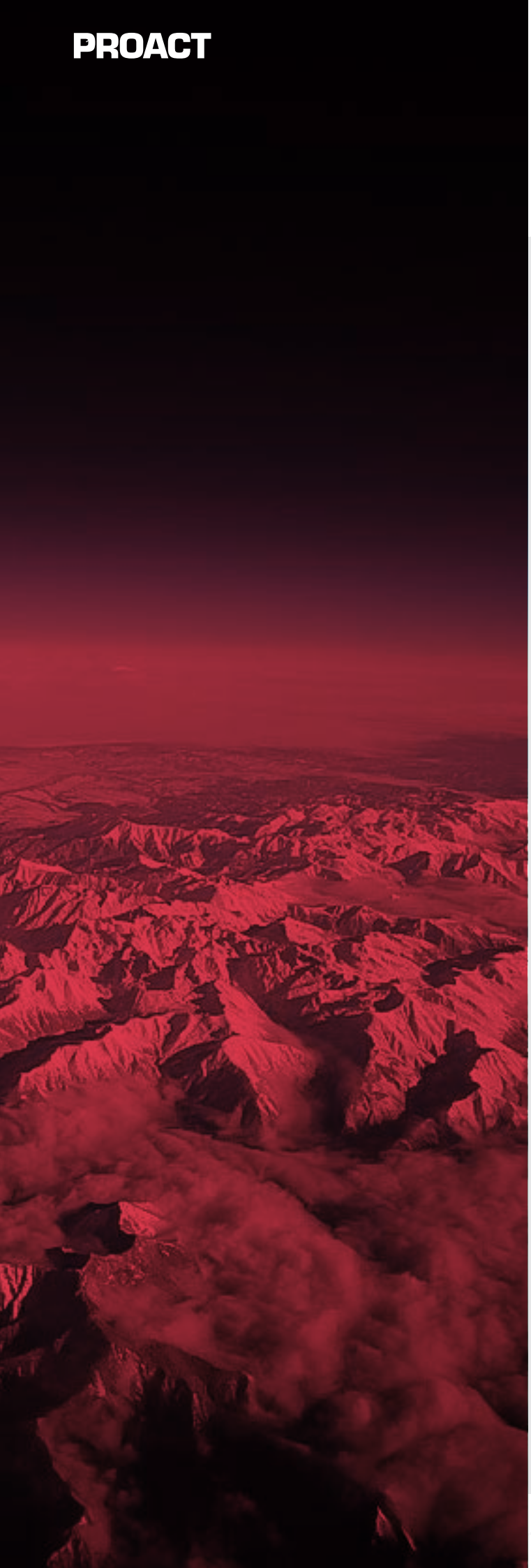
Proact Hybrid Cloud

Our secure IaaS platform provides you with your own virtual, hybrid cloud-ready data centre, hosted and managed by us



What is Proact Hybrid Cloud?

Proact Hybrid Cloud (PHC) is our own secure infrastructure as a Service (IaaS) platform. In essence, we provide your organisation with a virtual data centre – one that we host and manage.

PHC provides scalable storage, compute and networking resources, so your organisation can remain agile and only pay for what it uses on a monthly basis. You don't have to invest large amounts up front to purchase hardware – and we take responsibility for monitoring, managing and supporting the underlying hardware, 24/7.

PHC's virtualised networking enables you to access different services, whether they're on-premises, in a private cloud, hosted in one of our data centres or in the public cloud. As a result, it can support your hybrid cloud ambitions, with the added benefit that it just works, without you having to lift a finger to maintain and manage any infrastructure.

It provides flexibility and agility because its self-service portal allows you to easily and quickly provision applications, services, workload, and VMs. Additionally, you can perform your own backups and restores of the provisioned VMs in your tenant. You'll also get performance metrics regarding your PHC tenant.

Why choose Proact?

We've built Proact Hybrid Cloud using our knowledge and experience of delivering a broad range of managed services since 1994.

We apply our expertise at every stage, from design onwards. First, we ensure that you get the right cloud for your business needs.

Next, we support you with a proven transition and delivery model that will speed your journey to an integrated and automated IT environment.

