



The Bunker

CASE STUDY – The ICELAB Ltd.

Highly available & configurable secure web platform for e-commerce

The Brief

The ICELAB Ltd. (www.theicelab.co.uk) specialises in providing small companies with an e-commerce “web shop” to enable them to utilise the mass market of the internet. The ICELAB prides itself on its flexibility, creativity and its ability to engage with clients, understanding their needs, creating a “web shop” window helping them to achieve their overall business objectives.

With over 20 years experience in the IT industry ICELAB’s Managing Director Alan Noake was very specific about his requirements from The Bunker, namely reliability and security and access to support 24/7.

Our Solution

The Bunker’s Secure Web Platform is a perfect solution for The ICELAB Ltd. The package provides The ICELAB with a dedicated firewall and server, built on a Redhat operating system which includes the highly versatile Plesk control panel to provide Web Development Managers complete control over their client portfolio.

As a platform boasting unrivalled reliability and security - The Bunker’s Secure Web Platform enables The ICELAB Ltd to seamlessly manage their portfolio of e-commerce clients, confident they are providing them with the best solution to meet their needs.

The Bunker’s Secure Web Platform is built, hosted and managed by the Bunker and presents an ideal total solution for growing New Media and Web Development companies.

What the customer says:

“The pro-active 24/7 support and service provided by The Bunker provides me with real peace of mind that my clients critical data is in the most secure and reliable environment – this peace of mind is also extended to my clients so they can rest assured that all of their customers credit card and payment details are absolutely secure”.

“The Plesk control panel is an easy to use and familiar interface that fits very well for my business model so freelance workers can have remote, secure access to all of our clients sites”.

The Bunker Protocol™

All Bunker-based applications are protected by [The Bunker Protocol™](#), our proprietary, Ultra* Secure process framework that includes:

- **Military-Grade Data Centres** – in our underground bunker outside the M25 in Kent and our mirror facility in Newbury, both protected by integrated processes for physical, digital and human security
- **Hardened Source™** – Our unique combination of open source and proprietary technologies built and integrated in-house from the source code up
- **Tierless Support™** – no ‘first tier helpdesk’; tierless support – direct 24/7 access to qualified hands-on support team

The Bunker
Ash Radar Station
Marshborough Road
Sandwich
Kent
CT13 0PL

www.thebunker.net

info@thebunker.net

Phone +44 (0)870 242 7748
Fax +44 (0)870 850 6963

*Ultra secure is the security gold-standard that only The Bunker can deliver. You’ll be secure from unauthorised intrusions and urban disasters and confident of meeting progressive regulatory requirements.

Technology

- Redhat
- Dedicated firewall - Cisco ASA 5505 Appliance
- Plesk application server
- Xeon Dual Core 1.8GHz Processor
- 1 GB DDR2 RAM
- 2 x 160GB SATA Simple Swap HDD
- Combo Drive

Benefits

- 24/7 system and network monitoring and hardware management
- Monitoring includes ping, ftp, http and https
- 100GB p/m bandwidth
- 99.9% uptime guarantee
- Bandwidth usage statistics
- Monitored and maintained 24/7/365
- Ultra* Secure data centre
- UPS backed power
- Hardware break/fix 24/7/365
- Spare stocks onsite
- The Bunker Protocol™