

world class
hosting



manx telecom



Data Centre excellence,
consummate security and
exemplary connectivity.



A World Class Service

In addition to our unrivalled reputation for service, we bring all our skills, and all our passion, to our hosting services, which are at the core of our business.

Our Data Centres – together with our high capacity off-Island networks – enable us to offer a range of hosting services designed to meet any requirement, from simple co-location to fully managed hosting, including outsourced eCommerce platforms, plus business continuity services for companies of any size, based anywhere in the world.

Our Douglas North Data Centre is at the centre of our hosting services. It provides the highest standards of data security, exemplary resilience, and expandable hosting capacity. Opened in 2005, it is the only purpose-built Data Centre on the Isle of Man and boasts an unrivalled uptime record. When we say it's "world class" we don't say so lightly.

The Data Centre currently provides secure, managed data centre services for several of the world's largest financial institutions, insurance companies, online payment processors, e-Music platforms, e-Gaming companies, online bookmakers, and Government departments.

All our services are designed to meet – and exceed – our customers' most demanding requirements, and are delivered with consummate skill and to world class standards.

Managed Hosting

Manx Telecom can recommend, design, procure, build, install, manage, and support the most demanding enterprise platforms, from small e-Business start-ups to large multi-national enterprises.

We can, and do, provide Enterprise Managed Service solutions involving bespoke managed servers, network devices, security devices and SANs (Storage Area Networks), designed, procured, installed, managed, and monitored up to and including Operating System level.

In addition, we can, and do, provide specialist ICT managed service solutions for governments, e-Business, e-Gaming, finance companies, and utilities. Manx Telecom Managed Hosting, complimented by our Internet and global private connectivity solutions, is particularly appropriate for customers requiring Data Centre facilities in addition or complementary to their own. It's also perfect if (for legal or tax purposes) IT platforms

and Internet transactions need to be processed offshore and the customer does not wish to employ a significant IT team on the Island.

All services are guaranteed and supported by the only 24 x 7 x 365 on-site engineering team in the Isle of Man, delivering around the clock specialist technical engineering support, security, and customer access.

We look after all managed service equipment to manufacturers' warranty standards, hold dedicated hardware spares, and offer stringent service level agreements to provide customers with peace of mind and guaranteed fix times.

Our managed and hosted services are flexible and scalable, designed to meet each client's specific needs and to keep pace with change, enabling our clients to focus on what they do best – delivering responsive services to their customers.

Hosting

For clients who wish to retain responsibility for all hardware and software support, we offer exemplary colocation services.

We ensure that client's equipment is housed securely with only appropriate access granted to your key members of staff. In addition, all co-location customers can benefit from Manx Telecom's technical team's expertise through ad-hoc support, or via consultancy services.

In addition to co location services based at our Douglas North Data Centre, we can offer geographically diverse co-location hosting, giving a wider range of options for disaster recovery and data replication.

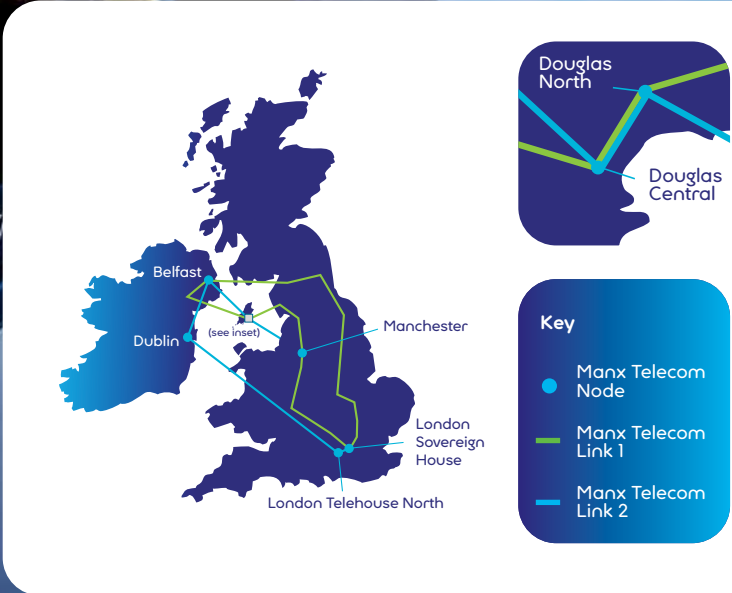
Business Continuity

Manx Telecom can provide or design a wide range of bespoke disaster recovery solutions.