We setup the platform and support your daily operations with ongoing, high quality monitoring, management and support.

And we guarantee that the location of data and the integration with your on-premises data centre will be transparent, with your security policies applying to the entire infrastructure.

Why choose PHC IaaS from Proact instead of IaaS from one of the big cloud providers?
We think there are three main reasons why organisations choose our PHC IaaS over IaaS from one of the big cloud providers.

The first reason is support. We've developed our support services to ensure strong business continuity and to simplify processes following an incident affecting your environment. With a single, named, point of contact, you can rest assured that your case will be handled and solved as quickly as possible. Over time, we'll get to know you and you'll get to know your contact. Not only does this relationship build trust, it also means that we can resolve incidents faster. We don't believe you'll receive such a personal service from any of the big cloud providers.

The second reason relates to data sovereignty. The CLOUD Act gives US law enforcement authorities the power to request data stored by the US-based major cloud providers, even if it is outside the US. Many of our customers prefer to use our PHC IaaS, because we are not US-based, and therefore not subject to the CLOUD Act. That's important to some of our customers. Others need to know that their data is always stored within their country's borders. With PHC, that is always the case.

The third reason customers choose our PHC IaaS is predictability of costs. With major cloud providers charging you when your data leaves their cloud, it makes it very difficult to know what your bill is going to be at the end of every month. We are more transparent. We won't charge you extra for bandwidth coming out of your PHC storage.

Benefits

Helps unlock hybrid cloud
Allowing your organisation to manage and control multiple private and public clouds

Flexibility/scalability/agility
Use PHC to quickly deploy applications, cutting lead times. Choose the right cloud for the right workload. And free your own team from maintaining infrastructure

Security
We protect the underlying infrastructure with a host of logical and physical security measures. There are further options to choose from, too

Data sovereignty
Even when blending dedicated and shared resources. We can guarantee data location (within your own country), depending on legal requirements and preferences

Service level agreements (SLAs)
We offer simple, measurable and meaningful SLAs that cover availability of platform, storage and connectivity, and covering our response times to P1, P2 and P3 incidents

Hassle-free
We manage the infrastructure while your team can focus on more strategic projects, helping users or developing new applications and services

Predictable performance
Due to market-leading technology and 24/7 attention from experts

Predictable costs
Know what you are going to spend every month on compute/storage/networking resources, thanks to our transparent pricing

The best support when you need it
Thanks to friendly experts who get to know your organisation and who you get to know

Easy-to-use
Self-service portal makes it easy for you to provision your own compute/storage/networking/VMs instantaneously

