FirstNet
Enterprise Cloud Services

FirstNet's Enterprise Cloud service has been specially constructed to provide a high performance, secure and scalable environment for the hosting of Virtual Machines within our purpose built data centre facilities. Customers wanting to take advantage of the benefits of hosted services and virtualisation are now able to do so. Supported by a dedicated team of engineers maintaining an enterprise-server hardware platform coupled with the latest virtualisation technologies, the FirstNet Enterprise Cloud platform has been designed to provide a secure, high performance and fault tolerant environment for a wide range of possible applications.

Enterprise Cloud refers to a hosting service in which client servers reside upon a hardware infrastructure as Virtual Machines. Options include a range of hardware configurations from entry level to high-performance Virtual Machines, preference of operating system, comprehensive virtual machine monitoring, backups and support are available.

Colocation refers to shared or dedicated rack space where customers can lodge their own server hardware in the FirstNet data centre, benefitting from the secure and stable environment.

Virtualization allows for easily scalable server infrastructure, creating more affordable efficiency in your application environments. Business Continuity improves because of the flexibility and quick restore processes.

Features

- Automated High Availability and Performance Optimisation using V-Motion & DRS
- RAID protected SAN Storage
- High Scalability with upgrades
- 24x7 Monitoring and Support
- Hardware Monitoring
- Managed System Backup & Recovery
- Outsourced Firewall connectivity

Business Benefits

- Quick Provisioning of Virtual Machines.
- Cost Effective & Upgradeable Solution.
- Wide Range of Peripheral Services.
- Green IT Initiative (with up to 95% power savings)
- Direct Connectivity to SA's Largest Online Business Community
- Support and Monitoring

FirstNet Technology Services

Work is what you do, not where you are

www.firstnet.co.za

Directors A. Sharp, O. Lamusse, V. Gerson (Managing)

Vat Reg No 4840236097 Reg No 2006/031608/07

The Benefits of Hosting

Quick Setup Virtual Servers can be provisioned for use in minutes rather than hours.

Faster Servers Our typical Virtual Server hosts run a two Intel Quad-Core or Eight-Core processors. Individual Virtual Server CPU usage is based on a pre-determined fixed quantity however if the system has spare CPU capacity you will affectively use the additional processing power for free.

More Memory (RAM) Our typical Virtual Server Hosts are loaded with 128GB – 512GB of ram. Even though a given Virtual Server might be allotted only 1GB, it can utilize as much ram that is available on the server. This means that your applications can typically burst to using any unused memory available even though you are only paying for 1GB.

Instantly Upgradable Virtual servers can be modified instantly. If you need more ram, more hard drive space, or more CPU utilization, we can easily increase (or decrease) your resources.

100% Backup Reliable integrity checked Backups ensure your data is always safe.

Virtual Server Portability Virtual Servers can be moved from one hardware node to another with just a couple of mouse clicks. In the unlikely event of a host failure your Virtual server will boot up on another available host within minutes.

Reconfigurable Changed your mind and decide you really needed a 100GB D:\ drive instead of a 50GB D:\ Drive? No problem, we can easily change the size of a drive partition, or create a new one.

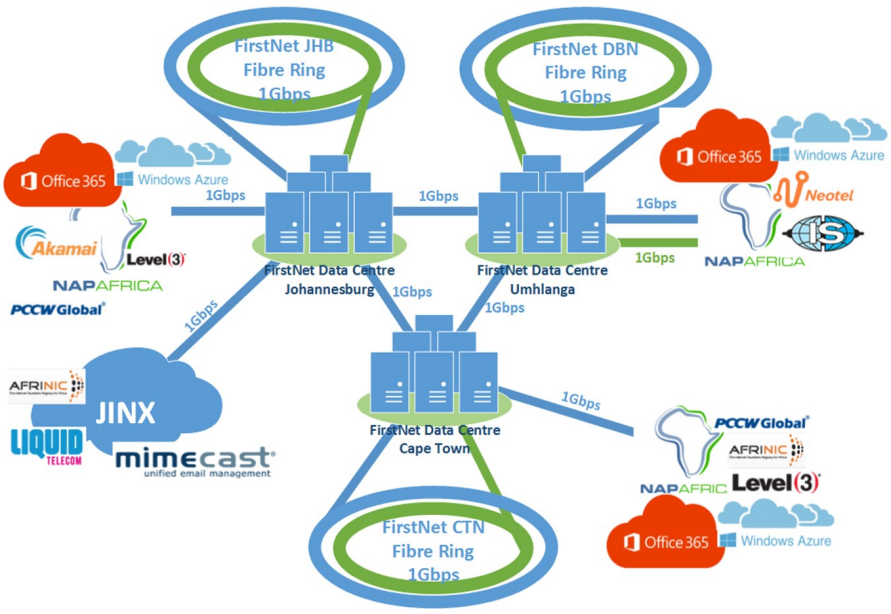
Migrate to Dedicated Dedicated servers can be easily migrated to virtual servers. In fact, we can migrate any Windows dedicated server to a virtual server with just a few mouse clicks.

