

CloudRecover High Availability iManage Application Suite Hosting

Secure Cloud Based per User
Hosting for the iManage Suite

cloudrecover



iManage Software Platform On Demand



Solution Overview

We provide the platform for platform for iManage WorkSite in our Australian data centre at Global Switch. The cloud servers run on an isolated network reserved for each customer. These servers can be accessed via your desired method, https, VPN, or a dedicated WAN connection.

Built to HP's recommended technical specifications and running on CloudRecover's rock solid HP blade infrastructure, our virtual Hyper V environment can scale to support your customers existing and future workloads. Our Cloud Servers powered by Microsoft Hyper-V provide the reliability and on-demand scalability you need, while eliminating your concerns about availability.

Operating System Layer

CloudRecover utilises Microsoft 2012R2 to provide highly available replicated operating systems. Utilising VLAN isolation and full continuous replication an outage of any data centre causes minimal client disruption.

Antivirus

A strong partnership with Trend Micro ensures all operating systems and network ingress points are protected by anti-virus. Central control ensures hourly update of virus patterns and immediate action on any outbreak.



Features

- Scalable, reliable, and responsive
- Instant failover replication and automatic continuous backup
- Add hundreds of servers in minutes
- Linux and Windows servers available with up to 128GB of RAM
- Private cloud servers added and moved at the click of a button
- Full administrative access to server/s and SQL Data Base
- No packet shaping or throttling - Unrestricted Bandwidth
- 99.999% Network Uptime SLA
- Primary and secondary DNS services included
- Immediate Systems Engineer phone support during business hours

Firewalls

Mirrored high availability, high throughput firewalls are provided at both the production and Failover Data Centre. They are monitored continuously and provide Intrusion Detection and a number of other alert functions.

Network

Redundant Tier 1 carriers into each data centre ensures continuous network operations and 100% availability over the last three years. Global Switch is represented by all the major carriers for ease of cross connection to customer WANs. A dual path dark fibre provides high speed MAN access to the Failover Data Centre.

Monitoring

Our 24x7 monitoring system checks firewalls, disk space, network, CPU and memory usage, as well as application availability. Alerts are immediately posted via email and SMS to the on call team.

Global Switch Data Centre

Our Sydney data centre campus includes Sydney West one of the largest data centres in the Southern Hemisphere with over 40 MW of onsite power generation capacity.

Strategically positioned on the western edge of the Sydney Central Business District (CBD), our world class Sydney East data centre will provide highly resilient and scalable technical space and power solutions within a network dense and low latency environment. Key features of our Sydney East data centre include:

- Scalable, reliable, and responsive
- 41,500 sq m with 40 MW utility power supply to the data centre
- Serviced by multiple telecommunication exchanges and a dense carrier presence providing exceptional connectivity
- Excellent efficiency delivers low energy costs to customers
- Conveniently situated on the edge of the CBD but not on the same electricity supply
- Low latency connectivity to the CBD and greater Sydney.

Servers & Storage

CloudRecover uses HP Blade Systems for all server infrastructure. There are always two duplicate blade systems configured and capable of taking over from each other. Redundant fans, power supplies, memory and NIC's form part of the blade system. Within the blade system all physical server operating systems are configured on RAID 1 with redundant SAS paths to the main storage.

Storage is provided on duplicate HP SANs configured in different RAID sets depending on its function. Access is via duplicate 6Gbps SAS switches.

Tier III Australian Global Switch & Standby Data Centres



Location

- The data centre is located 2km from the financial district and the city centre
- A local railway station is located within 5 minutes' walk and bus access is readily available
- Kingsford Smith Airport is 10km away

Building Overview

- Global Switch owns the freehold
- Purpose built
- Operated to Tier III
- 41,575 sq m of gross space
- 7 data floors
- Flexible IT space with ability to create bespoke spaces as required

Main Structural Features

- 5m slab to slab height, minimum 3.6 m to underside of slab
- steel frame with concrete floors, metal faced cladding and glazing
- Minimum from raised floor: 3.0m clear height to underside of deepest beam
- Raised floor height available up to 600mm
- Minimum floor loading of 10kN/m²
- 1 goods lifts (10 tonnes), 2 passenger lifts

Redundant Power

- 33kV utility supply with N+1 redundancy
- Utility power supply capacity of 35 MW
- Technical and mechanical power supplied by on-site by diesel rotary type UPS
- Mechanical systems backed up by DRUPS system
- Fully diverse power distribution to technical areas
- On-site diesel tanks to support 24 hours at full capacity with 24x7x365 fuel delivery
- Offering up to 1,000 W per sq m as standard, with higher power density available

Cooling and Environment

- Chilled water cooling system
- Minimum N+1 resilience on all systems
- 28 MW of total cooling provision
- Diverse distribution pipework throughout
- CRAC units within customer areas provided at minimum N+1 Temperature and humidity in technical space to industry accepted standards and maintained within energy efficient parameters
- In rack cooling capability if required, if required

Fire Detection and Suppression

- Analogue addressable fire detection system in all areas
- Aspirating smoke detection system
- Inergen gas suppression system in technical areas with pre-action sprinkler for additional resiliency

Building Management Systems

- All engineering system monitored 24x7x36
- Experienced 24x7x365 facilities management team
- Environmental conditions continuously in all technical areas
- Comprehensive energy metering recording regular time series consumption data throughout the electrical

Connectivity

- Carrier Neutral
- Access to multiple telecommunications providers
- 4 dedicated MeetMe Rooms
- 2 diverse building entry points
- Diverse cable routes and pathways
- Managed structured fibre cabling to Sydney East MeetMe Rooms
- Roof space availability for satellite and antennae equipment

Security

- Security guard patrols 24x7x365
- Premises under constant CCTV surveillance both exterior and interior common parts
- CCTV records kept for 31 days
- Intruder alarms to all areas
- Physical access to the data centre is controlled by mantrap
- Strict access control procedures
- Access control using proximity card readers and biometric systems
- Secure managed delivery and loading area available 24x7x365
- Secure staging available, if required

Ancillary Services

- Customer reports
- Deliveries and storage
- Design and build services
- Fit out
- Remote hands
- Technical cleaning and waste disposal
- Installation and cabling
- Meeting rooms

Certifications

- ISO 9001, 14001, 2700

Standby Data Centre

Pipe Networks Cable Landing Station Cromer (CRO) is where the PPC-1 internet fibre enters Australia from the United States. It is 40 kilometres from Global Switch and provides a secure fully replicated copy of the production environment.

CloudRecover

Suite 102, 283 Alfred St, North Sydney NSW
Phone: 02 8188 0200
sales@cloudrecover.com.au