

## 'Taking away the hassle of hosting'

For further enquiries contact [hosting@creative.uk.com](mailto:hosting@creative.uk.com)

Creative can tailor a hosting package for you. We offer varying levels of support, from 'start-up' packages on our dedicated servers with basic email accounts, to your own customised dedicated server with databases, VPN, daily managed backups, reporting and statistical summaries.

We differ from many other hosting providers by being **service orientated**. We recognise that service is paramount and work in partnership with Rackspace whose Fanatical Support® promise has won industry-wide recognition.

These core values reflect the importance of customer service. We also monitor websites 24/7/365 to exceed our customers' expectations.

## Servers

- Linux or Windows platform
- Fully intrusion tested
- Choice of Cisco PIX or ASA firewall

## Support

- Fast responses to critical issues
- UK-based technical support via phone and email
- Personal dedicated web account manager
- Ongoing maintenance, updates & content management
- Fully managed incremental backups

## Your web build

- [W3C](#) standards compliant
- Latest technology PHP Zend Framework
- Maintenance driven framework
- Debian (Linux) experts



## Hosting, Maintenance and Support

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### Features

- Up to 20GB webspace (for storing images, video, etc)
- 50 GB web traffic (bandwidth) per month
- Up to 25 email accounts (including webmail)
- SSL certificate optional

### Web management

- UK-based telephone/email support
- 2 – 4 hours per month web management, including:
  - Domain.co.uk registration and management
  - Minor updates/corrections
  - Client liaison including quarterly reviews
  - Overall project Management
  - Monthly statistics report to track visitors, popular pages, time on website, etc
  - Advice and technical support
- Server trouble shooting
- Administration

### Technical

- Cisco firewall, fully intrusion tested to meet the expectations of pharmaceutical and blue chip security standards for dealing with sensitive data
- Managed day-to-day incremental backups with a full disaster recovery procedure, ensuring complete data protection
- Round-The-Clock website monitoring to ensure 100% uptime
- POP3 email, compatible with Outlook, Blackberry and most modern mobile phones, plus webmail for 24/7 email access wherever you are

To get a quote, please contact us on 020 8392 5050 or email us on [hosting@creative.uk.com](mailto:hosting@creative.uk.com)