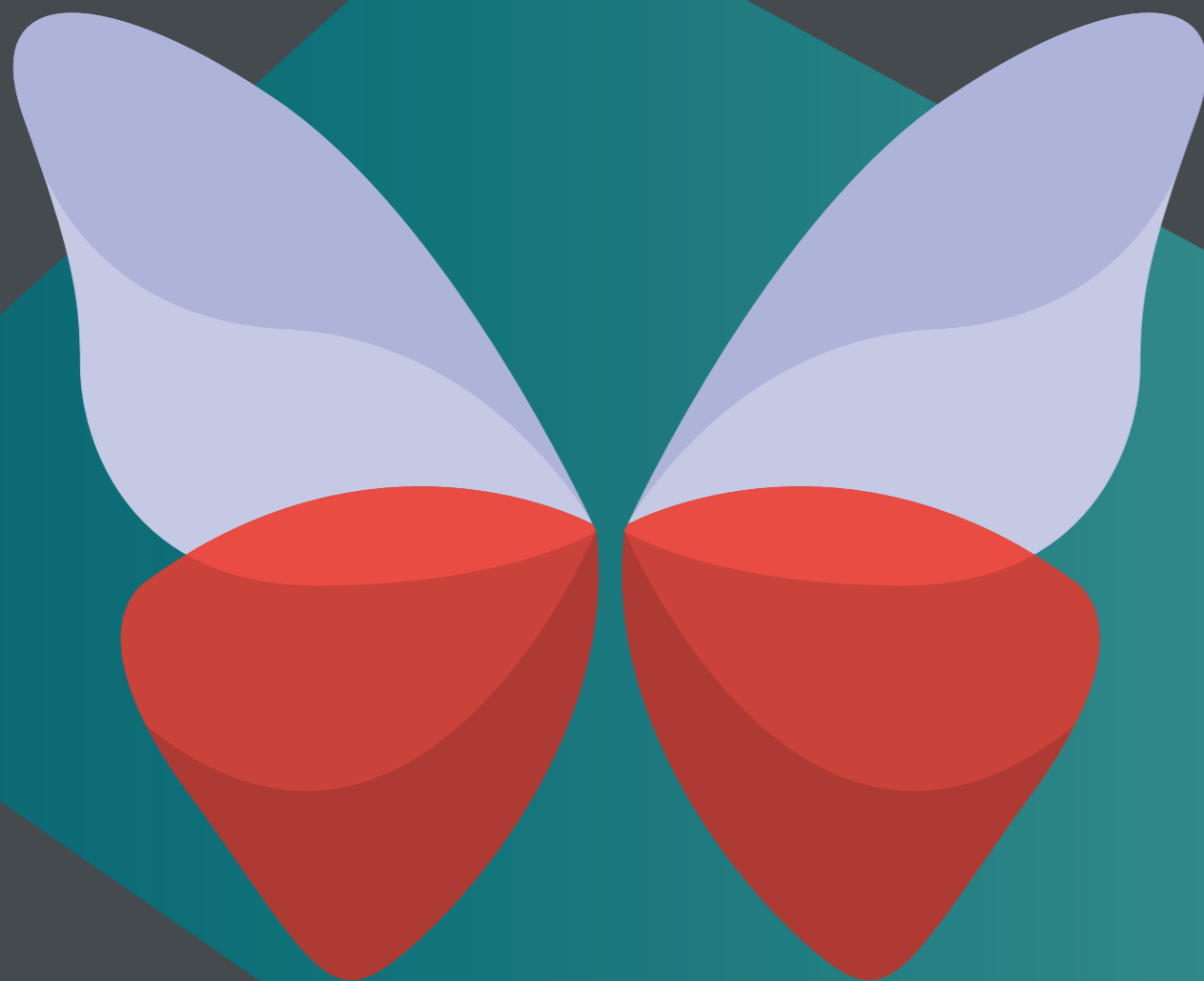


HERITAGE CIRQA HOSTING



6 great reasons to choose Heritage Cirqa Hosting

Rapid Patching and Updates

With direct access to hosted systems, our support team is often able to patch or update Heritage Cirqa installations at a mutually agreed time before updates are made publicly available and often without interruption to the customer.



