

# Managed Hosting Services

'Government strength' security



# Jadu®

➤ *Is your website a risk to your reputation?*

➤ *Is your infrastructure up to date?*

Jadu offer a complete managed hosted service, enabling a higher degree of intensive support and high-end server infrastructure with unparalleled service and resilience, through our hosting partners Rackspace.

Installations exist on shared architectures and dedicated architectures ranging from a single server to clustered web servers with attached clustered database servers.

Jadu's managed hosting services deliver a much higher level of care and support than non-hosted systems, allowing Jadu engineers direct access to servers and support for both software and hardware environments on a 24/7 basis.

Jadu managed hosting customers also benefit from our substantial investments in security, with hardware and 24/7 human managed Intrusion Detection Systems (IDS) and proactive monitoring of server performance.

Managed infrastructures at a glance

- **Hardware Network Firewall with deep packet inspection to help prevent denial of service (DBOS)**
- **Hardware and Software IDS with 24/7 human management, proactive monitoring and analysis**
- **Automated security scans with reporting and alerting**
- **Fully resilient private VMWare pool with better than 1 to 1 RAM contention for guaranteed performance and resilience**
- **Network backups**
- **Managed off-site backups**
- **24/7 proactive monitoring with emergency response**
- **24/7 data centre staffing and support**
- **24/7 data centre monitoring and secondary support**
- **Automatic system patching**
- **ISO27001 compliant Data Centres**

The Jadu managed network at Rackspace has been engineered from the ground up to accommodate the high availability requirements of large scale websites. The network capacity is currently at 6.3 Gbps aggregate bandwidth.

## Connectivity

An entirely switched network employs Cisco 6500 chassis based switches running HSRP (N+1 hot failover) to ensure that data can be routed even in the event of device or link failure. Internet connectivity is provided via multiple links to Tier 1 bandwidth providers which, coupled with Cisco powered infrastructure, enables 100% network availability.

## BGP4 Routing

The Jadu network runs the Border Gateway Protocol (BGP4) for best case routing. Each packet is evaluated and sent over the best route possible and through redundant network architecture, packets may be sent via alternative routes even if they are being delivered to the same end user.

In the event of a network provider failure, packets leaving the network are automatically redirected through another route via a different provider.

## Security

Jadu have invested heavily in ensuring our 'Government Strength' security is second to none. As an ISO 27001 registered firm, we have established a robust network underpinned by well established security policies. Our Alert Logic IDS is supplemented by 24/7 human managed security monitoring and alerting.

## Guaranteed packet delivery

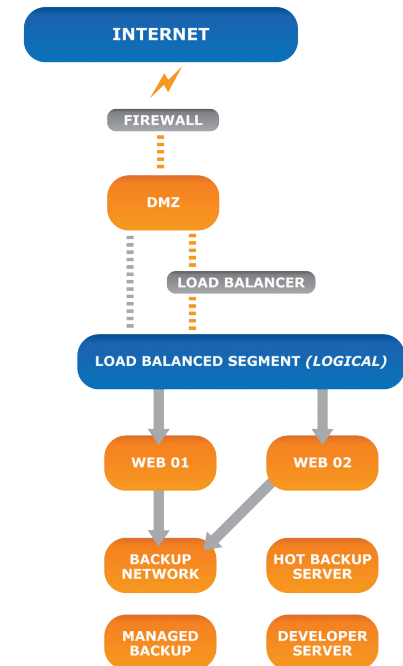
To ensure network integrity, Jadu and Rackspace have put Service Level Agreements in place with various bandwidth suppliers. This guarantees that all packets will leave the network at full speed, therefore avoiding the typical peering arrangements where no one is accountable for lost packets at congested exchange points.

## Bandwidth utilization

The Jadu managed network at Rackspace is running at approximately 20% capacity at peak times, allowing accommodation of even the largest spikes in traffic. Additional network capacity management mitigates against network degradation, even in the event of an outage from a network provider.

- SERVER MONITOR**  
Node Manager monitoring server health
- LOAD BALANCING**  
Load balancing can be achieved using DNS or Hardware load balancing
- CLUSTERS**  
Additional nodes can be added to the cluster

Physical infrastructure example



## Network providers

- › **AboveNet** - a Tier 1 provider with a global optical network of 1.5 million fibre miles, renowned for their service, reliability and performance
- › **Tiscali** - providing strong European network coverage and presence in most major US peering points
- › **Level 3** - operating one of the largest and most reliable communications and internet backbones in the world
- › **Sprint** - providing a global IP network with an excellent reputation for reliability
- › **Verizon** - coupled with MCI (Verizon Business) - a leading provider of advanced communications services for large organizations
- › **Cable & Wireless** - a world leading international communications provider - Network World recently ranked Cable & Wireless as having a top performing ISP network backbone delivering 'picture-perfect availability' with zero downtime and perfect uptime
- › **LINX** - largest exchange point globally measured in terms of its network and the internet routes which are directly accessible from its peering LAN. This allows Jadu and Rackspace to directly connect to some of the major ISPs for the direct transfer of traffic without having to use a transit provider across the public internet

