

# Virtual Private Server (VPS)

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# Virtual Private Server (VPS)



## Solution Overview

CloudRecover provides dedicated Virtual Private Servers in our Australian data centre at Global Switch. Hosted Virtual Private Servers provide a simple, scalable and flexible alternative to traditional “on-premise” infrastructure. This solution is ideal for a variety of server workloads, and is particularly well suited to mission-critical server requirements, where uptime and reliability are of paramount importance. CloudRecover can also provide customised solutions to suit most use-cases and platforms.

Customers can confidently move from a Capital Expenditure model to Operational Expenditure, and avoid the hassle of managing traditional infrastructure. Escape hardware warranty issues, courier shipping delays, and complicated server provisioning. No setup costs or hidden fees – ever! Customers benefit from predictable monthly pricing, without having to worry about unexpected charges. We can also manage your servers for you!

CloudRecover have over 10 years experience with hosting Cloud Solutions – trust the experts to deliver your Cloud Infrastructure.

## Virtual Private Server Standard Configurations

### Platinum VPS

- 8x vCPU Cores
- 8Gb RAM
- 250Gb HDD
- Windows 2012 R2 or Linux Operating Systems available



### Gold VPS

- 6x vCPU Cores
- 6Gb RAM
- 120Gb HDD
- Windows 2012 R2 or Linux Operating Systems available



### Silver VPS

- 4x vCPU Cores
- 4Gb RAM
- 80Gb HDD
- Windows 2012 R2 or Linux Operating Systems available



### Bronze VPS

- 2x vCPU Cores
- 2Gb RAM
- 60Gb HDD
- Windows 2012 R2 or Linux Operating Systems available



## VPS Support Plans

	Self Managed	Standard Management	Premium
Service Management	<ul style="list-style-type: none"> <li>• Service Desk Contact: Business Hours Web/Email Based Service Desk, 24x7 Web Based Ticket Logging</li> <li>• Ticket Response Time: <b>6 Hours</b> (BH)</li> <li>• Target Resolution Time: <b>12 Hours</b> (BH)</li> <li>• Dedicated Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Business Hours Phone, Business Hours Web/Email Based Service Desk, 24x7 Web Based Ticket Logging</li> <li>• Ticket Response Time: <b>4 Hours</b> (BH)</li> <li>• Target Resolution Time: <b>8 Hours</b> (BH)</li> <li>• Dedicated Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>• 24x7 Phone, 24x7 Web/Email Based Service Desk &amp; Ticket Logging</li> <li>• Ticket Response Time: <b>2 Hours</b> (BH)</li> <li>• Target Resolution Time: <b>4 Hours</b> (BH)</li> <li>• Dedicated Account Manager</li> <li>• Premium Support</li> </ul>
Technical Services	<ul style="list-style-type: none"> <li>• Mailbox Adds, Moves &amp; Changes (if purchased)</li> </ul>	<ul style="list-style-type: none"> <li>• User Adds, Moves &amp; Changes</li> <li>• Mailbox Adds, Moves &amp; Changes (if purchased)</li> </ul>	<ul style="list-style-type: none"> <li>• User Adds, Moves &amp; Changes</li> <li>• Mailbox Adds, Moves &amp; Changes (if purchased)</li> </ul>
Operating System Support	<ul style="list-style-type: none"> <li>• Includes Installation</li> </ul>	<ul style="list-style-type: none"> <li>• Includes Installation, Configuration and Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Includes Installation, Configuration and Maintenance</li> </ul>
Server Monitoring Support		<ul style="list-style-type: none"> <li>• Disk/CPU/Memory/Uptime: Business Hours Pro-Active Server Monitoring, Monthly Report</li> </ul>	<ul style="list-style-type: none"> <li>• Disk/CPU/Memory/Uptime: 24x7 Pro-Active Server Monitoring, Dashboard, Monthly Report</li> <li>• Select Application Metrics</li> </ul>

# Tier III Australian Global Switch & Standby Data Centres



## Cloud Hosting 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

## Global Switch Data Centre

Our Primary Sydney data centre is located in Ultimo, and is one of the largest data centres in the Southern Hemisphere, with over 40MW on site power generation capacity. Strategically positioned on the western edge of the Sydney Central Business District (CBD), our world class data centre provides highly resilient and scalable technical space and power solutions within a low latency environment.

Key features of our data centre include:

- 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
- Conveniently situated on the edge of the CBD but not on the same electricity supply

## Servers & Storage

CloudRecover's rock solid HPE blade infrastructure is configured as per HPE's recommended technical specifications. Our Cloud Servers are powered by Microsoft Hyper-V to provide the reliability and on-demand scalability you need, while eliminating your concerns about availability. 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. 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.

## Operating System Layer

CloudRecover utilises Windows Server 2012 R2 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.

## 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.

## Connectivity and Network

Redundant Tier 1 carriers into each data centre ensures continuous network operations and has delivered 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.

Other features include:

- Access to multiple telecommunications providers
- 2 diverse building entry points
- Diverse cable routes and pathways within 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.

## 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

## Building Overview

- Purpose built, Tier III Data Centre
- 41,575 sq m of gross space
- 7 data floors

## 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

## 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 24x7x365
- Experienced 24x7x365 facilities management team
- Environmental conditions continuously in all technical areas

## Security

- Security guard patrols 24x7x365
- Premises under constant CCTV surveillance both exterior and interior common parts
- Intruder alarms to all areas
- Physical access to the data centre is controlled by mantrap
- Access control using proximity card readers and biometric systems
- Certified for ISO 9001, 14001, 27001

## Standby Data Centre

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

## CloudRecover

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