



“Harbour MSP had all of the answers when it came to designing a highly secure, highly available online trading exchange”

IT Manager

Online financial trading exchange

“Our Harbour MSP environment just keeps running and our service delivery manager makes everything easy.”

Head of IT

SaaS for retailing

“The Harbour MSP monthly governance reports have made it much easier for us to manage our SAS 70 audits year after year”

General Manager

Financial services SaaS

Contact

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Private cloud - practical cloud computing for enterprises

Migrate to a private cloud architecture and get the agility, reliability and affordability of cloud computing with the peace of mind of a dedicated, secure environment.

Established technology

A private cloud is a customer dedicated IT infrastructure that leverages virtualisation technology and shared services to deliver improved business agility, enhanced reliability and reduced cost without the risk of security threat.

The major driver of cloud computing is the maturity of virtualisation technology which in simple terms enables many applications or operating systems to operate on a single device.

Gartner predicts that virtualisation will rise to around 50 percent of x86 architecture server workloads by the end of 2012.

Real business benefits

Agility – it is faster to deploy new applications or capacity on to existing spare capacity than to build a new server or physical device from scratch.

Reliability – private clouds are built with redundant components and the virtualisation management intrinsically supports high availability operation.

Affordability – the private cloud uses less power, less space, fewer devices and simplifies the management of the platform which requires less time from an IT team.

Security – by using dedicated servers protected by defence in depth firewalls, information is as secure as it is in a traditional environment.

Green – by consolidating all of your capacity in fewer devices, you waste less power and gain greater resource utilisation.

Practical solutions

Given enough time, money and resources, any enterprise IT department is capable of designing, building and operating a custom designed, private cloud environment.

However in reality, many IT teams are already too stretched to embark on the private cloud journey.

Our experience gained across a broad range of customer engagements enables us to provide practical help in delivering a highly available and secure private cloud with the right cost base. Key enablers are:

Selective outsourcing – we enable enterprises to choose which elements of their private cloud environment that they want to retain in-house and we integrate our services into the enterprise’s environment.

Utility services – enterprises can use dedicated devices at every layer of their environment or selectively introduce Harbour MSP shared, utility services such as on-demand storage, back-up, and network which have high and proven levels of security with significant cost benefits.

Migration and transition services – we have a range of trusted internal and external migration specialists that can be used for a specific customer transition.

Flexible commercial options

Own, rent or re-use – many organisations have existing assets and vendor relationships that can be leveraged to obtain lowest cost. Wherever operationally possible, we will use existing assets to get the best economic outcome.

Pay per use – Private cloud services can be charged on a per resource consumed basis so that IT departments can more easily charge their expenses to the internal business unit customers.

Measurable service quality – Harbour MSP operates a mature ITIL service framework using world best practice processes. Customers can view the status of their service in real time via an online portal and can have regular monthly governance meetings to oversee service quality.

Contact Us

Harbour MSP can help your business enjoy the benefits of private cloud computing.



Benefits

Agile

- * Fast provisioning
- * Fast changes

Reliable

- * High availability technology
- * ITIL based processes
- * Online portal & monthly reporting

Affordable

- * Resource efficient
- * Easier to manage

Secure

- * Dedicated server capacity
- * Mature processes

Green

- * Reduce power footprint
- * Less material waste

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Private cloud structural options

Support level	Managed to hardware Managed to virtualisation Managed to OS Middleware management	Harbour MSP monitors and manages hardware layer Harbour MSP monitors, manages hardware and virtualisation layers Harbour MSP monitors and manages hardware, virtualisation and OS layers Citrix, Antivirus, Active Directory and Database administration options
Ownership	Customer owned/financed Customer rental	Traditional CapEx ownership or finance lease ownership Rental on a bespoke per resource consumed basis
Payments	Per environment Per resource	Set up fee + monthly rental for entire environment Set up fee + monthly rental per resource consumed
Components	Dedicated infrastructure Utility infrastructure Third party services	Devices dedicated to customer use Secure, shared on-demand services as alternatives to dedicated devices Telecommunications, middleware support, desktop support
Geographic locations	Harbour MSP centres Customer sites	Sydney, Sydney DR, Singapore, Singapore DR and Melbourne Pre-approved, secure, high availability customer sites

Dedicated infrastructure components supported

Servers	IBM, Sun, Dell and HP Operating systems	Microsoft - Windows server family from 2003 to 2008 R2 Linux - RedHat, Suse, Debian, Ubuntu Solaris - Versions 9 and 10 Version 3.5 and onwards Version 2.1.1 onwards
Ethernet switches	Cisco, Juniper, HP	Jumbo frame and VLAN tagging (802.1Q, QinQ)
Firewalls	Cisco, Juniper	Multiple security zones, VPN and SSL connections and HA
Routers	Cisco, Juniper	EIGRP, OSPF or dynamic routing, AAA, BGP, VLAN tagging and traffic shaping
Load balancers	F5	Multiple virtual addresses, sticky session, cookie persistence and HA
Fibre switching	Brocade	Zoning and ISL trunking
SAN/NAS	HP, Sun, NetApp, Dell	Snap-shooting, virtualisation support, replication
Tape	Quantum, StorageTek, Dell	Commvault and Symantec back up and restoration support
Recovery	Platespin	Protect with File or block level options

Utility infrastructure components supported

Internet	Per Mbit/s or Per GB	Multi-carrier, fully meshed Internet network with BGP and DNS options
Firewalls	Per Firewall Tier	Single or dual tier, multi-vendor high availability firewalls with VPN access
Load balancer	Per Virtual IP address	High availability, hardware based load balancer
Server	Per VM and per GB RAM	High availability, dual virtual core CPU managed to virtual or OS
Storage	Per TB	High availability SAN, fast / standard disk and fibre channel or iSCSI access
Backup	Per host + per TB	Back up to disk or tape, off-site storage with encryption and off site restore
Licensing	Per VM or Host OS	Windows Server, VMware VSphere, Commvault Simpana and Platespin

Harbour MSP responsibilities

Design	Design and transition	Capacity planning and infrastructure design Migration and transition of physical and virtual workloads
Build	Install and configure	Installation of devices in customer racks Connections to monitoring system Configuration of operating systems and required features
Operate	24 x 365 monitoring	Device and service availability, utilisation and performance Alarm and event notification by SMS or email with user definable thresholds System level availability and utilisation
	Change management	All environment change are managed within the Harbour MSP ITIL framework Configuration changes - a package typically required changes for the device
	Incident management	Proactive monitoring or customer submitted support ticket 24 x 365 Priority 1 incident management at hardware OS level
	Operating system patching	Flexible, device specific patching schedule to be agreed for servers Externally exploitable vulnerabilities are patched at earliest possible agreed time
	Service management	Interface via online portal and ticketing system Interworking with ITIL based processes Monthly governance and compliance reporting option