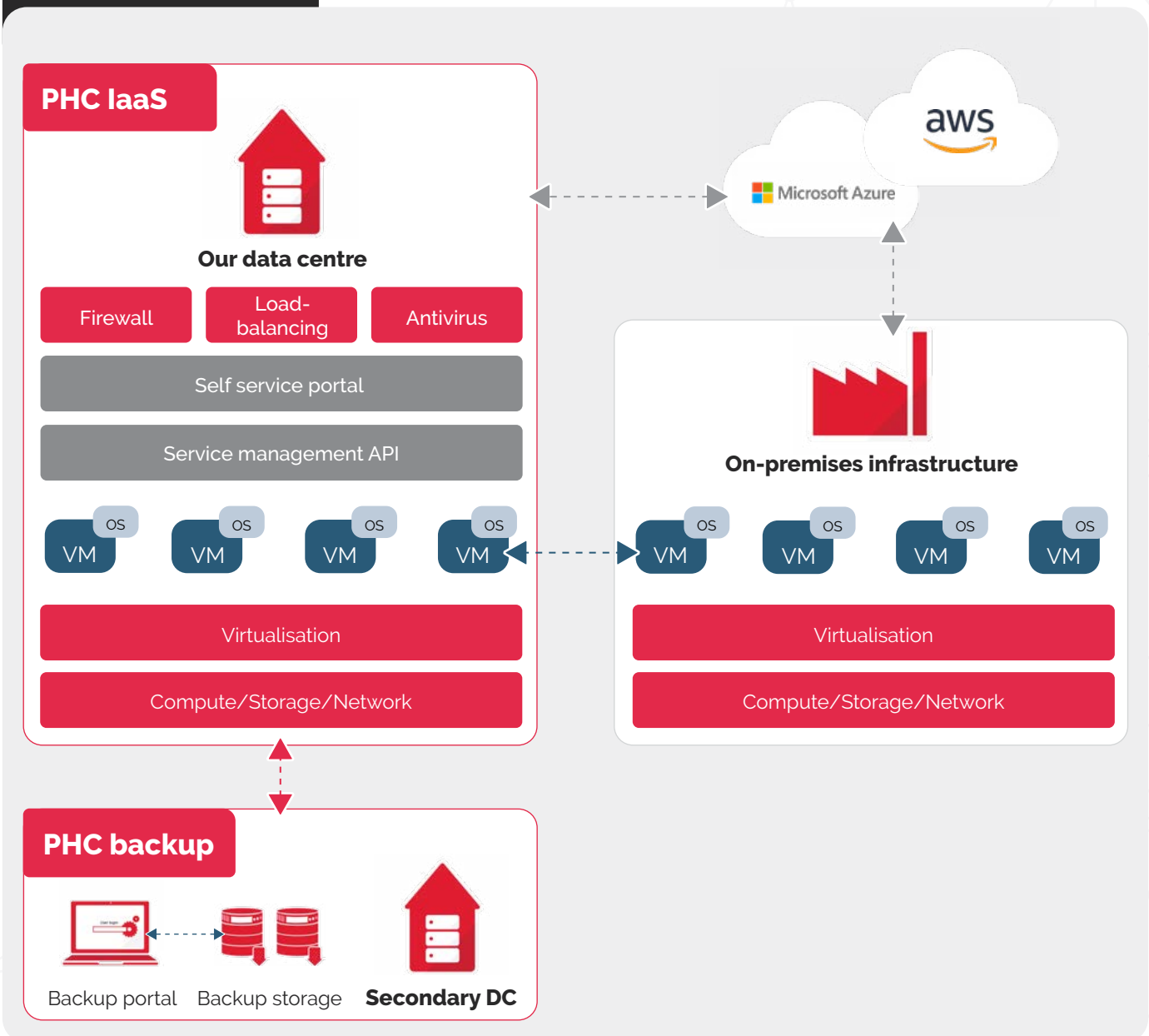
Data protection
PHC includes a built-in backup service that allows you to manage the backup and restore of your servers via an easy-to-use integrated portal. But protection does not stop there: Proact can manage your backup and disaster recovery processes with our Backup as a Service and DR as a Service solutions

Monitoring, management and support

What you see is infrastructure that just works. What goes on behind the scenes includes all the elements of Proact's Service Management:

- 24/7 automated monitoring of devices (performance, capacity and availability)
- 24/7 service desk
- Management of underlying hardware, including break/fix
- Incident management and resolution
- Problem management
- Change and configuration management, so that everything is always up-to-date
- Backup to a secondary location

PHC overview



Security
PHC's security model features a raft of logical and physical security measures.

We protect the underlying hardware with perimeter firewalls, SIEM (security information and event management) and hypervisor-level anti-virus.

Within the market-leading virtualisation platform we use to deliver PHC, there are also customisable virtual firewalls and load-balancing tools. You can also choose 2-factor authentication as an option.

Our data centres are Tier 3, ISO 27001-certified and guarantee data location in your home country. And our network operation centres are geographically-dispersed.

Backup
You'll be provided with a self-service backup portal. This portal integrates by default with your tenant, which makes all workloads immediately visable and enables these workloads to be backed up to a secondary Proact location.

You'll have full control over your backups and restores. We will take care of the backup licenses and provide you with sufficient storage to meet your retention needs. PHC backup is a "pay-as-you- use" service, so you can add or remove servers as your protection requirements evolve.

