



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

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

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

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

Supplied by Hanwell | Ellab



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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.

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)

EMS Server Hosting

Hosted virtual Server Environment