The options include...

- Simple same-location server replication.
- Multi-site and geographically diverse DR solutions.
- Managed traffic load balancing across data centre sites.
- Offsite managed backup and secure data warehousing facilities.
- Manx Telecom is an Isle of Man Gambling Supervision Commission approved provider of Disaster Recovery services to eGaming businesses worldwide, and we have considerable experience of meeting the specific needs of eGaming clients.

Exemplary resilience,
hosting and fully managed
hosting platforms.



Exceptional Resilience

Our Douglas North Data Centre has resilience built into every part of its infrastructure.

Manned by qualified technicians 24 hours a day, 365 days a year, the Data Centre and its associated networks were initially designed to deliver 99.999% “uptime” to hosted customers; however, it has achieved 100% availability of service since it began operation.

Failure of any critical system is not an option; hence the centre has exemplary duplication of all critical systems on site.

This exceptional resilience is achieved by:

- Resilient power supplies, backed by onsite electrical substations, N+1 low voltage panel systems, N+1 generators, N+1 UPSs and N+1s batteries. In addition, there are onsite diesel stores to ensure that operations can run independently for up to 5 days; backed by guaranteed and robust, offshore diesel supply contracts.
- An air conditioned and humidity-controlled environment.
- Multi-mode fibre and CAT6 LSF flood wired structured cabling.
- Very early smoke and fire detection systems (VESDA).
- Argonite fire suppression system.
- Purpose built, fully compartmented, and completely resilient secure underground fibre chambers.
- Flood protection and water detection systems.
- A unique Customer Internet Portal which allows customers’ access to monitor, view and measure SLA performance and power / bandwidth utilisation.
- DVR security surveillance systems (PCI compliant).
- Fully integrated and centralised building management systems.
- The Island itself also has independent and resilient power supplies, both on and off Island, from a diverse mix of gas turbine, diesel, and hydro generation, plus a subsea cable connected to the UK grid over which the Island daily imports and exports electricity.
- This exceptional resilience and attention to detail guarantees Manx Telecom’s customers continual availability, 24 hours a day, seven days a week, 365 days a year.

Connectivity

Manx Telecom can offer customers fully managed and monitored global connectivity which meets – and exceeds – the expectations of even the most demanding end users.

Our high capacity Cisco-powered Multi-Protocol Label Switching (MPLS) off-Island network is fully resilient and diversely supplied over a protected multi-carrier links, via a 10 Gbps (gigabit per second) SDH backbone which connects into Points of Presence (PoPs) in the Isle of Man, Manchester, London, Dublin and Belfast.

The network ensures a secure, flexible, scalable, and resilient solution with guaranteed quality of service which is ideal for online business.

Our Internet peering strategy involves multiple Tier 1 networks and key peering partners such as LINX (London Internet Exchange), AM-IX (Amsterdam Internet Exchange DE-CIX (Frankfurt Internet Exchange) providing consistent high speed Transatlantic, European, and Asian connectivity.

Protection against DDOS attacks (distributed denial of service) is also a priority. Manx Telecom has designed, installed, and manages its own multi-layer and multivendor hardware and software DDOS protection platform which incorporates the latest technologies available from leading suppliers such as Cisco Systems and Arbor Networks. All traffic is monitored at the point where we connect to Tier 1 Providers; malicious traffic is filtered out automatically, while genuine traffic is passed straight through to our customers. DDOS protection is an integral part of our network service and – unlike some other providers – is not charged separately.

If required, we can also tailor a connectivity strategy to meet our customers’ latency requirements to specific destinations.

All our connectivity solutions are stringently managed and monitored by a dedicated team who are onsite 24 hours a day, seven days a week, 365 days a year.

Highest standards of data security and expandable hosting capacity.



Our Service & Skills

Over 30 Manx Telecom fully trained and qualified staff are specifically dedicated to delivering enterprise hosting and connectivity services.

