

# MANAGED HOSTING PROVIDER CHECKLIST

Whether you need a hosting provider for one part of your business or for your entire infrastructure, you need to know all of your hosting options. You also need to ask important questions and investigate all of the services being offered by the hosting company.

## WHAT ARE YOUR HOSTING OPTIONS?

Not all hosting providers offer a range of options, and some may try to tell you that "one size fits all". Don't believe it. Your business has specific requirements that your hosting provider should fulfill. The following are brief descriptions of commonly available hosting options:

### IN-HOUSE HOSTING:

You build and maintain your own data centre. You pay for all equipment, power, network connectivity, and on-site experts to manage every aspect of it.

### CO-LOCATION:

You rent data centre space and a rack, power and network connectivity for you to house and manage your own servers.

### MANAGED DEDICATED HOSTING:

Off-site physical servers are dedicated to your business, with managed secure and flexible solutions. The hosting provider installs and manages the hardware, security, and operating system environment for you, and typically they provide 24/7 customer support. With managed hosting, your provider helps you with systems administration tasks, such as installs, patching, backups, monitoring, security and other tasks.

### CLOUD HOSTING:

Cloud hosting provides a shared virtual infrastructure in a secure remote data centre, with managed resources and services delivered over the Internet. You can add or remove resources, scaling when necessary for your business needs and only pay for what you use.

## IMPORTANT QUESTIONS YOU SHOULD ASK EVERY POTENTIAL HOSTING PROVIDER:

### EXPERIENCE AND LONGEVITY

As a business and technology partner, your hosting provider's experience is essential.

- How long have they been in business?
- How long have they been in hosting?
- What is their financial stability and viability?
- Do they have experts to help you? How many, and how experienced?

### SECURITY, COMPLIANCE AND PRIVACY

Security is a huge issue and should be not just equal to yours, but higher than what you have in-house.

- Are they a PCI-DSS certified service provider?
- Data residency; where will your data be kept?
- Who has access to your server, and their data centres?
- What are their security certifications?
- What are their security processes?

### RELIABILITY

Not all data centres are created equal. Some have higher risks of outages and degraded performance.

- What are their SLAs and network uptime guarantees?
- What have the SLAs been over the past 12 months?
- How many Internet / data backbone providers do they have?

### RESPONSIVENESS

You need fast and guaranteed response times, 24x7 coverage, and a named contact.

- What are the response times for customer service? (24x7x365, ticketing system?)
- Are their out-of-hours operations on site or on call?
- Would you have a named account manager?

### REPUTATION

Customer names and customer references are proof that a provider can deliver against the promises they make.

- How many customers do they support?
- Who are their other clients?
- Can they provide you with customer references?



CHECKPOINTS	CURRENT PROVIDER	MACQUARIE TELECOM
<b>LONGEVITY AND FINANCIAL STABILITY</b>		
Founded in 1992		✓
Stable and consistent management since 1992		✓
Publicly listed (ASX:MAQ) since 1999		✓
Strong growth and cash reserves		✓
10+ years of hosting experience		✓
<b>SECURITY CERTIFICATIONS AND ACCREDITATIONS</b>		
ISO 27001 , AS7799 (ISO 17799)		✓
PCI DSS accredited level 1 service provider		✓
DSD gateway to highly protected & restricted		✓
ASIO T4 intruder resistant		✓
Microsoft Gold Certified partner		✓
VMware service provider		✓
Red Hat advanced hosting partner		✓
<b>DATA CENTRES</b>		
100% Australian based data centres		✓
Advanced tiers of technical support specialists on hand 24 x 7		✓
Redundant and diverse (multi-carrier) internet connectivity		✓
Fully redundant power supplies		✓
<b>MANAGEMENT TOOLS</b>		
24x7 real-time visibility of your hosted infrastructure simply using a browser		✓
Advanced uptime and performance reporting		✓
Real-time reporting of threshold breaches via sms or email		✓
<b>HOSTING OPTIONS</b>		
Managed co-location services		✓
Enterprise managed servers		✓
Enterprise managed cloud		✓
<b>SERVICE LEVEL GUARANTEES</b>		
Financially backed uptime guarantees		✓
Guaranteed response times		✓
Guaranteed repair times		✓
<b>CUSTOMER SUPPORT</b>		
Company owned, in house Australian customer contact centre		✓
Named account manager		✓
7x24x365 phone support		✓
Optional self-service trouble ticket logging		✓
Global award winning customer care – Winner, 2008 World Communications Awards		✓
<b>INDUSTRY LEADERSHIP</b>		
Member of the communications alliance, Australian Information Industry Association (AIIA)		✓
Member Australian Telecommunications Users Group (ATUG)		✓
Australian Interactive Media Industry Association (AIMIA) hosting partner		✓
First carrier in Australia to sign all 13 Australian Communications Media Authority (ACMA) registered Australian Communication Information Forum (ACIF) codes		✓