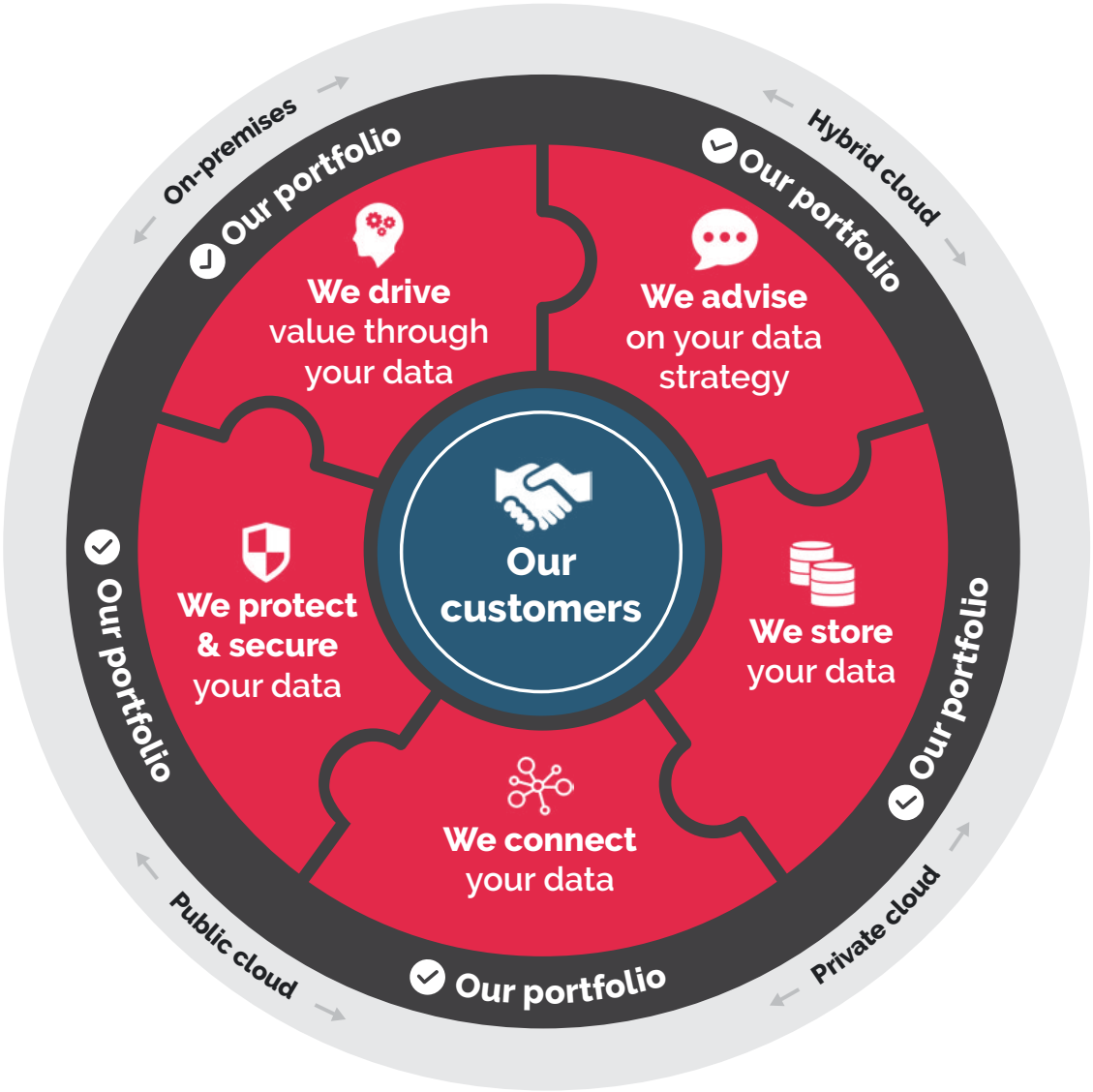
Proact provides a selection of pre-defined backup schedules based upon best practice — ensuring even the most rigorous retention requirements are met. Should a restore be required, you can restore the entire VM, or simply restore individual files from within the VM.

Top IaaS use cases

- Full or partial migration to trusted service provider
- Bursting to the cloud
- Test & dev using hybrid cloud environment
- Add-on services from different locations throughout Europe
  - Storage: different performance levels & redundancy
  - Backup: customised solutions
  - DR: flexible, scalable resources

info@proact.eu
Contact us for more information about our solutions

What else can we help you with?



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