



KCOM

Hybrid Cloud

**Private and public clouds
under a single service**



Combine the bespoke, cost-effective nature of our private cloud with the latest technology and scalability of the public Azure platform and seamlessly manage under one service.

Easy to integrate into your current setup, with the flexibility to adapt to your business needs, our secure Hybrid Cloud service offers a completely new way to manage your cloud estate.

Have full control over the running of your service, or alternatively let us manage everything for you as a true outsourced partner. We can also provide a full end-to-end solution including connectivity and telephony – one service, one bill, one contact for all your support needs.



Call 0345 122 4222
Visit business.kcom.com

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Combine your private and public clouds under a single portal

Traditionally, deciding on a mix of private and public cloud servers added complexity to the management of each running in their individual silos.

Our Hybrid Cloud service does away with this headache, allowing you to view, access and manage all of your cloud services through a single portal. Streamline your processes and move between private and public cloud zones in an instant, increasing your business agility.

Gain valuable insight over your cloud estate

Not only does our Hybrid Cloud service combine your private and public cloud servers, it also allows you full visibility over their usage. From processor and memory capacity to storage, networking and template details, these can all be tracked on an hourly basis. Pre-configured and bespoke alarms can also be set up to alert you to any situation you require.

In addition to this, our service also provides full data monitoring and user access logging to satisfy your internal and external governance and compliance reporting needs.

Easily integrate and grow your service

A single outbound API means that integration into your back office systems is simple, seamless and can be done just once for all of your private and public cloud servers.

We offer a range of pre-configured public cloud servers as well as fully bespoke private cloud options that can be added to your service as and when you need them. There is no need for any physical CAPEX deployments meaning little risk to your business.

Maintain secure control

The security of your public and private cloud environments is vital to your business, that's why our Hybrid Cloud solution gives you the necessary controls to keep your infrastructures secure. Safely deploy virtual machines, create and attach storage volumes, manage IP addresses, firewalls, load balancers and VLANs.

Powerful role-based controls integrate with your existing Active Directory or other LDAP-compliant services to define who has access to different areas of your cloud infrastructure. Choose to host your data in a global region of your choice with Azure or confine it solely to the UK with our private cloud.

Self-manage or let us manage for you

Our fully managed service sits across both private and public clouds and allows you to spend less time and resources on IT operations within your business. With just a single phone call into our service desk, we will take care of all resource additions and changes including:

- full initial service setup
- move, change and delete resources
- pro-active service monitoring and patching
- automatic backups of all services.

If you prefer to have more in-house control over your service, our unmanaged offering gives you master user account access to our Hybrid Cloud portal where you can create, modify and delete resources as you require. We will still provide support for the overall technical nature of the service.

Choose a combination of both services to cover different VMs – managed for business critical zones and un-managed for test environments. support for the overall technical nature of the service. Choose a combination of both services to cover different VMs – managed for business critical zones and unmanaged for test environments.



Private cloud

Cost-effective hosting

Perfect as a simple hosting platform – no unnecessary extra licences, services or advanced features included that increase the base price. These can be added at additional cost if needed however.

Direct access to the KCOM network

End-to-end quality of service – great for latency sensitive applications that use voice and video. We prioritise voice services so that they run more reliably than over public internet connections.

Existing KCOM customers can simply add Hybrid Hosting to their current services without any need to re-configure their network.

Great for legacy IT applications

Some traditional server setups and off-the-shelf applications don't work well in the public cloud. The private cloud is ideal for these; you don't need to spend time and resources re-engineering your existing applications. It's also perfect for integrating with any existing data centre services you may have and want to keep.

Completely UK-based platform

If your customer base is within the UK, then our private cloud offers great latency benefits. The closer your applications are to them, the better experience they will have.

We can provide you with full details on where your data is hosted and on what hardware if needed, for peace of mind.

Basic template selection

We offer around 15 main server and application templates including Windows, Linux, Wordpress and a selection of basic firewalls to get you up and running.

Public cloud

Cutting-edge technology

If you're using native web-applications or don't have any pre-existing legacy IT servers to migrate, then the public cloud provides a perfect base platform for your activities.

The latest server technology, configurations and resources will always be available to you automatically.

