



Managed Hosting

Your guide to our
Managed Cloud Hosting

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Introduction

Managed Cloud Hosting offers three options: our standard Managed Cloud Hosting, hosting on Amazon Web Services (AWS), and hosting on Google Cloud Platform (GCP).

Hardware

Managed Cloud Hosting:

Processors: Dual Intel Xeon CPU E5-2640 v3 octa-core processors with hyper-threading for 32 logical cores, using Dell servers

RAM: DDR4 3200 MHz ECC-registered memory.

Storage: Samsung PM 897 enterprise solid-state disks in a resilient RAID 10 configuration with a battery-backed cache.

Amazon Web Services:

Processors: Intel Xeon Platinum 8000 series processor (Skylake-SP or Cascade Lake)

RAM: DDR4 based on CPU generation

Storage: Amazon SSD storage



Google Cloud Platform:

Processors: Intel Xeon Scalable processor (Cascade Lake and Ice Lake). The 1 core option could use Skylake, Broadwell, Haswell, Sandy Bridge, or Ivy Bridge

RAM: DDR4 based on CPU generation

Storage: Google SSD storage

Network

Our network is designed with no single point of failure. Each hypervisor is connected at 20 Gbps and each switch has redundant 40Gbps uplinks. All servers are backed by uninterruptible power supplies and a network SLA of 99.99%.

Our entire network is protected by resilient Anti-DDoS uplinks that provide protection against volumetric or application specific DDoS attacks of up to 1 Tbps, including Layer 7 protection.

We support IPv6, which is the new standard for IP addresses. Our servers use HTTP/2 as standard.

For GCP and AWS, we use their Anti-DDoS protections, and they also offer IPv6 and HTTP/2. We use Google's 'Premium Tier' network.

CDN

Our powerful content delivery network uses physical, highly optimised servers around the world to cache the content of your websites.

Customers will connect to multiple CDN nodes instead of directly to the origin server, resulting in content being served faster and your websites loading faster.



Data centres

For our Managed Cloud Hosting, your origin data centre will be a choice of either a UK or USA location. For AWS and Google, you will have the option to choose the location of the region where your origin server is based.

All data centres are PCI compliant and ISO/IEC 27001 accredited.

Security is manned 24×7, enforcing a strict access policy, with perimeter fencing and controlled gate access. All halls require photo ID and swipe card entry and are centrally monitored by CCTV. The security teams run year-round testing to ensure that they're prepared to respond to any situation.

Green hosting

Our Managed Cloud Hosting and the Google Cloud Platform are powered by renewable energy: wind and solar. Our environmental award-winning data centres have a PUE (power usage efficiency) as low as 1.12, where elsewhere you may get PUE of 1.2 or more (lower is better).

AWS have committed to be fully green by 2025.

Software and OS

All of our Managed Cloud Hosting (including AWS and GCP) is based on the CentOS 7 operating system and web hosting is managed through our powerful and easy-to-use control panel.

We provide over 70 software packages that can be deployed in seconds. They include: WordPress, Magento, Joomla!, Opencart, Drupal, Laravel & many more.



Security

Across all platforms, malware scans take place daily. You will be informed of any issues. Files can be scanned on demand at any time.

A web application firewall will block suspicious activity. It inspects HTTP requests - including forms - for cross-site scripting, path traversal, SQL injection, trojans and more. Logins are protected against brute force login attempts, and covered by two-factor authentication.

Your servers will be backed-up automatically every day, so you'll always have access to Timeline Backups, covering your website data and database. You can also create manual backups on demand.

We also offer Timeline Backups Pro, which will increase the number of days that a database snapshot is stored to 60 days, and backs up all email accounts and their associated mailboxes.

Email

Unlimited 10GB mailboxes are included with all Managed Cloud Hosting, at no extra cost. It includes webmail, but can also be used with Outlook, Gmail, iCloud and more.

The email mailboxes are hosted separately, away from your website servers. So email storage will not impinge on the allocated storage for your website and databases. Equally, the performance of your sites won't be affected by email, and email won't be affected by a busy website.

To back up all email accounts and mailboxes automatically, you can use Timeline Backups Pro.

We operate three layers of inbound email scanning: network level using anti-spam deny lists, virus scanning for known malware, and content-based scanning for 'spam-like' messages. Email filters can also be configured.

Our email servers have a good reputation with email providers, and to keep that reputation, spammers are not welcome on our platform.

