



ACHIEVE SAVINGS, RELIABILITY AND SECURITY WITH YOUR IT INFRASTRUCTURE

COST-EFFECTIVE, AFFORDABLE DATA CENTRE SOLUTIONS
THROUGH A MANAGED UTILITY PRICING MODEL

Getronics

a KPN company



“OUTSOURCING IT INFRASTRUCTURE IS INVARIABLY CHEAPER AND THE SERVICE TENDS TO BE SUPERIOR, DUE TO THE SPECIALISATION OF THE OUTSOURCED SERVICE PROVIDERS’ STAFF, INFRASTRUCTURE AND BUSINESS MODEL.”

DATA CENTRE MANAGEMENT MAGAZINE, OCTOBER 2007

TAKE A PROACTIVE APPROACH TO YOUR IT

Business IT represents a substantial investment, and if there’s one technology guarantee, it’s change. As your business grows and evolves, so must your IT and services. Financing new environmental services and hardware, providing more resilience, managing new systems, provisioning adequate in-house support – these are major challenges – all with a direct impact on your business bottom line.

As the UK economy becomes more challenging and liabilities grow, Getronics’ outsourcing technology and services offer business a better approach – improving cashflow, maximising savings and improving reliability, security, performance and flexibility.

UK hosting infrastructure: our utility pricing model

Getronics provides some services charged like a utility, on a monthly rental basis. We operate a hosting infrastructure of UK networks, servers, storage and skilled resources (such as a UK based Service Desk and technical support experts) integrated together to provide a range of complete services. This infrastructure allows us to support multiple customers, providing best-of-breed (and often virtualised) applications and solutions. The result is highly efficient, robust and responsive services and significant economies of scale.

GETRONICS’ SERVICES MODEL PROVIDES...

- Utility based, month by month charging
- The latest hardware and software infrastructure
- Enterprise class resilience and redundancy
- IT regulatory compliance and security
- Low or No capital expenditure
- Superior management and support 24 * 365
- Disaster recovery options
- Significantly reduced risk
- UK based Service Desk

GETRONICS’ CLIENTS REALISE...

Efficiency

- better value for money
- improved accountability for investment

Effectiveness

- greater focus on core business
- timely and accurate management information

Employee Experience

- improved customer service and responsiveness to business needs
- staff benefits
- greater availability and ease of access



DATA CENTRE HOUSING AND HOSTING SERVICE

Better infrastructure. Greater capacity. Guaranteed compliance.

Operating a Data Centre in-house demands significant investment. As server rooms need to grow and end-of-life equipment must be refreshed, maintaining the necessary technology, infrastructure and management can soon become prohibitive.

With an investment of more than £15M, Getronics operates one of the UK's most advanced Tier 3 data hosting facilities. Five backup generators on site, complete power resilience, multiple redundant servers, 640Gb/s bandwidth – the scale, resources and capability offered by Getronics hosting vastly exceed what's possible in-house. Regulatory compliance also plays a deciding role. Getronics' hosting clients know that, from a data handling perspective, their FSA and Sarbanes-Oxley requirements are fully met, along with security certification to ISO 27001. With a wide range of skill sets on-site, Getronics also offers specialist operating system and database maintenance support at highly competitive prices.

The Data Centre Housing service includes:

- Physical hosting of racks in a managed, secure facility
- Provision of resilient power, cooling and other environmental requirements monitored 24 * 365

- Optionally, secure offsite storage provision for data and system backup media at a location less than 50 miles from the Getronics data centres
- Optionally, monitoring of the successful start-up and completion of regular backups in line with agreed operational schedules.

The Data Centre Hosting service includes:

- The housing of your IT and networking equipment
- The monitoring and management of your equipment at our global centre 24 * 365
- Support of systems to operating system level including incident resolution, patch management and security management
- Optionally, full support and management for databases and standard services, such as web servers, Citrix, e-mail, SharePoint, etc
- Access to the Getronics UK-based Service Desk 24 * 365
- Allocation of a primary service contact
- Optionally, transition management may be provided.



EMAIL SERVICE

Business critical resilience. Greater security. Instant support.

Email today is business critical. It's the predominant, preferred business communication channel. Without email most companies just can't function. Message archiving and journaling provides an essential audit trail. An hour's down time can result in untold chaos and cost.

The problem with managing email stems from incessant growth. Email message volumes, including Spam, rise daily. File attachments are growing in size. Employees are demanding email access on the move, on a variety of devices. As a result, many companies are operating their email system on servers and infrastructure that's become woefully inadequate. Making the necessary upgrades will require a substantial investment.

Operating to ISO 27001, Getronics provides an outsourced, utility/off-the shelf end-to-end email solution. The world's leading security provider, oil industry experts and a high street bank are just some organisations who have entrusted Getronics to provide, manage and support their business-critical email.

The Managed Email service lets you:

- Send and receive mail both inside and outside the organisation
- Access a personal mailbox and share a functional group mailbox with co-workers
- Give read and write access to co-workers in the personal mailbox
- Plan appointments and meetings by using the address list of the organisation
- Use the calendar to set appointments, reminders, etc
- Print messages, appointments and calendars
- Make use of the additional secondary functions for example: distribution lists, tasks list, archiving, etc.

