# Data Centre Information

Website data and databases within our cloud storage facility are backed up multiple times per day and stored in a separate, off-site facility.

Our cloud platform system is bespoke, we retain backups for 30 days and can restore individual files or databases either through our online interface or directly in the centre. In the unlikely event of a complete server failure, we can restore the entire system from backups efficiently and expediently.

We know that **uptime is critical** and, as such, all services are monitored by engineers **24/7 NOC**. If any service is operating outside of predefined constraints, the engineer is alerted, **24 hours a day, 7 days a week, 365 days a year** at the data centre to investigate and resolve.

We use a Tier 3+ 2N data centre in Maidenhead which features stringent access rights and 24 hour security staff. Features used at the data centre include:

- 24/7 manned security and CCTV
- Card access proximity readers on all doors
- 3m high perimeter fencing
- Biometric entry controls

The cloud server hardware is provided by IBM and this is best of breed technology fully secure to ISO 27,001

Meanwhile the data centre building itself is on a secure park to a high specification and is to "Tier III" standard including:

- N+1 UPS-backed power
- N+1 generator backup
- Redundant CRAC units (typically maximum load +20%)

Industry-standard 'VESDA' fire detection and suppression systems

In addition the data centre features two **fully independent** ("**2N**") power supply systems, a part of the leading "Tier IV" standard - the highest widespread 'classification' of data centre specification available and our hardware deployed is designed to take full advantage of this feature.