Global reach and access

If you have international customers or areas of your business, you can choose to host your data by specific region or country to move your applications and data closer to them for a better experience.

Infinite scalability

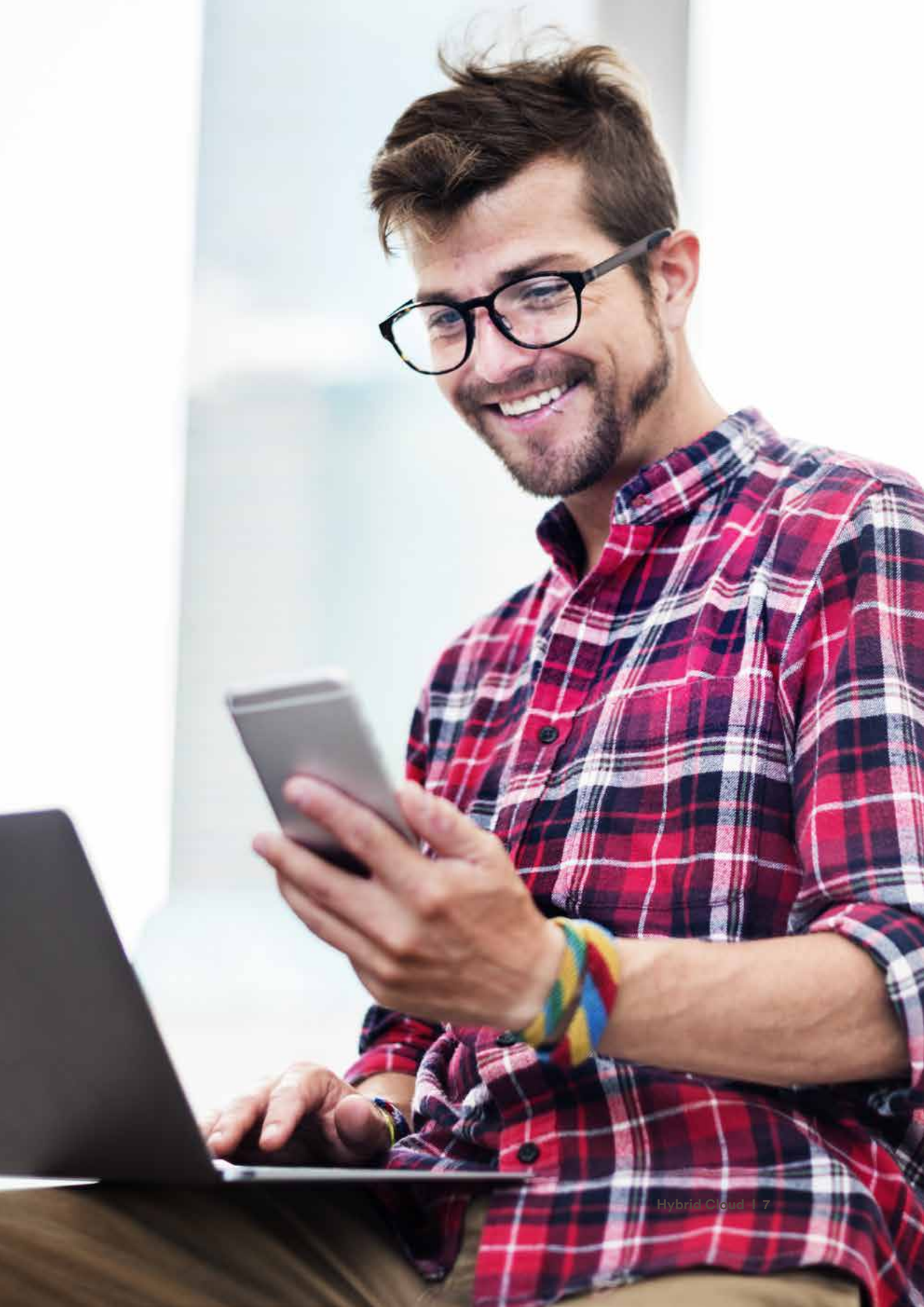
Easy to instantly build and scale up servers to an almost infinite degree – no matter the level of resource required, the private cloud can provide for your needs.