We have the only 24x7x365 on site engineering team in the Isle of Man, providing customers with around the clock specialist technical engineering support, security, and customer access.

- 24x7x365 onsite “remote hands” engineering services.
- We have the expertise to design, buy, build and install enterprise hosting solutions – and to install, monitor and manage everything needed to connect them to the outside world.
- We specialise in the design and implementation of high-availability storage and virtualisation solutions utilising, including the latest in SAN replication technology.

Manx Telecom is...

- a Cisco Premier Partner and employs the largest Cisco accredited engineering resource on the Isle of Man. Manx Telecom has over 70 engineers trained in a wide range of IP technologies and more than 30 Cisco qualified specialists.
- a Microsoft Gold Certified Partner and Small Business Specialist and employs the largest Microsoft engineering resource on the Isle of Man, currently 18 Microsoft Certified Professionals and 73 Microsoft Certifications are held by the company.
- We can deploy and manage entire customer networks which typically could comprise hardware from HP, Sun, Cisco, Checkpoint, and Zeus, with a range of operating systems including Microsoft, VMware, Linux, Solaris and Nokia.

Manx Telecom’s Data Centre team holds the following accreditations / quality standards...

- Cisco Security and Networking Professionals
- VMware Certified Professionals
- Microsoft Certified Professionals
- Checkpoint Security Administrators
- Redhat Certified Technicians
- EC Council Certified Ethical Hackers
- EC Council Certified Security Analysts
- Zeus ZXTM certified administrators
- Prince II Practitioners
- ISO 27001, ISO 9001, ISO14001
- BABT

Accreditations and Security

PCI DSS Compliant Managed Services Manx Telecom provides managed services to a range of customer platforms which are audited annually and compliant with PCI DSS (Payment Card Industry Data Security Standard); the world’s most advanced and most stringent security standard for online payment processors. PCI DSS is the “gold standard” for protecting customer account data. Manx Telecom’s people, our management and monitoring systems, are all audited on behalf of MasterCard and Visa against the standard ensuring that our customer’s platforms remain compliant.

