Cloudmore vCloud Virtual Data Centre
Your Data Centre in the Cloud

A quick and effective way to deliver flexible, scalable, secure and cost effective virtual data centres. Quickly deploy servers, firewalls and networks for your Secure Private Cloud. With Cloudmore vCloud you only pay for the resources you need and have complete flexibility.

1. The key benefits

- Intuitive and simple provisioning that is almost instant, enabling infrastructure to be ready for use in minutes.
- Cloudmore's vCloud removes hardware and reduces management costs by making it possible to virtualise and outsource selected applications directly to Cloudmore's reliable, secure, cost-effective cloud-based server solution.
- Cloudmore's vCloud comes with a 99.9% uptime guarantee.
- Reliable, 24/7 Data Centre Connectivity connectivity between the users and the vCloud environment over the Internet connection and/or Site-to-site VPN.
- Build internal and external connections between local and remote applications utilising centralised management.

2. Technical features

The Cloudmore vCloud service provides the following features:

- **Efficient resource allocation** – Define how virtual data centre resources are consumed by different teams and organisations.
- **Snapshot and Revert** – Unwind changes made to a virtual machine for rapid destructive testing without the need to re-provision multiple times.
- **Security** – Integrated vCloud Networking and Security technologies such as perimeter protection, port-level firewall, and NAT and DHCP services, offer virtualization-aware security, simplify application deployment and enforce boundaries required by compliance standards.
- **Fast provisioning** – Using VMware's unique linked clone technology, end users are able to rapidly clone base vApps into "children" vApps by only storing changes made by children and reading all other data from the base.
- **vApp Catalogue** – Multi-tier applications can be deployed and consumed as pre-configured virtual appliances containing virtual machines, operating system images, and other media with the click of a button from your organisations catalogues. This enables standardised offerings, simpler troubleshooting, patching, and change management.
- **Isolated Multi-tenant Organisations** – Administrators set users to represent any policy group such as a business unit, division or subsidiary company. Each has isolated virtual resources, independent LDAP-authentication, specific policy controls, and unique catalogues. These features enable a multi-tenant environment with multiple organisations sharing the same infrastructure.
- **Resource pools** – Provides you with the ability to build your own virtual data centres in the Cloud, simply by purchasing the GHz of CPU capacity, GB of RAM and SAN storage you require. You can purchase resources for your vDCs (virtual data centres) as a resource pool or purchase resource bundles. You are then able to configure and deploy virtual machines within this pool of resources. You can create, resize and redeploy virtual machines as required.

3. Cloudmore Control Panel

Resources for Cloudmore vCloud are purchased via the Cloudmore Control Panel and deployed, configured and managed via the vCloud Director Web Console. The Cloudmore Control Panel is an intuitive system to use. Making it quick and easy to get started with your virtualised servers.

Some key highlights are:

• Set admin access to the vCloud Director Web Console
• Manage your vCloud resource Pools
• Create and manage your networks
• Quickly purchase new plans and additional features such as storage

4. vCloud Director Web Console

vCloud Director Web Console accelerates and simplifies your access to infrastructure. vCloud Director Web Console is a logical container where you can manage all infrastructure services, including virtualized networking, storage, and security within an user-friendly interface. With virtual datacentres, administrators can provision and configure all infrastructure services necessary to make workloads operational in minutes.

5. Cloudmore vCloud Bundles

vCloud bundles from Cloudmore are fixed bundles of resources that offer excellent value for money.

	Storage	RAM	CPU	Traffic	Storage Back-up	Standard Edge Gateway	Premium Edge Gateway	High Availability
Test Virtual Data Centre vDC	50 GB	2 GB	1 GHz	200 GB	No	Yes	--	--
Development vDC	50 GB	4 GB	1 GHz	200 GB	No	Yes	--	--
File Share vDC	200 GB	4 GB	1 GHz	200 GB	Yes	--	Yes	--
Application vDC	100 GB	4 GB	2 GHz	200 GB	Yes	--	Yes	Yes
Database vDC	200 GB	8 GB	4 GHz	1000 GB	Yes	Yes	--	Yes

6. Platform

Cloudmore's vCloud platform is hosted on Dell Enterprise Level Servers and built on tried and tested software from VMware. The platform with reliability and redundancy in mind. All elements of the service are mirrored within the data centre so that there are no single points of failure.

The Servers may be connected to a local LAN via VPN or they can be made available on the public Internet via the virtual firewall.

7. Server Migration

To migrate existing servers, either physical or virtual into Cloudmore's vCloud platform, the VMware OVF tool is used. The tool creates a file that is then copied in to Cloudmore's vCloud platform.

8. Data Integrity, Backup and Restore

If you select a Storage SKU with backup included profile Cloudmore will perform daily backups of the data. The backup copy retention time is thirty days. Note, that the backup provided by Cloudmore is not application-aware. Cloudmore can restore the Customer data from the most recent back-up**. However Cloudmore is not responsible for data loss resulting from the failure or loss of backup media.
**This is a chargeable service

9. Security

The data centre is ISO 27001 certified and is manned 24/7 with on-site security personnel, The back up generators are built using an n+1 redundancy principle. The data centre is supported by a 100 % SLA.

10. Data Ownership

All data created or stored by the users within Cloudmore's vCloud service are the users' property. Cloudmore shall allow access to such data by only authorised personnel.

The databases are located in Sweden so are subject to the European Data Protection Act. Cloudmore will not retain any data including, but not limited to, user data, active directory, log files and backup copies, upon account termination.

11. Access Methods

Cloudmore's vCloud Director Web Console can be accessed through any device with and Internet connection. Cloudmore Support

The service platform is technically supported 24/7 with Partner access to the Cloudmore Support Centre for all severities.

- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during core hours of business

12. Guaranteed Service Level Agreement (SLA)

Cloudmore's vCloud has a Service Level Target of 99.9% Service. The following parameters are continuously measured and the Service is considered available if the following criteria are being fulfilled simultaneously:

• Cloudmore's vCloud service is fully functional
• The virtual server environment is fully functional
• Network infrastructure (e.g. switches, routers and firewalls) is fully functional

Cloudmore shall use reasonable care and skill when providing services, but does not guarantee that the services shall be continually available to the customer. There may be occasions when services are disrupted through an error or act of the customer or another third party or, circumstances outside the reasonable control of Cloudmore ("Service Disruption"). In the event of unavailability of services to the customer, other than in the case of service disruption, Cloudmore shall reimburse the Partner ("Service Credit") as stated in the Cloudmore vCloud SLA.