CIVICA

THE BUNKER

Part of the CYBERFORT group

CASE STUDY

Ultra Secure colocation managed with a difference

Civica is an independently owned digital solutions provider based in Woking, Surrey. It specialises in developing business applications and systems integration services. Its clients include Acas, Carphone Warehouse, Defra and The Environment Agency. Civica has particular expertise in the delivery of software systems that help government agencies manage the process for monitoring and reporting on greenhouse gas emissions. Over 80% of Civica's clients are based in the public sector and, as a result, Civica sought a hosting partner, based in the UK that could offer the high levels of data security required.

SCALABLE & FUTUREPROOF

Civica needed a managed colocation hosting solution from a Tier III certified data centre with the ISO 27001 security management accreditation. It also required a high level of service, 24-hour manned support and evidence of ample power, space, flexibility and scalability to cope with future growth plans.

OUR ULTRA SECURE SOLUTION

The Bunker provides Civica with a Managed Colocation solution known as Colocation Plus. This bridges the gap between a standard Colocation service and a fully managed solution. Civica bought hosting space in the Ultra Secure data centre at Ash and additional space in the data centre in Newbury.

At each of the centres, Civica benefits from a highly skilled, technical and network support staff, who are on hand 24/7/365 days in the year. The solution delivers the benefits of traditional outsourcing cost savings, security and availability whilst allowing Civica to retain control of its IT infrastructure.

> "WITH THE UNIQUE COMBINATION OF THEIR FACILITY, COMMITMENT TO SERVICE AND TECHNICAL EXPERTISE, THE BUNKER WAS THE ONLY COMPANY TO MEET ALL OF OUR REQUIREMENTS."
>
> -Dilip Patel
> Service Delivery Manager, Civica

PRODUCTS & SERVICES

• Managed Colocation

• Network Services and security

• Dual-site hosting for backup and disaster recovery

RESULTS & BENEFITS DELIVERED

Network services, security, data protection services and the data centre environment are provided by The Bunker, with operational management and support for the application, processing and database servers are owned by Civica, according to their SLA with the client. Civica and The Bunker's architectural solution is scalable to meet additional capacity or service requirements.

• Unique combination of best possible physical and data security.

• IT system located out of high risk areas and within an Ultra Secure data centre environment.

• ISO 27001 security management accreditation.

• Network, security and data protection managed and monitored by on site experts 24/7/365.

• Safely located outside London, above sea level and featuring value added technical features such as magnetic pulse detection.

THEIR VERDICT

"80% OF CIVICA'S CLIENTS ARE UK AND EU PUBLIC SECTOR ORGANISATIONS WITH EXTREMELY STRINGENT SECURITY REQUIREMENTS AND THE BUNKER HELPS CIVICA ADDRESS THOSE NEEDS. FOR EXAMPLE, AN ISO 27001 ACCREDITATED DATA CENTRE WAS REQUIRED FOR A RECENT CLIENT SOLUTION. THE BUNKER ALSO TICKED MANY OTHER BOXES SUCH AS THE NEED FOR THE SITE TO BE MANNED 24/7/365.

SINCE HOSTING THAT SOLUTION, CIVICA HAS BOUGHT ADDITIONAL RACK SPACE AT THE BUNKER FOR ITS RECENTLY LAUNCHED VIRTUALISED PRIVATE CLOUD HOSTING SERVICE.

I'D RECOMMEND THEM TO ANYONE THAT VALUES RELIABILITY, SECURITY AND SUPPORT."

-Dilip Patel
Service Delivery Manager, Civica

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 clients systems are continually secure against threats to confidentially, 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