

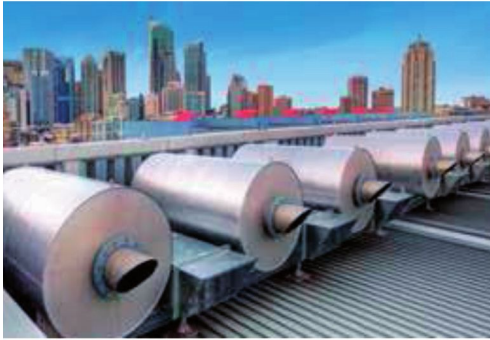
IMANAGE HIGH AVAILABILITY CLOUD HOSTING

Secure Cloud based Hosting
for the iManage Suite

cloud**re**cover
data management



iManage cloud hosting



Solution Overview

With the iManage portfolio of solutions, professionals can view relevant work product in context, rapidly create and revise documents, and collaborate with colleagues, consultants and even clients all within a single, project-specific workspace that's securely accessible from anywhere, on any device. What's more, thanks to seamless integration with email, they can work on projects right from their email application. The result? Enhanced productivity and client service all while keeping client information secure and confidential.

iManage in the cloud

CloudRecover deliver iManage as a hosted private cloud service to professional service organisations. As a specialist cloud infrastructure provider, CloudRecover delivers a robust, secure and scalable solution through our world-class Australian Tier III data centres.

By investing in a hosted iManage solution through CloudRecover, customers can simplify their iManage experience. Customers pay on a Per User Per Month basis, and can move away from managing complex software and systems. In fact, customers can move away from onsite servers completely! Each customer's service is delivered through dedicated, optimised, and secure Private Cloud infrastructure, to ensure that every organisation's data is properly managed and protected. Each hosted iManage environment is provided as a highly-available platform, with all systems shared across 2 data centres. All customer environments are entirely separated from each other - you control your data, instead of relying on a SaaS provider! End Users have reliable and flexible access to the iManage solution - via HTTPS, VPN, or even a dedicated WAN connection.

Benefits

- Dedicated private cloud provides customers with complete control over their information management solution
- Avoid the limitations of on-premise infrastructure - move to a secure and highly-available cloud solution with built in redundancy for DR.
- Maximise the benefits of a cashflow-friendly Operational Expenditure model
- Make better, more informed decisions and improve client responsiveness with a single view into all project-related communications and content.
- Understand every angle of the client engagement by searching across all project-related communications and content.
- Respond to client needs from anywhere, at any time, with secure mobile access to your shared workspace.



Tier III Australian Data Centres



Cloud Hosting Features

- Scalable, reliable, and responsive to support all workloads - existing and future
- Instant failover replication and automatic continuous backup
- Full administrative access to iManage system
- 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 with a diversified electricity supply

Servers & Storage

CloudRecover's rock solid HPE blade infrastructure is configured as per iManage'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 internet security. Central control ensures hourly update of virus patterns and immediate action on any incident.

Firewalls

Mirrored high availability, high throughput firewalls are provided at both the production and Failover Data Centres. 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 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

- 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 total 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
- Aspiring 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 monitored continuously in all technical areas

Security

- Security guard patrols 24x7x365
- Premises under constant CCTV surveillance for both exterior and interior common areas
- Intruder alarms to all areas
- Physical access to the data centre is controlled by mantrap
- Access control using proximity card readers and biometric systems
- Data Centre 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.

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