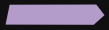


fasthosts

ProActive

Get that managed feeling





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A decorative graphic consisting of several horizontal arrows of various colors (white, orange, purple, pink, yellow) pointing to the right, scattered across the dark background.

Always on.
Always ProActive.

It's no secret that managing your own IT infrastructure is a hassle. It either requires a technical resource that you simply don't have, or it pulls your technical teams away from doing the work that actually grows you as a business – like developing your software.

But there are also a fair few outsourced solutions out there that fail to keep their costs predictable, identify vulnerabilities, or even be contactable when you really need them. This makes it all but impossible to optimise your budgets and get on with your day-to-day, safe in the knowledge that your systems are available, reliable, and keeping you protected from cyber threats.

That's **where we** come in...

Why Fasthosts ProActive?

Fasthosts ProActive provides growth-focused IT solutions and cloud-based managed services. The aim? To streamline your infrastructure, secure your systems, improve availability, keep your business online, and pave the way for sustainable and profitable growth. And we have a solid track record of doing it for thousands of businesses since 1998.

We believe that support should come from real people, too. That's why we take the time to get to know your organisation, your goals, and the risks you're up against, as well as stay available 24/7. It's the only way to design, continually improve, and scale the kind of foundation that your business can rely on – while analysing, planning and managing your IT costs.

Fasthosts ProActive is exactly that: it's infrastructure that's proactively managed for you, not by you. So you can forget about it entirely, and get back to what you do best.

We're part of something bigger

Fasthosts is a leading hosting provider offering a range of services including Domain Names, Shared Web Hosting, Website Builders, Email Hosting, Dedicated Servers, VPS and more. All the services we offer are backed by leading industry technology, so our customers only use the best products.

Part of
something
bigger

2 business
divisions

9,800
employees

5,000,000+
contracts per year

62,000,000+
customers in 12+ countries

48,500km
fibre-optic network

12,000,000+
managed domains

10
data centres

92,000+
servers

Our principles

Innovation

We don't do off-the-shelf solutions. We're a technology-focused provider, always striving to develop our services to meet the demands of the businesses we work with. We're constantly keeping tabs on and investing in the latest cloud-based platforms, so you don't have to.

Sustainability

Our UK data centres have a low PUE rating, run on 100% renewable energy and feature bug hotels, green roofs, electric car charging stations and more. And part of something bigger, our United Internet for UNICEF foundation is just one of the ways we support the global community.

Quality

We're here to provide the high level of service your business deserves using industry-leading technology to power it all. When you partner with us, we'll work with you to minimise downtime, monitor your infrastructure, detect risks, and keep your systems up and running.

Transparency

Clear invoicing and visibility over your SLAs – as well as service statistics – means you can easily forecast business spend and get the most from it. And if you need to speak to us, whether about scaling considerations, renewals or your performance metrics, you absolutely can.

24/7 UK-based support

We take the time to get to know your business inside out, so whenever you need us, our experts have the inside knowledge to assist. And we know not everyone switches off at 5pm. That's why as a Fasthosts ProActive client, you'll have an expert on the other end of the phone 24/7.



Our services

Server Management

Our team will handle the day-to-day management of your cloud server, keeping a stable environment for your vital business applications.

We'll:

- Ensure stability, availability, and performance of infrastructure and OSs with active support
- Provide capacity management for compute resources, networking, and storage with system management software
- Look after system configurations and relevant documents in line with the client operations manual
- Inform you of any planned maintenance activities that may impact service availability
- Make sure systems stay up and running by optimising infrastructure and minimising downtime
- Identify issues and take action to prevent downtime and limit risk exposure
- Work with third-party vendors to resolve incidents, even if outside the resolution SLA
- Apply appropriate OS patches to keep data safe and act on OS events and alerts



Vulnerability Detection

Our experts will regularly monitor your servers for potential threats, limiting risk exposure and mitigating vulnerabilities before they can be exploited.

We'll:

- Regularly scan agreed servers to identify and highlight vulnerabilities early
- Provide you with scan results, highlighting areas that need further attention
- Make recommendations on how to best protect your infrastructure from cyber threats
- Perform ad hoc scans when asked or needed
- Ensure you remain compliant with relevant regulations



Infrastructure Monitoring

We offer performance insights to proactively manage and resolve any problems that may arise – before they become a bigger issue.

We'll:

- Define and configure events and alarms in line with your needs and workloads
- Monitor your infrastructure 24/7, so you can sit back, relax, and focus on the important things
- Keep you in the loop with regular storage, memory, and CPU performance reports
- Respond to events and alerts within agreed timeframes
- Fine-tune the monitoring service to improve failure detection and reduce incidents
- Make sure you stay protected at all times with regular backups



Managed Backups

We'll reduce the risk of data loss with regular backups of your cloud infrastructure, giving you (and your customers) peace of mind that your sensitive data is safe.