Service highlights include:

- Use of the Email infrastructure based on Exchange 2007
- Easy, fast administration and changes via a Self Service Portal
- Support for defined desktop clients and extended Exchange services to mobile devices (Outlook Anywhere) or Unified Messaging
- All necessary licences
- Optionally, implementation of and transition to the users' mailboxes
- Access to the Getronics UK Service Desk if things go wrong.

MANAGED SHAREPOINT PORTAL SERVICE

Growth capacity. Robust backup. Tailored flexibility.

Increasingly, companies are relying on Microsoft SharePoint to provide web and network based collaboration and document management capabilities. As contracts, projects and clients grow in size and complexity, the SharePoint platform is becoming as important as email – a business-critical data repository.

The Managed SharePoint Portal amplifies the benefits of the platform by hosting it on a quality infrastructure. It eliminates potential concerns about available storage capacity, and offers the added resilience and security of a fully managed service.

Service highlights include:

- Microsoft Office SharePoint Server 2007 product along with your own build configurations
- Microsoft Windows SharePoint Services
- Control of all documentation
- Access to the Getronics UK Service Desk 24 * 365
- Optionally, services to integrate application and data sets
- Optionally, services to migrate data from other databases
- Optionally, services to build bespoke web portals to provide employees and customers with up-to-the-minute information, clearly and concisely presented.



LAPTOP BACKUP SERVICE

Data integrity. System management. Rapid recovery.

Outsourcing data backup, perhaps more than any other service, demands rigorous assessment and scrutiny of your supplier:

- Where is the data held?
- How secure is the data?
- What are the backup regimes and, most importantly, if the worst happens, will the data recovery actually work?

Offering total peace of mind, Getronics' laptop backup ensures secure, automatic backup of critical files and data. We actively encourage all prospective clients to test and validate our restoration and recovery systems first-hand. Incremental backups from each device are carefully scheduled, allowing fast roll-back and recovery from multiple backup sets. The risks of major business disruption due to data corruption, laptop theft or malfunction are therefore removed.

Service highlights include:

- Secure data storage on-line, off-line or archived
- Use of replication software
- SLA options for data backup, restoration and availability
- Recovery via intranet and internet
- Full service management and support via the Getronics UK Service Desk
- Utility pricing model.

LAPTOP ENCRYPTION SERVICE

Data security. Commercial integrity. Loss and theft protection.

Data leakage, theft and public disclosure are major business threats. Mobile devices such as laptops are particularly vulnerable to loss or theft. Drives contain valuable intellectual property, customer and client records and sensitive information. Getronics' laptop encryption service prevents unauthorised access to laptops and other devices via hard disk encryption. The service offers encryption at both full-disk and file/folder levels, providing access protection wherever data is saved. In the event of device loss or theft, volumes can be wiped remotely via an internet agent. The service operates to ISO 27001 security certification and compliments a full range of security services from Getronics; all at utility pricing.

Service highlights include:

- Safeboot licenses
- Full disk, file and folder encryption
- Centralised management of keys
- Synchronised password changes.

APPLICATION HOSTING SERVICE

Virtualised performance. Worry-free management. Business flexibility.

Provisioning and maintaining up-to-date IT to run key business process applications in-house can be time consuming and costly. Getronics' Applications Hosting service removes the burden. Using virtualisation and other latest technology, bespoke client applications are seamlessly transferred to our secure data centre and hosting platform. All server, storage and network resources may be provided, with ongoing capacity management based on demand. The service offers superior performance and access with the attraction of a monthly utility pricing model.

Service highlights include:

- Flexible capacity management
- Superior service levels
- Full secure hosting and virtualisation
- Storage, back up and recovery services
- 24 * 365 monitoring and support.

MANAGED ISP SERVICE

Global backbone. Superior bandwidth. Commercial resilience.

With internet traffic rising, businesses are looking closely at bandwidth - to securing high speed, robust, internet service provision. With a 640 Gb/s dual routed POP within our data centre linked to three global ISPs, Getronics' managed ISP service provides precisely this. With the ability to provide addressing ranges and connection speeds ranging from 1 -100 Mb/s, Getronics' enterprise class service gives you the access you need.

Service highlights include:

- Backed by global providers
- High speed connection
- Low contention
- Highly robust
- Security built in.





ABOUT GETRONICS UK & IRELAND

Getronics UK & Ireland is an Information and Communication Technology (ICT) company, with expertise in Workspace Management, Connectivity, Infrastructure and Consultancy services. Through these services, Getronics enables people in medium to large organisations to move forward by releasing the power of information.

Getronics UK & Ireland clients include Barclays, Booker, Clarks, CBI, CSC, Dell, Iceland, Innospec, Threshers, PSN, and many others.

Worldwide, Getronics has revenues of € 1.9 billion and over 16,000 employees. Getronics is the largest ICT service-provider in the Benelux, with operations across the world allowing us to service the needs of globally distributed multinational businesses. Since 2007 Getronics has been part of KPN, one of the world's largest international telecommunications companies.