› [info@jadu.net](mailto:info@jadu.net)  
› [www.jadu.net](http://www.jadu.net)

- › Jadu CMS
- › Jadu XForms Professional
- › Jadu Rupa Portal
- › Jadu Mobile Web
- › Jadu ePayments
- › Jadu HR Live
- › Jadu Retail

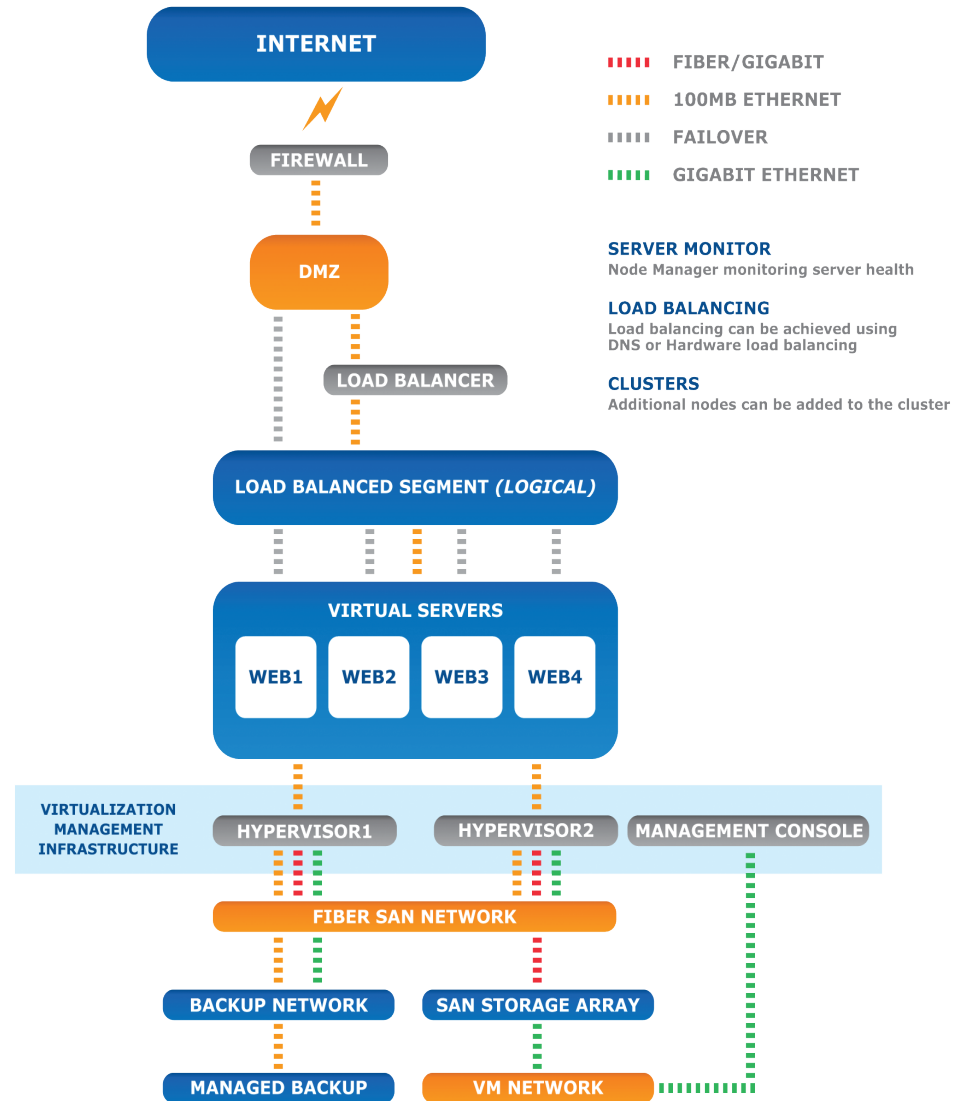
© Jadu All rights reserved.  
No parts of this publication may be stored in retrieval systems or transmitted in any form or by any means, electronic or mechanical, without permission in writing from the copyright owners.

## Premium Virtualized environments

With a virtual infrastructure, you can reduce redundant resources without compromising performance. Unlike typical hosting structures, a virtualized environment provides flexibility to add or remove services depending on the requirements dictated by your business.

Virtualization enables your organization to extend recovery capabilities beyond systems that have been historically viewed as the most critical, enabling support for servers that may have been under-protected or vulnerable in the past.

Load balanced clusters can increase both performance and resilience, and if they are of an adequate size and configuration, remove the threat of a single point of failure.



Virtualized infrastructure example