

# Sugarcubehosting

## Technical Specifications

### Power

Our primary hosting facility is supplied by two diverse 6.6kV feeds from a the national grid. Two 2MW Generators with at least 7 days supply of fuel provide us with full capability to sustain long power outages.

APC Infrastructure UPS units, in n+1 mode provide us with power to sustain load until the generator starts up as well as ensuring a clean electrical supply.

### Environment

N+1 air conditioning is provided by underfloor cooling, the air flow directed appropriately by grilles in the floor. The capacity of the equipment is such that a failure of one unit can be handled by the other units.

A full VESDA system that provides early detection of smoke is in place so that any potential fire is detected before it can develop. In the extremely unlikely event that a fire does develop a FM200 gas fire suppression system is triggered.

### Security

The facility is based on Manchester Technopark which has security staff on site 24/7 with offsite backup to deal with any major event. CCTV cameras (both internal and external), motion detection and a key fob access system ensures a high level of security with multiple layers of security.

### Hardware

We use a carefully balanced mixture of dedicated and cloud based servers.

We monitor capacity very carefully to ensure nobody is ever left without the ooph they need to run their sites and there is no overcrowding.

The network is backed up by two diverse power feeds from the national grid and enough offline generator capacity for a full seven days without power.

Our primary servers are based at the excellent Melbourne Hosting facilities in the Manchester Science park with secondary points of presence at Rackspace in London plus internationally in New York, Chicago and Amsterdam.

## Software

Our servers run a mixture of Debian Linux and BSD unix, each tailored to the needs of the service it supports.

We keep our our infrastructure up to date with security patches and monitor the whole network 24/7/365.

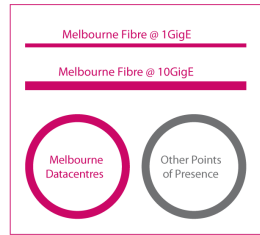
We stay up at night so you don't have to ;)

Our bare metal restore backup systems ensure that even in the event of a complete and permanent destruction of our current infrastructure, we can bring it all back online right where it left off.

## Network

Our primary hosting is with Melbourne Server hosting in Manchester, an award winning and seriously top notch provider (network diagram below). Our secondary and Tertiary networks are with deliberately diverse providers such as Rackspace UK and Dedicated Now in Chicago.

# Melbourne Server Hosting (Manchester) Network Diagram



## Manchester Network and Connectivity