Integrated advanced security and load balancing

Take advantage of industry-leading security, privacy, compliance and load balancing features to protect and distribute your business data. Always up-to-date and at no extra cost.

Comprehensive template library

Access a huge selection of templates included as standard, from widely-used online platforms to niche applications including Ubuntu, MySQL etc.



Additional features

Bespoke portal branding

Tailor the look and feel of your Hybrid Cloud management portal using your company logo and branded colour scheme. Give your employees a familiar area to work in when managing your private and public cloud servers.

Unique template service

For more complex setups, we can create specific Windows and Linux templates for your business that are pre-loaded with your company's applications or datasets. This enables a quicker time to deploy new machines by already having your code 'baked' into the service. Have new VMs set up and running in as little as 10 minutes rather than days.

Expert professional services

For extensive mission-critical deployments, we can provide the full wealth of our resources to help implement your service. From solution consultancy, design, application configuration and full project management to pre- and post-launch training, our expert technical and project management teams will work with you every step of the way. **£875.00 per day**

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Support

Managed support

On top of support for all provision and change requests to your service, our technical experts can also assist you with the management of the operating environment including guest OS, backup, monitoring and patching of all your hosted servers within the service. Our support does not extend to your applications such as web, email, middleware or database servers/services.

Unmanaged support

Our dedicated technical team are on hand to provide support for the operation of the Hybrid Cloud portal only. They can assist you with the provisioning and modifications to services that you create. You are responsible for the services created however, including the guest operating system and surrounding applications.