Lower Cost Most importantly, Virtual Servers give you all of the benefits of a dedicated server with a significantly lower cost through economies of scale. Why buy a dedicated server? It is a depreciating asset and will cost you to support and maintain over its lifetime. Move your IT spend from CAPEX to OPEX. Change to a "Pay as you grow" model.

Software as a Service FirstNet is a registered Microsoft Service Provider Licensing Agreement (SPLA) and Citrix Service Provider partner, affording us the ability to offer our customers SPLA software on a rental agreement provided the software is running on a host server that FirstNet owns.

Benefits of SaaS

Most Current Product Versions
Flexible monthly consumption-based cost structure
Pricing Stability
SPLA price increases, if any, occur only once a year in January.
Minimal start-up costs
No capital expenditure
Customer evaluations on a trial basis for up to 60 days.
Microsoft Licence Mobility



DC 01 Umhlanga KZN Data Centre

Environment
Full data-grade HVAC system with redundancy
Temperature maintained at 16°C (+/-2 degrees)
Relative humidity maintained at 45% humidity (+/-5%)
Redundant Fire Protection
Fire proofed doors, and solid walls
Both smoke and high temperature heat detectors
Water and Humidity Sensors
Raised Flooring, structured Cabling.
All cabling vendors are certified
All cabling is managed by structured cabling policies

Equipment
85 sqm floor space
19" ventilated racks (600w x 1200d x 42U)
All cabinets have unique locks, ensuring that only approved personnel are able to gain access
Perforated front and back doors, allows for 86% air flow
Managed Cisco Switch Environment
24 hour monitoring
High Capacity Redundant UPSs
Redundant diesel generators (sized to run full load for min of 48 hrs)
Service availability of 99.5% per month

Security
Comprehensive perimeter and building security
Pre-authorisation required for data centre access
Comprehensive audit logs are maintained on all site access
Disk access control at all interior and exterior doors
Biometric access for internal door leading to racks
Digital CCTV surveillance cameras
Alarms and early warning messages alert technicians on duty

DC02 Isando, Gauteng Teraco Data Centre

Environment
Multiple cooling zones with independent CRAC units
Temperature maintained between 22°C and 30°C
Relative humidity maintained between 40% -60%
Independent humidity and temperature monitoring in all plenums
Hot aisle containment
Data centre positive pressure to ensure a dust-free environment
Pro-active fire monitoring systems
Diesel generators and tanks are physically separate
All monitoring and fire protection equipment is fed via an independent power sourceAll cabling vendors are certified
All cabling is managed by structured cabling policies

Equipment
19" ventilated racks (600w x 1200d x 42U)
All cabinets have unique locks, ensuring that only approved personnel are able to gain access
Perforated front and back doors, allows for 86% air flow
Resilient diesel backup generators are fuelled to provide 5 days of power boosted by guaranteed diesel delivery should the municipal supply fail
Fully online UPSs ensure frequency, voltage and surge stability
Power Distribution Unit technology is remotely managed

Security
Comprehensive perimeter and building security
Pre-authorisation required for data centre access
Comprehensive audit logs are maintained on all site access
A visitor's identity is visually confirmed against a picture on a named user list, with additional biometric confirmation through fingerprint imaging
Continuous video surveillance of all zones and cabinets
Alarms and early warning messages alert technicians on duty
All areas have 24x7 intelligent monitoring and video surveillance with integrated motion sensors
A unified building monitoring system logs all security and environment data

DC03 Rondebosch, CT Teraco Data Centre

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Multiple cooling zones with independent CRAC units
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