

Your benefits

- Provision at short notice of rackspace ranging with different power and performance requirements
- Maximum scalability and cost-efficiency for your IT systems; investment shift from CapEx to OpEx
- High availability-level DCs in DE with factor-10 redundant Internet link and uplink
- Cutting-edge infrastructure and security solutions for shared use as a managed service
- Flexible configuration, scaling and provisioning of your virtual servers and images
- Scalable pool of resources for multiple VMs; Automatic backups with multiple recovery points
- Managed services and datacenters made-in-Germany: Data storage and processing according to German law



DO YOU WANT TO KNOW MORE?

Your personal contact person will be happy to advise you and discover together with you what concept bestfits your needs.

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INDEVIS DATACENTER & VIRTUALIZATION SERVICES

We at indevis have been operating our own datacenter in a large Munich bank since the year 2000, and from 2008 a second identical datacenter as a co-location for the purpose of redundancy. Both datacenters are connected with each other over a 10-gigabit fiber optic link. From these datacenters we render our certified managed security services and provide the existing infrastructure in addition to the experience we have gained over many years of datacenter operation to our clients of all sizes.



INDEVIS SYSTEM HOUSING

indevis System Housing is a modular offering to all clients looking to operate their systems in a highly modern, secure datacenter. Along with straightforward rackspace, we also offer tailored, professional datacenter services at attractive terms and conditions.

indevis System Housing standard features: *

- Professional datacenter operation (24/7/365)
- Co-location in both datacenters (high availability-level datacenters)
- Highest levels of datacenter availability since 1999: 99.99% on average per year
- Factor-10 redundant Internet link with gigabit uplink
- Maximum ISP response time: 30 minutes
- Redundant power supply for every server/rack
- Redundant datacenter uninterruptible power supply, diesel UPS (30 days)
- Rackspace: 19" server cabinets
- Professional access protection, intrusion protection (EN 1627), security firm (24/7/365), camera monitoring, movement sensors
- Professional air-conditioning technology (EN 1047-2)
- Professional fire protection (‘Very Early Smoke Detection Alarm’ – VESDA)
- Water protection, protection against extinguishing water with proof of watertightness in accordance with EN 60529 / IP 56
- Individual power billing according to consumption by your hardware
- Dust (EN 60529) and smoke resistance
- Optional (on request): Operation with green power

(* slight deviations in data possible depending on datacenter)

indevis System Housing additional features:

- Single point-of-contact support
- Hotline support according to the ITIL standard: Qualified, dedicated NOC staff, on Bavarian workdays (except Saturday), Mon.-Fri., 8 a.m. - 6 p.m. in your timezone, optional 24/7 service
- Specified response times and SLA in your timezone
- Deployment of up-to-date remote maintenance tools
- Server monitoring (alarm messages by e-mail and/or SMS)
- Knowledge base and ticket system
- Telephone, remote and e-mail support, audit-reliable remote access (Remote Management)
- Call/ticket tracking through to resolution
- Hardware full-service – business-optimized services (e.g., procurement, installation and commissioning of your hardware)
- Repair and replacement service in the case of defects (same-day hardware replacement service)
- Contact to the provider
- Documentation maintenance
- indevis as contact partner for IT security and network topics

INDEVIS DATACENTER NETWORK AND SECURITY SERVICES

Running your own datacenter professionally often makes no sense in technical, economic and financial terms. We offer our clients the option to share the indevis infrastructure available in our datacenters as a **Managed Service**.

The *indevis Datacenter Network & Security Services* are a supplementary product to our *indevis System Housing* and *indevis Virtualization Platform*.

The components of the indevis datacenter infrastructure provided as part of the service can be deployed individually or in combinations. All components of the *indevis Datacenter Network and Security Services* are designed with redundancy.

indevis Datacenter Network and Security Services features:

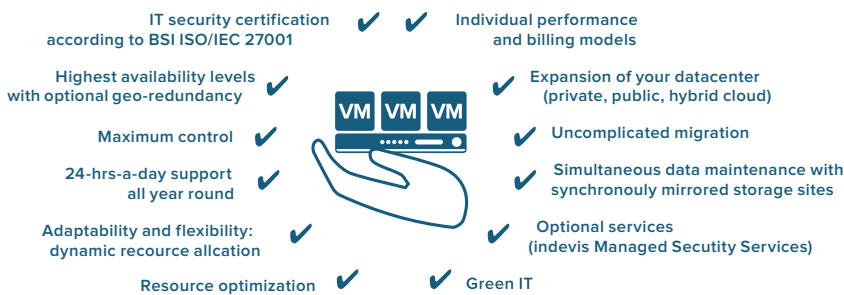
- Multiply redundant switch clusters 10/100/1000 Mbits (10 Gbits and fiber optic ports on request)
- Network segmentation by means of VLANs, segment links through datacenter firewalls
- Redundant gigabit firewall HA cluster for managing data traffic between network segments both from and to the Internet; IPSec VPN tunnel to other IPSec-capable gateways possible
- Addressing using private or public IPv4 addresses; parallel operation of privately and publicly addressed network segments possible
- Multiply redundant gigabit Internet link over more than 10 different peering partners; inclusion of external carriers possible
- SSL VPN cluster with authentication tokens
- High-performance F5 load balancer as an HA cluster
- SSL offloading: Scheduling of SSL connections possible for reducing load on the server and simplified certificate handling
- DDoS protection: Sharing of the mechanisms used by the ISP for protection against denial-of-service attacks
- System monitoring: Monitoring of the client systems, alarm notification by e-mail or SMS; complex application monitoring possible
- DC interlink: Redundant layer2 and transparent links between the datacenters; use of the interlinks for backup or increased redundancy with bandwidths between 10 Mbits and 10 Gbits possible
- E-mail security appliance as HA cluster
- Backup service

INDEVIS VIRTUALIZATION PLATFORM

The flexibly scalable virtual servers from indevis enable you to control your IT at low operational running costs completely in accordance with your business requirements. The *indevis Virtualization Platform* provides you with a wide range of powerful functions to persistently optimize the management, safeguarding, mobility and performance of your virtual machines.

The performance range of the virtual servers can be cost-effectively individually planned, adapted and expanded to meet your requirements and needs. The highly flexible performance and billing model greatly sets the *indevis Virtualization Platform* apart from other traditional cloud service offerings.

The *indevis Virtualization Platform* is integrated seamlessly into your existing IT landscape – whether you want to establish a private cloud or operate a hybrid cloud, i.e. a mixture of your existing IT environment with cloud solutions. The *indevis Virtualization Platform* offers maximum efficiency, cost savings, flexibility along with control and security.



In advance of every datacenter or virtualization project, a personal discussion is held with our network and datacenter experts. Just ask us for a non-binding offer – we would be delighted to advise you.

About indevis GmbH

Since 1999 indevis IT-Consulting and Solutions GmbH, certified by the BSI, has been providing IT security, datacenter and network solutions to companies of all sizes and in diverse sectors. In doing so, indevis fully meets the demands and requirements set out by the economic sector and public authorities and higher education institutions.

As one of Germany's leading cloud and managed service providers, indevis is the ideal partner for network technology and IT security to over 1,800 clients.

indevis offices are located in two cities in Germany: Munich and Hamburg. Additional staff members work at a number of other locations distributed throughout Germany. indevis employs more than 70 staff in total.



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