PMWeb Hosting

A better way to host your applications and data

PMWeb hosting

Introduction

PMWeb Hosting is a full-service, state-of-the-art Web hosting service for your enterprise, whether it is a small business, a government agency or a global corporation.

Facilities

✓ SAS 70, Type II Certified data-centers

✓ 24/7/365 on-site management and monitoring

✓ Restricted access and continuously monitored surveillance

✓ Self-contained, redundant climate control and fire suppression

✓ UPS-redundant battery back-up with diesel generator for prolonged power outages

✓ 12" thick poured concrete walls and reinforced ceilings

✓ Raised flooring for under-floor cooling and ventilation

Infrastructure

✓ Fully virtualized infrastructure using the latest VMware® software

✓ Redundant N+1 Servers, clustered for load balancing/failover

✓ Synchronous on-site replication at the SAN Level

✓ Asynchronous off-site SAN-to-SAN replication

✓ State-of-the-art Dell™ PowerEdge™ servers

✓ Redundant server power supplies, HBAs, CPUs and hard drives

✓ Redundant SAN power supplies, controllers and drives

✓ 10 GB Ethernet interface for the ultimate throughput

✓ 15k RPM SAS drives for the maximum speed and throughput

✓ Redundant firewalls antivirus/anti-spam security and VPN support

✓ 24/7/365 monitoring of server health, application health, services and data

Backup/Recovery Procedures

- ✓ Daily transfer of log transactions/differential database backups to secondary recovery site

- ✓ Weekly transfer of full-database backups to secondary recovery site

- ✓ Monthly transfer of full copy of VMware® backup to secondary recovery site

- ✓ Server snapshot every 3 hours - held for 5 days for hosting data

- ✓ Server snapshot every 24 hours (in addition to the 3 hour snapshot) - held for 5 weeks

- ✓ Entire server farm backed up nightly to disk - held for 2 weeks

- ✓ Nightly disk backups produced the last week of the month backed up to tape and/or external hard drive and stored off site in a fire proof vault - held for a year

- ✓ Monthly backups compiled into a yearly tape backup at the end of the year and stored off site in a fire proof vault - held for 3 years

- ✓ Monthly tests of recovery plan including restoring VMware® backups, database and code backups and verification of functionality of application

Redundancies

- ✓ Connectivity - Multiple data lines and redundancy for connectivity. If a line fails, another line becomes active immediately. Network connection is redundant to a minimum of three Tier-1 providers.

- ✓ Network Hardware - All network hardware (firewalls, routers, switches etc.) is connected redundantly to prevent single-point failure. A minimum of two each of the following devices is provided: firewalls, switches, PDUs, servers and HBAs. If a device fails, a second one becomes active immediately.

- ✓ Generator - All network hardware is protected by uninterruptible power supplies. In the event of a prolonged power outage a diesel generator supplies power to keep the equipment running indefinitely.

Service/Support

At PMWeb Hosting we understand that the greatest hardware is still no better than the people who stand behind it. Our support technicians are friendly, fast and very knowledgeable. We pride ourselves on our quick and accurate response to issues and the care with which we safeguard your data.