

Backup & Disaster Recovery

With all your data hosted offsite it is safe from critical incidents that could affect your office premises such as fire, theft, flood damage, natural disasters, hacking and system failure.

All of our client's data is stored in Europe's two most secure two data centres, The Bunker. In the unlikely event of a data centre failure we have systems in place to guarantee your data is safeguarded and that there is minimal interruption to your business.

Our failsafe backup system gives you peace of mind that your business-critical data is protected and your business will not have to suffer the catastrophic consequences of data loss.

Backup Protection

All data is replicated and backed up to our secondary data centre every 24 hours.

We keep the last five days' backups. This can be extended to up to 30 days at your request if required.

A copy of your data files can also be replicated to your premises for peace of mind.

Additional backup schedules available on request e.g. month & year end backups.

Disaster Recovery

Multiple server/hardware failover in the primary data centre.

Multiple disc arrays in the primary data centre.

Full site replication to our secondary data centre.

In our primary data centre we use a cluster of servers to provide fault tolerance and to protect against server failure. Each of our servers and storage arrays has multiple redundant disks in arrays with hot spares to protect against hard drive failure.

In addition to this we replicate our clients systems between our first data centre and our second data centre location. This enables us to failover to the second data centre in the rare event that the first is unavailable.

Both sites are connected using a high speed private and secure network connection which means a fast transfer of data between geographical sites.

Since inception our uptime has been greater than 99.9% (as at July 2012). Our Service Level Agreement gives a minimum of 99.9% uptime, with credits available if this is not met.

For a free demonstration and pricing, please contact us on 020 3239 6181 or email us contact@hduk.co.uk | www.hduk.co.uk



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Data Centre Security

Our two data centres (The Bunker in Newbury, Berkshire and in Ash, Kent) guard our systems and data from every potential threat or disaster that could compromise the availability of your business critical data.

Both sites are accredited and certified to ISO27001 and PCI DSS security standards.

To prevent risk of fire from overheating or interruption through power failure the following measures have been installed:

- ✓ Redundant air conditioning units to guarantee stable temperature and humidity @ N+1
- ✓ Redundant UPS conditioned power @ N+1
- ✓ Diverse Power Supplies with diesel generator back-up @ N+1.
- ✓ Fire suppressions system.

With our Hosted Desktop solutions you can rest assured that your business critical data is as safe as it possibly can be from natural disaster or malicious sabotage.

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