We'll:

- Regularly backup data using encrypted off-site storage to ensure a copy is available in the event of a data loss event
- Develop monthly backup reports as part of our service review, and consult on scalability considerations
- Log any failures and suggest solutions to protect data
- Provide evidence of backup testing or backup restore testing
- Help quickly recover and restore data when necessary, to any point in time, minimising impact of data loss events
- Ensure you remain compliant with relevant regulations

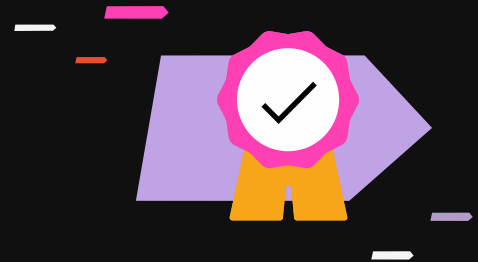


Certificate Management

Our experts will track the expiry of TLS/SSL certificates installed on servers, replacing any nearing expiration to ensure compliance, maintain operational uptime, and protect website visitors.

We'll:

- Maintain and report on an accurate inventory of all certificates installed on servers and their expiry dates
 - Obtain and install appropriate certificates in a timely manner before expiry to protect your brand
 - Update inventory with the new expiry date for any replaced certificate
 - Monitor certificates for other potential issues, like misconfiguration, taking the action needed to keep both secure and valid
 - Share knowledge on certificate requesting and installation with your team if necessary
 - Use HTTPS to improve website user security and your search engine ranking
- Manage email certificates to help increase inbox delivery rates

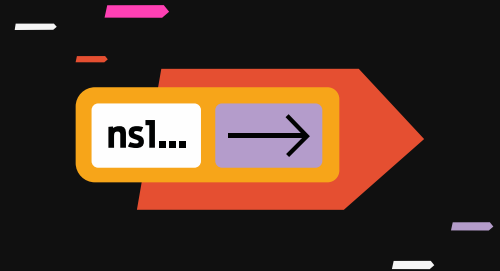


DNS Management

We'll maintain your Domain Name System (DNS), protecting your brand and improving website performance.

We'll:

- Configure, manage, and monitor DNS and keep all DNS records up to date
- Monitor DNS for potential issues and redirect traffic to other servers for service continuity
- Take action to ensure the DNS remains available, and resolve requests quickly and accurately
- Provide support and guidance on DNS-related issues, such as troubleshooting problems
- Guarantee compliance with regulations that require proper DNS management
- Prevent domains from being used to impersonate your brand or host malicious content
- Ensure successful email delivery through correct DNS settings

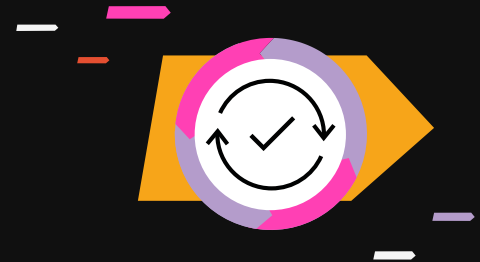


Patch Management

We'll regularly patch the operating systems of our deployed servers, keeping you informed of any maintenance and implementing vital security patches when necessary.

We'll:

- Conduct monthly OS patching for Microsoft and Linux
- Patch all systems with vendors' latest available software
- Inform you about any required patching maintenance
- Implement urgent security-related patching
- Deploy patches to OSs
- Scan endpoints to detect missing patches if required
- Test patches before deploying where staging environments are available to avoid security risks
- Provide a full report for better visibility and control





Our tech

Our Cloud Compute Engine performs on average 70% better than leading competitors – and it's cost-effective, too. What's more, our Cloud Premium SSD provides more performance for every pound spent than AWS, Azure, and Google. And if that wasn't enough, it also guarantees maximum protection against the US CLOUD Act, and is 100% GDPR compliant so you stay on the right side of the law.

When you work with us, you'll have access to all the building blocks you need to grow. Whether on the public or private cloud, our resources are freely selectable and can be scaled up or down without interruption at any time – so you only pay for the services you actually need.

Underpinned by the best tech

Public Cloud

Benefit from a modern IaaS platform designed specifically for cloud computing. Highly-available and reliable, offering fast software-defined networking for simple network configuration and management, you get the virtual IT infrastructure that meets your needs both now and in the future.

Guaranteed for performance and privacy, your business-critical data is processed and stored with dual redundancy in our ISO-certified UK data centres.

Managed Kubernetes

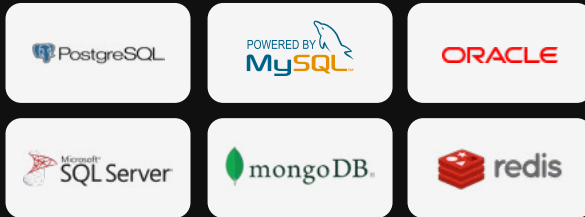
Kubernetes is designed to orchestrate containerised applications for reliable scalability, a stable working platform, and the rapid deployment of software components. It meets all the requirements for an agile production environment.

Choosing Managed Kubernetes from Fasthosts ProActive means you'll be able to harness all the benefits of Kubernetes – without the platform admin. It's easily configurable with hardware properties like RAM, CPU, and storage and includes update management – allowing your DevOps to focus on the important stuff: development.