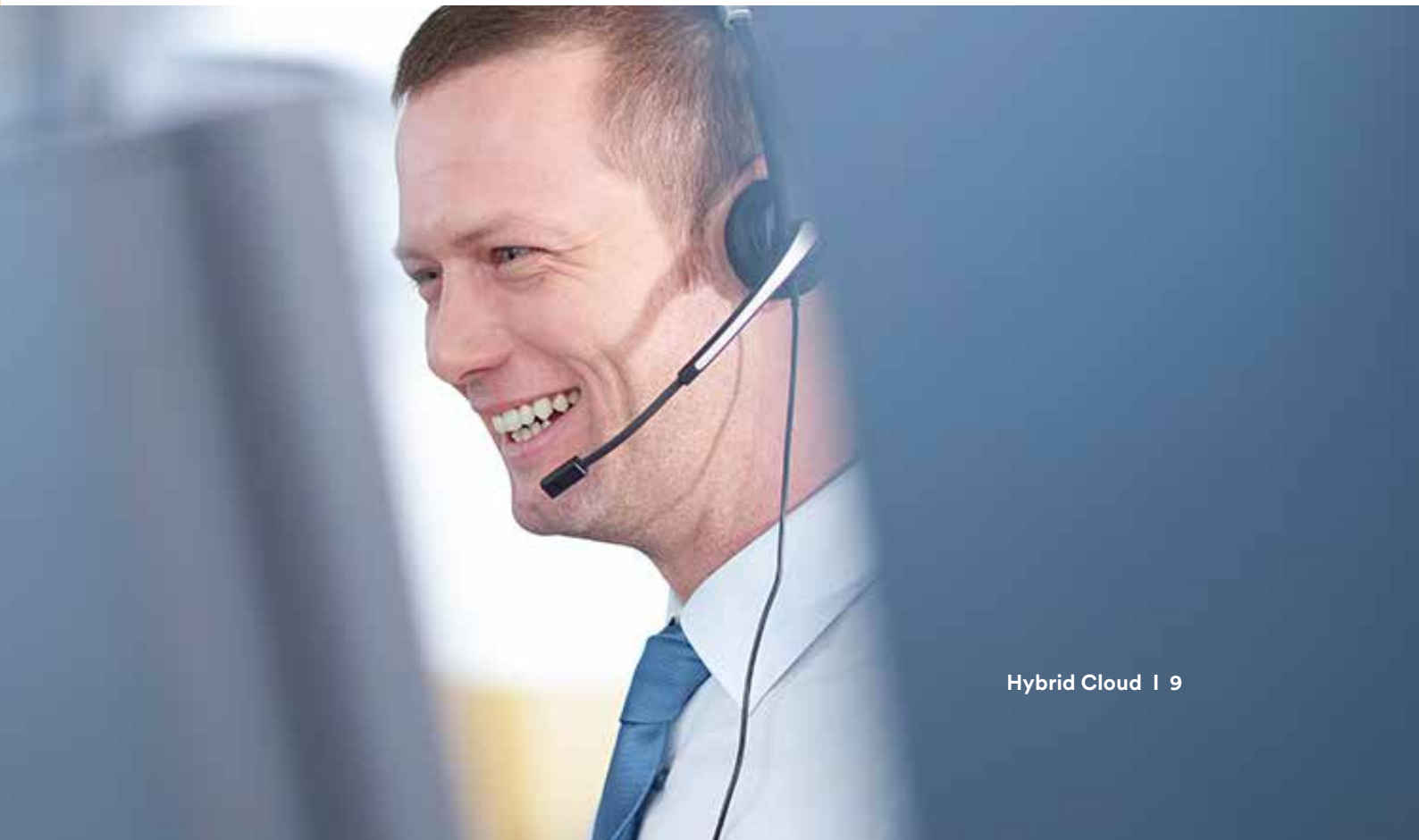
Service Level Agreement

We know that guaranteed uptime and access to your hosted servers and data is critical to your business operations.

Our Hybrid Cloud solution is backed by a 100% overall availability SLA with dedicated support and fast fault fix times to give you full peace of mind:

Service-affecting incidents

Target time to fix - 4 hours



Our difference

True hybrid hosting

Our Hybrid Cloud solution provides bespoke private hosted zones alongside cutting-edge public cloud areas, all under a resilient single service. Manage all of your hosted servers together – no longer do they have to be in separate silos.

This not only gives your business great value for the management of your hosting estate, but also means you can stay agile with the flexibility of a combined service.

End-to-end managed service

We have a wealth of Enterprise-level hosting experience that is available to your business – something that traditionally only the largest companies could afford. Our team of dedicated hosting experts will ensure your cloud services run exactly as you need them to.

Our Hybrid Cloud service can also be fully integrated with our connectivity and communications platforms with 100Mb, 1Gb or 10Gb interconnects. We take care of all of your hosting and networking needs under a single, cost-effective and fully-managed service.





KCOM private cloud

Resources	Managed	Unmanaged
	(includes AV licence, backup client and management service)	
1GB RAM 1 core VM 60GB OS drive space	<p style="text-align: center;">Please contact our Sales team on 0345 122 4222 for pricing</p>	
2GB RAM 1 core VM 60GB OS drive space		
4GB RAM 2 core VM 60GB OS drive space		
8GB RAM 4 core VM 60GB OS drive space		
16GB RAM 4 core VM 60GB OS drive space		

Prices per month, excl. VAT

Extras	Managed	Unmanaged
Memory (per GB)	Please contact our Sales team on 0345 122 4222 for pricing	
CPUs		
SAN mid-tier SATA storage (per GB)		
SAN high-tier SAS storage (per GB)		
SAN backup storage (per GB)		
Public IP addresses	FREE**	FREE**
Template space (per GB)	Please contact our Sales team on 0345 122 4222 for pricing	

Prices per month, excl. VAT ** subject to an acceptable use policy

Templates	Managed	Unmanaged
Windows Server Standard template	Please contact our Sales team on 0345 122 4222 for pricing	
Redhat Enterprise Linux Standard template		
CentOS	FREE	FREE
Ubuntu	FREE	FREE

Prices per month, excl. VAT

Azure public cloud

Resources	Managed	Unmanaged
	(includes AV licence, backup client and management service)	
D1 instance 3.5GB RAM 1 core 50GB disk	<p>Please contact our Sales team on 0345 122 4222 for pricing</p>	
D2 instance 7GB RAM 2 cores 100GB disk		
D3 instance 14GB RAM 4 cores 200GB disk		
D13 instance 56GB RAM 8 cores 400GB disk		
D14 instance 112GB RAM 16 cores 800GB disk		

Prices per month, excl. VAT

Extras	Managed	Unmanaged
Additional VM data storage (per GB)	<p>Please contact our Sales team on 0345 122 4222 for pricing</p>	
VM block backup storage (per GB)		

Prices per month, excl. VAT. Templates included as part of the Azure service.

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