

CASE STUDY

EXPLOSIVE GROWTH SUPPORTED SECURELY AT THE BUNKER

Hosted Desktop UK Limited is a major provider of virtual hosted desktop solutions and managed IT services to the professional sector, including chartered accountants, financial services,

recruitment companies and legal firms. Launched in 2010, this Exeter-based business has experienced rapid growth and today boasts over 5000 users across the globe.

THE CHALLENGE

With the explosion of Cloud computing and increased demand for more flexible working, hosted desktop solutions are replacing the traditional, in-house IT infrastructure across many industries. This is Hosted Desktop UK's mission, and effectively the business was growing fast. Initially, the company relied on leased kit at a local data centre to support its customers, but with the business developing so quickly, the need to switch from leasing to investing in its own infrastructure, was paramount.

To support this major investment and rapid growth, Hosted Desktop UK needed a new data centre. The business needed a provider who could not only house and manage all the new kit securely and cost effectively, it needed a partner who could offer the same high standards as it offers to its own customers, as well as managing and supporting the extensive growth plans.

OUR ULTRA SECURE SOLUTION

After reviewing several suppliers, Hosted Desktop UK selected The Bunker as its data centre partner of choice. The Bunker has provided an Ultra Secure, accessible location, with powerful connectivity away from the city centre to house the newly purchased kit. The military grade data centre offers the ultimate in security; resilience and availability 24/7/365 and Hosted Desktop UK's clients are assured that their data will be safe and secure.



"WE TAKE SECURITY SERIOUSLY AND SO DOES THE BUNKER. OUR PRIMARY REASON FOR SELECTING THE BUNKER WAS ITS SECURE LOCATION."

- Adam Chetnik,
Managing Director, Hosted Desktop UK

With over 500 customers' virtual desktops and data to support, disaster recovery is of high importance to Hosted Desktop UK, and The Bunker's ability to provide a second site as a failover fitted the bill. The service is backed by The Bunker's robust SLA, protected with 24/7/365 onsite security and covered by ISO 27001 accreditation.

PRODUCTS & SERVICES

- Dual site Colocation services with internet bandwidth at both locations
- Site to site backhaul for replication
- Remote hands services for onsite assistance
- 24/7/365 dedicated technical support

BENEFITS DELIVERED

- Ultra Secure, military grade data centre facilities where data is only hosted in the UK
- Comfortably able to cope with our current need to back up 54TB every 1 hour and check 5.5 million emails per month
- 24/7/365 dedicated technical and security experts
- ISO 27001 and PCI DSS compliancy reassures Hosted Desktop UK's clients
- Ultra available dual-delivery capabilities providing 100% up-time with data replicated across two nuclear-grade delivery centres

THEIR VERDICT

"MOST DATA CENTRES ARE VERY SIMILAR, BUT THE BUNKER IS UNIQUE. AS AN EX-MILITARY BASE LOCATED BELOW GROUND, I REALLY LIKED THE ULTRA SECURE ELEMENT AND IT IS EASY FOR OUR CUSTOMERS TO UNDERSTAND. THE BUNKER ALSO OFFERS US A SECOND DATA CENTRE AS A FAILOVER AND THIS DISASTER RECOVERY ELEMENT IS VERY IMPORTANT TO OUR CUSTOMERS. I ALSO LIKED THE FACT THAT THE BUNKER IS LOCATED OUTSIDE LONDON—IT OFFERS EXCELLENT CONNECTIVITY AND IT IS EASY TO GET TO LOGISTICALLY—WITH THE BUNKER WE DO NOT SUFFER FROM POWER SHORTAGES AND TRAFFIC JAMS.

"WITH AROUND 160,000 LOGINS AND 3,000 UNIQUE USERS ACCESSING OUR SYSTEMS EVERY MONTH, SECURITY IS PARAMOUNT AND THE BUNKER'S ULTRA SECURE SERVICE ASSURES OUR CUSTOMERS THAT THEIR DATA REMAINS SAFE 24/7/365. AND WITH TURNOVER DOUBLING YEAR ON YEAR, WE ARE ASSURED THAT THE BUNKER CAN SUPPORT OUR GROWTH PLANS."

- Adam Chetnik,
Managing Director, Hosted Desktop UK

THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates physical, human and digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and systems are continually secure against threats to confidentiality, integrity and availability.

THIS IS ULTRA SECURE

- Physical** Military grade data centres
- Human** All employees are fully background checked and our culture starts and ends with security
- Digital** We build and integrate systems in-house, ultra secure, from the source code up