

Mercator's continuing mission is to establish itself as the professional IT services and business solutions provider of choice, trusted, valued and respected by companies around the world. Mercator is achieving this by constantly meeting the individual needs of its customers through quality of product, service and delivery, whilst working by key principles and a series of demanding standards and procedures.

Mercator provides a more consultative approach to hosting, where Mercator support staff effectively become an integral part of the customers IT department.

The customer has a dedicated team of experts who build a deep relationship with the customer's hosting environment to enable the proactive identification of potential issues which could impact on the application. This includes monitoring, analysing report trends, looking at future opportunities and emerging issues relevant to the hosting environment.

Mercator can provide a wide range of managed services data hosting and housing including:

- 24/7/365 Technical Support
- 1 day(?) hardware fix guarantee, for fast resolution of problems should they occur
- Monitoring of the hardware, operating system and applications
- Instant emergency response
- Online, secure customer portal with current and historic tickets, performance reports, account information and change requests
- ITIL based change management process
- Ongoing service reviews with dedicated account manager
- Security management of the solution

❖ **Responsive support**

Our support engineers will answer your phone calls 24/7/365 within 3 seconds or 5 rings; in fact we have no automated answer services whatsoever. Our support teams are so specialised that we divide them between Windows and Linux operating systems. Mercator also has Microsoft Certified engineers, Red hat Certified engineers, and Cisco Certified engineers.

❖ **Hardware Quality**

Through partnerships with the leading technology vendors, including HP and IBM, Mercator can provide state of the art infrastructure and hosting environments.

❖ **Security**

Security is a central element of the service that Mercator provides. Mercator takes a comprehensive approach by providing customers with the industry's most potent security tools and techniques, designed, built and maintained specifically for managed hosting. Mercator takes a multi-layered approach to keeping our customers' hosting operations reliable and secure.

## Managed Services

❖ **Application Environment Optimisation**

Mercator can provide business analysis to optimise a customer's complex application environment. This is achieved through our engineering team customizing the security set up, and monitoring thresholds, data storage and escalation procedures.

❖ **Application Problem Management**

Mercator is responsible for seeing all infrastructure, managed service, database and application related incidents through to resolution. Mercator actively manages incidents, including a post issue summary and root cause analysis. The customer's Account Manager acts as a project manager throughout the process and they have a variety of resources at their disposal.

- ❖ **Application Scalability and Capacity Planning**  
Mercator will maintain a scalability plan based on the customer's business projections to ensure smooth scaling during times of business growth. We couple our expertise in scaling complex application environments with historical, trended data regarding the customer's server, network and application resources to compile the plan. The plan is reviewed with the customer on a monthly basis and revisions are made as the business growth projection change.
- ❖ **Security and Patching**  
Network security threats – from Internet-born worms and viruses to DDoS attacks, internal data losses, natural disasters and terror-related risks – pose a multi-billion pound threat to corporations. That's why Mercator takes a comprehensive approach by providing you with the industry's most potent security tools and techniques, designed, built and maintained specifically for managed hosting. From secure server builds and security-tested OS installations to a physically secure data centre and monitored network, we take a multi-layered approach to keeping your hosting operations reliable and secure.
- ❖ **Back up and Restore**  
Mercator employs a powerful suite of technologies and methods to deliver a highly automated and robust backup. This suite of technologies is run by highly certified experts to ensure your data, designs and applications are protected. From data backup needs analysis to scheduling as per individual needs, to rapid data recovery and restoration, we take a comprehensive approach to backing up and storing your data.
- ❖ **Managed Storage**  
Whether you need storage from Mercator now or at some point in the future, we provide cost effective and flexible managed storage solutions. These storage solutions ensure high speed, high availability and easily scalable storage and backup volumes, as well as the flexibility to grow to support your changing business needs. Mercator propose that prospect company deploy DAS/SAN storage.
- ❖ **Server Administration**  
Mercator offers comprehensive administrative services for the ongoing active management of fundamental networking components as well as the hardware, software and applications that run your Internet operations. These take the pressure off your IT staff and help reduce the time and cost of deploying and managing your web infrastructure.
- ❖ **Monitoring**  
Mercator provides monitoring tools to help prevent frustrating security breaches and costly basic hardware or software failures, thereby helping to guarantee a high quality of service for end users. Using sophisticated monitoring tools like HP OpenView experts are able to deliver more responsive and robust monitoring solutions for performance monitoring and benchmarking.
- ❖ **Trending and Reporting**  
Mercator provides a sophisticated set of reporting tools that track, analyse and explain every important detail of your platform's performance. We then provide that information in a customised, easy-to-access and understandable report in the Mercator customer portal. As a result our customers gain the insight needed to reduce costs and risk, and to improve the performance and profitability of their web-based operations. Reporting is available for bandwidth, security, web site usage and traffic patterns, back up and infrastructure.
- ❖ **Change Management**  
Mercator uses the ITIL change management process.

- ❖ Fully resilient Power infrastructure (2N), which offers excellent uptime availability and includes Transformers, Generators, ATS's and UPS's
- ❖ Comprehensive Fire suppression system to NFPA 75 standard with VESDA and fully addressable fire detection equipment
- ❖ Dedicated Access Control system incorporating Biometric scanning facility
- ❖ Comprehensive CCTV system
- ❖ Raised flooring with back-up cooling CRAC equipment
- ❖ Capacity Planning and Power Management of all MEP equipment to ensure diversity and forward planning is maintained
- ❖ Environmental monitoring (remotely) for early detection and resolution

A selection of Mercator customers:



Testimonials:

"Translating ideas into reality and making it all come together is a work of art and takes sheer effort, organisation and a determination to make it happen. I am proud to say that in the Mercator team, the company should be cognisant and grateful for the people you have. There is little else I could ask of them."

- Chris Peet, VP - Network Control and Logistics, Emirates Airline

"We realized that for this project to be successful, we needed to engage a reliable IT partner from the very beginning and as we were new to the region, this company had to be the right one. We knew Mercator had the experience and reputation for successfully implementing large scale IT projects, so the choice was obvious to us."

- Stuart Reid, GM Premier Inn, Dubai Investments Park