

# Managed Services Overview

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Professional Data Management Services Limited (PDMS) provides a complete end-to-end software delivery service.

We have the expertise, infrastructure, solutions, accreditations and partnerships to provide business systems on a fully managed-service or software-as-a-service basis.

This document provides an overview of our Managed Services offering.

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## 1. Infrastructure

At PDMS, we host our systems within two separate, world-class datacentres, each of which provides:

- Multiple power feeds backed up by UPS and onsite generator capabilities;
- Multiple fire-suppression systems;
- Multiple, diverse internet connections.

We use multiple high-end servers connected with multiple networking devices to provide a genuinely robust, resilient and scalable hardware tier. Multiple devices for each required function provide redundancy and ensure high-availability.

## 2. Platforms

Our virtualised environment is built using VMware vSphere, the industry's leading virtualisation platform. This enables us to react quickly and effectively to meet the changing demands of our hosted systems, or to implement new services of varying capabilities.

PDMS is a Microsoft Partner, with a Gold Competency in Application Development. We use Microsoft's Windows Server operating system and SQL-Server database platform. These enterprise level technologies provide us with a highly compatible infrastructure for data storage, web-servers and security applications that enable us to provide high levels of performance, availability and security, on a scalable underlying platform.

## 3. Continuity

PDMS hosted systems are deployed across the datacentres in an "active-active" manner, i.e. both installations of a system provide service at the same time with data being synchronously replicated between them. This design promotes continuity and enables us to provide levels of uptime exceeding 99.9%.

## 4. Management

PDMS hosted systems are managed by a dedicated team of engineers and technicians who monitor, maintain, and continually improve the infrastructure. Our infrastructure team works alongside PDMS's software development teams in the architecture and design process to maximise the effectiveness of the systems we deliver; and they are actively involved in the overall design and implementation of our infrastructure. This means they have a holistic understanding as well as a detailed engineering view of the individual components.

## 5. Patches and Updates

To keep ahead of the latest Internet threats, and to increase the stability and performance of the underlying infrastructure, our engineers ensure that the latest patches and updates are applied to all levels of the infrastructure at the earliest

possible time. The replicated infrastructure ensures that there is no downtime to our systems when they are patched or updated.

## 6. Monitoring

Using both internal and external tools, monitoring undertaken by PDMS includes:

- site availability,
- bandwidth usage,
- application and database performance,
- power consumption and
- server room temperature.

Any potential issues or uncharacteristic readings are escalated through to our engineers, whatever the time of day or night.

## 7. Backup

Although our hosting environment provides exceedingly high levels of continuity, PDMS provides a backup service using online storage and tape which provides:

- Continuous recovery points for the previous week;
- Periodic archives for older data.

This “standard” backup regime can be tailored to suit each individual customer’s data retention requirements.

## 8. Accreditations

PDMS and our infrastructure have been certified for a number of internationally recognised standards:

- ISO 9001:2008 – Quality Management System
- ISO 27001:2005 – Information Security Management System
- ISO 14001:2004 – Environmental Management System

These endorse both the degree of quality within our hosting environment and the continuous improvement programmes that we have in place. PDMS has an on-going commitment to the quality of our services and the security of the data that we host, and we take great consideration of the environmental impact made by PDMS in offering these services.

## 9. Appendix 1 – Document Version History

| Version Number | Date of Version | Change   |
|----------------|-----------------|--|
| 1.0            | 19/02/2013      | First version  |
| 1.1            | 31/03/2014      | Minor edits to formatting, version history table added |
|                |                 |  |