

Data Sheet /
Knowledge Cloud Services
For Businesses with up to 75 I.T. users



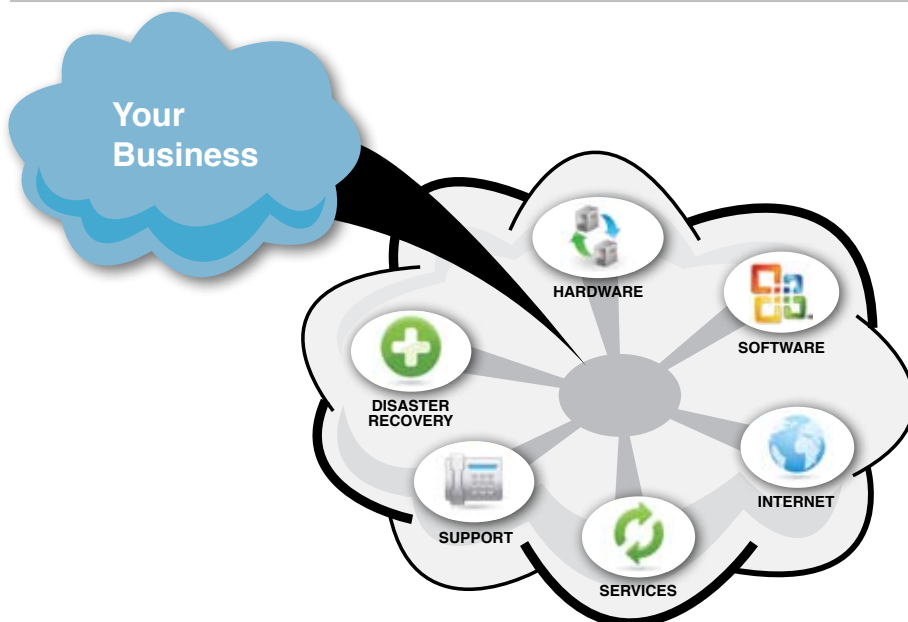
A new way of delivering I.T. As organisations increasingly deploy technology to drive business performance and open up new customer opportunities, the infrastructure on which the technology resides has become of critical importance to the business.

Providing a secure, fault tolerant and scalable I.T. infrastructure that can adapt to a constantly evolving set of business objectives can be a huge operational challenge. Physical space, security, power, cooling, scalability and business applications availability are all essential service requirements. If your supporting utilities or infrastructure fails, then the businesses ability to trade will be severely compromised.

On-Demand I.T. Service Delivery

Knowledge's Cloud Service solves the Technology vs Business issue by providing all of the organisations back office hardware, software and services in the form of a low cost, "per user" based monthly subscription service. There are no capital investment costs to finance and your I.T. services are delivered from our state of the art Data Centres and come complete with industrial strength Service Level Guarantees to deliver absolute service confidence.

Knowledge Cloud Services Illustrated



How is this service delivered?

Knowledge Cloud Services are based upon Virtualisation Technology delivered using Cisco powered enterprise infrastructure, HP Blade Server technology and EMC storage management assets.

Your technology services are housed within our own highly available and secure Tier Three Data Centre facilities.

Your data is delivered via our regional fibre optic network infrastructure 'Nexent', a light speed, fault tolerant, data triangulated network.

Business Benefits at a glance:

Scalable:

On demand, efficient technology provision

Reliable:

Fault-resilient, enterprise class infrastructure

Secure:

ISO 27001 Information Security Accredited

Cost Effective:

Reduces on-going I.T. operational costs

Future Proof:

Removes server, storage and software upgrade requirements



Business Server Applications

- Windows Server 2008 File & Print Services
- Windows Exchange Server 2007
- Windows SharePoint Services
- Windows Server Update Service
- Forefront Security For Exchange Server
- 5 GB of Data Storage per User

Business Network Services

- Firewall Protection Service
- Server Switching & Routing Hardware
- 10Mb Shared Internet Bandwidth
- SMTP Mail Delivery Service
- Internet Anti Virus
- Internet Spam Prevention Services
- SSL Server Certificate

Business Support Services

- 24/7 Server Hardware Maintenance
- 24/7 Network Hardware Maintenance
- 24/7 Service Monitoring & Alerting
- Internet & Mail Support Services
- Telephone Support Desk Services
- Dedicated Service Account Manager

Anytime – Anywhere Business Applications Access

Business users can now access their I.T. services safely and securely from any Internet connected device, whether it be from a remote office, hotel, airport or their workspace. Your desktop, data and applications are all available to you wherever and whenever you need them 24/7.

Safe, Secure & Reliable

Your Cloud services are located within our highly secure and fault resilient Data Centres, which are accredited to ISO 9001 Quality Management and ISO 27001 Information Security standards. To complete our Total Service Promise, we provide you with a comprehensive 99.9% service availability guarantee to ensure that your I.T. business operations continue uninterrupted and problem free.

Cost Efficient & Scalable

Knowledge Cloud Services provides businesses with a comprehensive range of technology assets and resources that can be deployed “right sized” to fit the exact business need and can be delivered to you “just in time” to ensure you pay only for the technology resources needed. Significant cost savings can be realised by removing the need for future server, storage & software upgrades. Operational savings can be made through the removal of server room square footage, I.T. power and cooling requirements, system security, hardware maintenance and service management overheads.

Migration to the Data Centre

The ability to utilise low bandwidth, feature rich Thin Client technology, over a growing range of high bandwidth Internet and private communications circuits, allows organisations to take advantage of the highly available and virtualised nature of data centre services. Businesses can now benefit from improved I.T. performance and faster technology deployment, together with enhanced security and “anytime - anywhere” business applications availability.



See how Cloud Services can benefit your organisation by calling Knowledge today on: 0845 142 0020

KNOWLEDGE I.T

Head Office North East: New Century House, Crowther Road, Washington, NE38 0AQ

Yorkshire & East Midlands Office: Viscount Court, Leeds Road, Rothwell, Leeds, LS26 0GR

Telephone: 0845 142 0020 Fax: 0845 142 0021

Copyright © 2009 Knowledge I.T. All rights reserved Brand & product names mentioned are trademarks or registered trademarks of their respective companies.