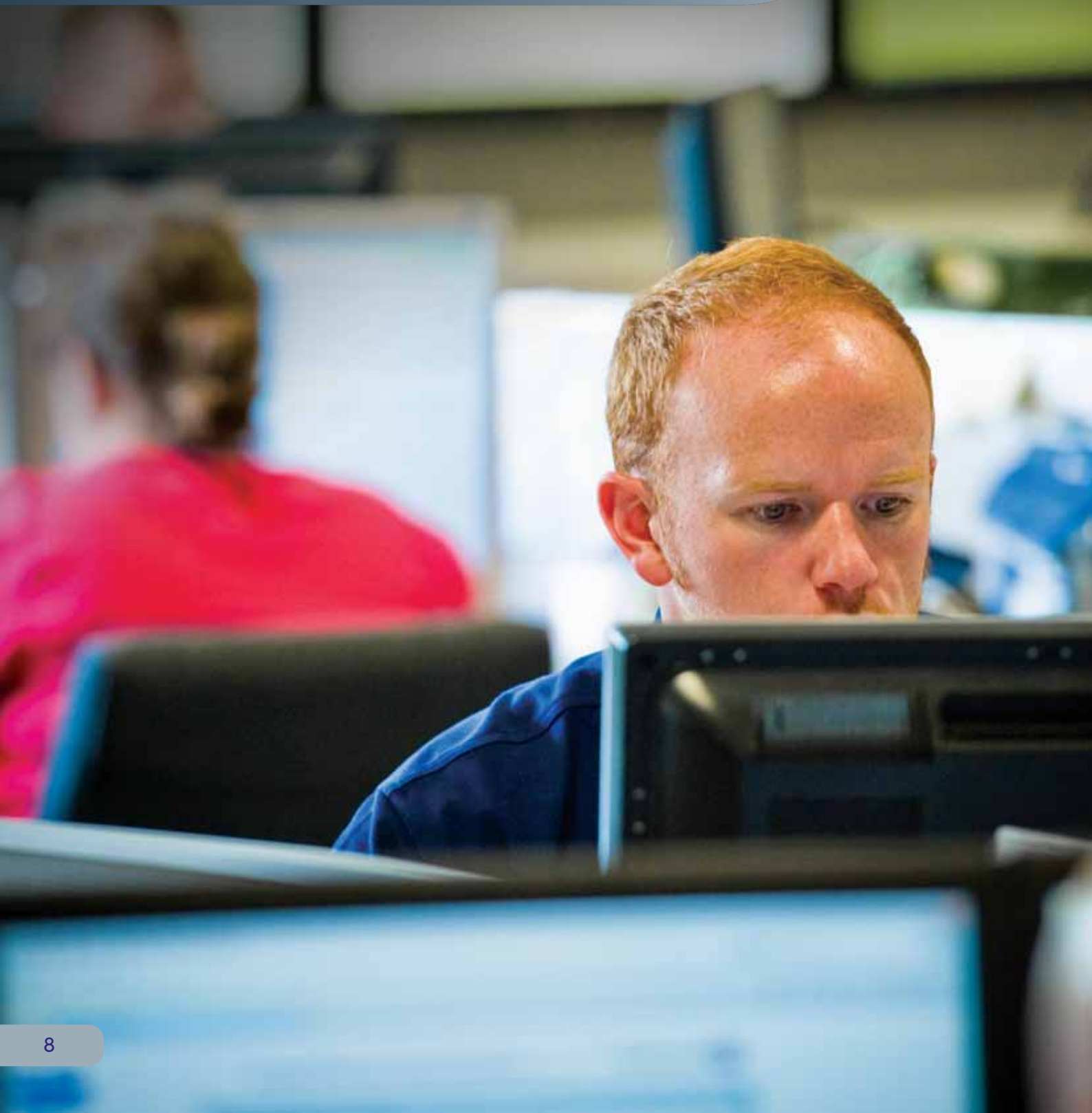
Manx Telecom is accredited to ISO/IEC 27001 standards, the only auditable international standard which defines the requirements for an Information Security Management System (ISMS). The standard is one of the most rigorous anywhere in the world. Manx Telecom has been accredited to this standard since 1994, and is one of only three organisations on the Isle of Man to hold the ISO/IEC 27001 accreditation, which has been awarded to a small number of companies in the UK.

Manx Telecom’s ISO 27001 certification covers all Manx Telecom’s service operations, fixed and mobile networks,

IP networks, data centres, business systems provision, repair services, access network, strategic network development and power and estate management. In order to maintain the qualification, we are audited twice yearly by Lloyds Register Quality Assurance (LRQA) which gives an independent check on the security of the Manx Telecom’s systems and procedures.



Demanding service level agreements and global connectivity solutions



Security

We can work with customers to help them achieve the highest certified standards in information security and to comply with a wide variety of regulatory and best practice requirements which can be instrumental in gaining the necessary approvals for operating in key markets, and in meeting the regulatory hurdles for public listings.

Not only does Manx Telecom apply the strictest security and compliance standards to its operations, we can also assist customers in achieving the same standards – as many of our staff are trained as ISO27001 Lead Auditors.

We have also assisted customers in achieving PCI compliance for their services hosted within our data centre.

Manx Telecom staff dealing with sensitive data, or involved in the security or resilience of Manx Telecom's systems, are security vetted via the Defence Vetting Agency, which carries out the vetting for the UK Ministry of Defence and other UK government agencies. Our security policies apply to everyone: full-time and part-time employees, contractors, consultants and business partners working within Manx Telecom and at all locations. The policy also applies to products, services and processes developed or commissioned by Manx Telecom, or acquired from any external supplier.

In addition to the ISO 27001 accreditation, Manx Telecom also holds the ISO 9000:2008 standard which covers our entire management systems and administrative operations.

This accreditation ensures that our systems meet international, national, regional, local, and industry standards, plus other criteria which are relevant to our business. Having certification to an internationally recognised quality management standard such as ISO 9001 provides clients with independent verification that quality assurance is embedded throughout the entire company.