Managed Databases

Our specialists will provide tailored support for building and operating databases, so you can save time and focus on digital transformation. They're here to help you get a comprehensive portfolio of database systems up and running in no time.



Cloud Cubes

Cloud Cubes are an integral extension of our IaaS, allowing you to create scalable development environments to meet your software requirements.

We'll provide you with pre-configured Cloud Cubes for your project with the right combination of hardware and performance, which can be adjusted as your needs grow. You'll also get cost-effective virtual servers that you can use as independent computing capacity for workloads.

Fully integrated into our UK data centres, our Cloud Cubes can take over workloads and run alongside the Compute Engine, so you can harness enterprise-class features like backups and network performance.



Private Cloud

Harness a higher level of security with dedicated hardware and infrastructure that's yours and yours alone – all hosted in our ISO-certified, high-performance data centres.

Plus you'll benefit from one of the leading virtualisation solutions too – **VMware**.

Our private cloud is also compatible with existing VMware environments, which can be controlled as easily as in-house infrastructure. Plus you'll have access to everything you need to operate and coordinate your infrastructure – you can manage your virtual data centre with both vSphere Client with integrated vSAN management and NSX-T Manager.



Storage

If you need more performance from your Cloud SSD storage, or need to process HDD workloads even faster, we've got you covered with SSD Performance Classes. They cost almost the same as HDD, but perform much faster in the same server conditions – with 100% guaranteed performance for Premium SSD.



S3 Object Storage

Our object storage is inexpensive and versatile, making digital transformation both affordable and easy. You can store and manage variable data volumes with full flexibility. Whether that's enterprise data, media libraries, unstructured raw data for big data, or even business-critical data, our S3 Object Storage is the ideal solution. instance using Cloud-Init, too.

Cloud Backup

Whether you choose public or private cloud, our engineers provide high-performance backups, all stored with encryption in our data centres. We offer full and/or incremental image backups, rapid disaster recovery, and file-level and complete restores, as well as simple data mirroring and failover architecture.



Our data centres

We offer our range of services on our ISO-certified, high-performance, and sustainable data centres. With a huge capacity of 38,501ft², our Midlands data centre features a new modular design – it's how we get you up and running quickly and are able to scale as and when you need.

We can deliver at high loads while keeping overall server numbers low with a software stack built around Linux. Virtualisation means we can replace dedicated servers with more energy-efficient virtual ones, and containers reduce redundancy on the OS kernel for more flexibility during peak load times.

Security

Includes:

- 24/7 on-site security team
- 3-metre high security fencing
- IP CCTV with complete site coverage
- Full authentication and access control
- Biometric entry system

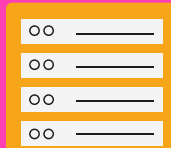
Power

Our data centres use 100% renewable energy and are built with energy-saving features including solar photovoltaic panels and low-power processors.



Network

Our Worcester data centre is built to Tier IV standard and is connected to the core of the UK's fibre backbone network. Plus all our data centres are designed to provide the flexibility that users expect.

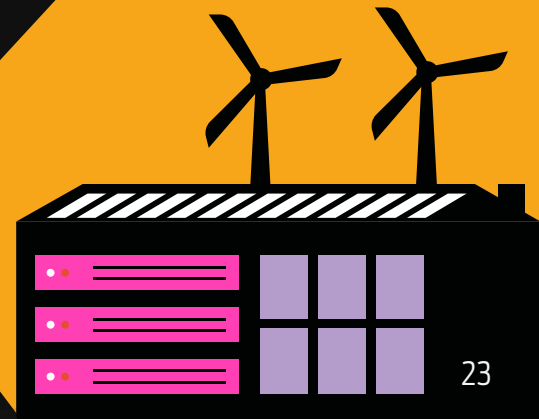


Cooling

We use data science and machine learning for optimised cooling and integrate newer technologies like adiabatic and evaporative cooling as well as chilled water cooling systems configured as N+1.

Certifications

- ISO 9001:2008 – Quality Management
- ISO 14001:2004 – Environmental Management
- ISO 27001:2013 – Information Security Management
- ISO 50001:2011 – Energy Management



The ProActive experience

Your dedicated Customer Success Manager will provide:

Proactive support and governance

- they'll work with our wider team to proactively monitor usage and performance, identifying and addressing any issues before they become problems.

Account management

- they'll handle all aspects of account management, including billing, renewals, and contract management.

Onboarding and training

- they'll provide guidance and support during the onboarding process so you can quickly and effectively use our services.

At Fasthosts ProActive, we're committed to providing the best experience possible, continually driving service improvements and ensuring our solutions directly contribute towards your goals.

Consultation

- they'll work with our team of experts to offer advice and recommendations, helping you to optimise service usage to meet your specific business needs.

Communication

- they'll act as the main point of contact, managing communication and ensuring that all concerns and questions are addressed in a timely manner (without the usual price tag!) and a growth-focused IT solution provider all rolled into one.





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