Better Support Access

When a customer reports a problem, resolution times are often around three times quicker due to our support team having direct access to and familiarity with their hosted system. Furthermore, any requirement to involve local IT staff is minimised, because our support team can be the first port of call.



Strong System Security

Keeping customer systems safe and secure is of prime importance to us. Heritage Cirqa hosted servers are located in a highly secured datacentre here in the UK. With heavily restricted physical access, strong firewall protection, IP address filtering and tight access policies, we offer a very high level of protection. We use Windows Server 2012R2 (Server Core Edition) for extra security, efficiency and with regular OS updates and active Virus Protection for complete peace of mind.



Sophisticated and Robust Backups

Heritage Cirqa hosted systems are supported by a sophisticated backup facility with two independent procedures which include the following functions: off-site backup, 256 AES encryption, validation checks and automated failure notification. We know exactly which folders and files require backing up and retain multiple copies through time, so we are almost certainly able to restore data required by the customer from any point in the previous 12 months.



Automated Monitoring

We have dedicated staff assigned to each hosted system. Automated monitoring and notification alerts are brought to our attention within minutes of a system not behaving properly and our team can fix problems quickly, often before the customer even knows they have occurred. Some examples from the past twelve months include runaway banded reports, services requiring a restart, web filtering, data corruption and 'lookup' issues.



Consistent Service

Hosted customers are supplied with their own dedicated virtual server and enjoy the benefits of single-purpose servers, devoted purely to running Heritage Cirqa and Heritage Online. There is no conflicting software, no unnecessary upgrades, no server relocation or redeployment. We guarantee 99% server uptime and a maximum of 3 working hours of unscheduled system downtime per year.





HERITAGE
CIRQA

For the Library

- Minimal initial or ongoing IT involvement
- Support calls more efficient through one point of contact
- Simplified purchasing with predictable annual costs
- Maximum of 3 working hours of unscheduled system downtime per year
- Uses standard internet protocols (http/https) for communications
- System supported by Heritage Cirqa experts
- Installation and basic configuration included
- Secured access
- Managed, secure, offsite backups with automatic notifications by email
- High performance and requires very little local network bandwidth
- Highly reliable system components
- High availability design utilising planned redundancy architecture
- Optimal hardware configuration for Heritage Cirqa
- Replacement hardware included
- Upgrades installed for you and when you choose to have them
- All you need is a PC and an internet connection

For I.T.

- No servers to purchase
- No server maintenance/patching/replacement
- High availability system design (multihomed, redundancy hardware, RAID 10 disks with hot spare)
- Initial system support through IS Oxford rather than your IT Services
- Minimal installation (very simple client install)
- Secured and monitored hosting location
- Dedicated Windows server for each customers hosted system
- Backups handled remotely
- Low bandwidth requirements
- Secure connection over existing internet connection using standard web protocols
- Fixed IP address for your server
- Energy efficient hardware and datacentre design reduces environmental impact

Facts & Figures

- ISO 27001 certified hosting provider
- Hosting facility in the UK
- System housed in dedicated secure building with 24 hours security and monitoring
- Video surveillance and full building management to prevent physical threats
- Dual power feeds from adjacent sub-station
- Generator backup
- Dual network routes and Internet connection feeds
- Encrypted off-site backups
- Planned redundancy hardware design with no single point of failure
- Automated recovery in case of major equipment failure to minimise downtime
- 3 working hours downtime per year maximum

"IS Oxford have been hosting our catalogue for a while now and could not have been more helpful. We had a very slow response from our previous host, with insufficient priority given to our needs. Now they do all the upgrades, backups and if we have to change settings IS Oxford's instructions are clear. I can truly recommend it especially since there is limited technical help available at the school."

Elizabeth Kosinski, Adams Grammar School