Penetration Testing & Reporting

Manx Telecom employs a number of specialist engineers who are certified by the EC Council to provide ethical hacking and security awareness services. This expertise is used throughout Manx Telecom's hosting networks and web services. We can also offer customers penetration testing security analysis; making remedial recommendations to customers and providing end-to-end security audit services.

DDOS

All traffic carried over Manx Telecom's fully resilient off-Island network is protected using the latest Distributed Denial of Service protection and mitigation hardware and software. Manx Telecom has designed, installed, and manages its own multi-layer multi-vendor DDOS protection platform incorporating the latest technologies available from Cisco Systems and Arbor Networks.

Leading edge geographically diverse Managed Service Platforms



The off-shore advantage

The Isle of Man offers a unique combination of political and economic stability, high quality of life, businessfriendly legislation, a sympathetic corporate and individual tax regime, plus generous inward investment grants – all underpinned by a government which has taken a world leading in its support for e-commerce.

The Island continues to develop and evolve its legal, regulatory, and technological infrastructure to anticipate the growing demands of e-Businesses, with the sole aim of helping them establish themselves on the Island and reach global markets with speed and ease.

The Isle of Man Government works closely with the private sector to develop legislation which helps businesses gain a competitive advantage. It was one of the first jurisdictions in the world to introduce legislation specifically designed to benefit eBusiness and eGaming firms, and has developed a regulatory regime specifically designed to support and protect such companies and their customers. This regulatory framework continues to develop and be responsive to the sector's needs.

The Island's geographical position in the Northern European time zone places it optimally for companies with global operations in a number of hemispheres.

The Isle of Man is one of the most highly regarded and well regulated offshore centers in the world. Geographically at the heart of the British Isles, and close to the European mainland, the Island is politically independent, with the freedom to create its own policy and legislation. The Island enjoys an "AAA" credit rating from leading credit agencies, Standard & Poor's and Moodys and is a Tier 1 regulated jurisdiction, with legal and legislative practice and culture based on UK standards and principles.

The Island's internationally accredited financial regulation and effective consumer and data protection provides businesses and their customers with a considerable degree of reassurance and confidence.

Taxation

The Isle of Man has one of the simplest and most probusiness tax regimes in the world.

Corporate Taxation

The Island's keenness to attract e-commerce business is reflected in a corporate taxation regime specifically designed to attract inward investment.

- Zero rate corporate tax
- No Capital Gains Tax or Stamp Duty
- Low sliding scale betting and gaming duty

Personal Taxation

The Isle of Man has a competitive tax regime.

- Personal tax rates are low, with a top rate of 20%, and tax payable capped at £115,000 per annum.
- Mortgage and loan interest payments, contributions to personal pension arrangements are, in the main tax deductible.
- Anyone entitled to live in the UK or EU can relocate to the Isle of Man, there are no fiscal entry requirements before tax residence.
- Relief from double taxation is also available where foreign tax has been paid.

Financial Help & Assistance for Inward Investment

The Isle of Man Government's Financial Assistance Scheme is designed to encourage existing businesses to adopt new technologies and practices, and help new businesses establish themselves and flourish on the Island.

Companies may be eligible for assistance for up to 40% for:

- Relocation
- New business' rental costs for up to one year
- Hardware and in some cases software purchase and leasing
- Specific new Marketing ventures
- Consultancy

The Isle of Man Government is continually adapting and improving its provision for businesses.



Our Approach

Manx Telecom can offer a range of on and off-Island hosting solutions and managed services unparalleled in offshore jurisdictions, and which can match the best available from any world class provider.

We do so by focussing on five key elements:

- Data Centre excellence
- Exemplary connectivity
- A comprehensive range of managed and other services
- Rigorous Security
- Faultless Service

We offer customers class-leading technology, delivered with a passion and a painstaking dedication to excellence.

Manx Telecom's location, expertise, and capability, enables us to offer an outstanding range of hosting solutions to companies who are looking to grow and flourish – limited only by their own ambition, not their technology.

Also, the Isle of Man's largest communications company, we really can offer a "one stop solution" enabling customers to take an integrated view of all their communication, hosting, connectivity, and network requirements – and get the best from them.

For further details contact the eBusiness Commercial Team

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Visit manxtelecom.com

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