



UKFAST MANAGED HOSTING PROPOSAL

Prepared for Falk Culinair

Prepared by: UKFast

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This proposal is valid for 30 days unless otherwise indicated*

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Welcome



Back in 1999, I was charged with the unenviable task of looking for the perfect hosting partner, just as you are today.

It was as frustrating then as it is now, and I quickly learned that what I was looking for didn't exist.

I was looking for a hosting provider with heart, a company that actually wanted to support me and see my business grow.

So, against all the odds, we set about creating something different.

And different we are.

We are the UK's largest privately owned hosting provider. However, we do not have the mass-market products or corporate approach of an industry giant.

Instead, we aim to innovate and to pair our products and services with the level of service you deserve.

We understand that a successful hosting solution is not just about the hardware, but also the strength of the team behind you and the intuitive support that suits your business's specific needs.

Our focus is on providing customer care like no other, representing real value and earning the trust of our customers through honest communication.

Our goal is to ensure that your business succeeds.

So whatever your needs, whether you join us today or sometime in the future, we are standing by.

A handwritten signature in black ink that reads "Lawrence Jones".

Lawrence Jones MBE
CEO & Founder, UKFast

Introduction



Owen Walker
**Business Development
Manager**

☎ 0161 215 7163
✉ owen.walker@ukfast.co.uk

Neil, from our initial discussion we have gained an understanding of your business and your need for a new managed hosting solution that delivers a real difference. Together, we have identified several core areas which are important to the continued growth of Falk Culinair, which our proposed solution will address:

■ Uptime

Our experts have designed this solution to enable the further development and growth of Falk Culinair, and as part of this solution Falk Culinair also gains a new partner in UKFast to proactively support your team.

We ensure that our customers have the best experience in the industry. Our significant growth and consistently increasing Net Promoter Score are proof of our long-term business relationships and the satisfaction that UKFast creates with its customers.

Below is more information about the proposed solution and additional services UKFast offers to its customers.

Kind regards,

Owen.

Owen Walker

ABOUT UKFAST

UKFast is the UK's largest independently owned cloud and hosting company. Founded in 1999 by Lawrence and Gail Jones, the company is still run by the owners. The UKFast team has grown to more than 400 employees, and continues to put customer success and innovation first. We continuously build on our industry-leading expertise, which over 6,000 customers benefit from every day.

Since investing £24.4 million in building our state-of-the-art data centres since 2012, they have been at the heart of our technology operations. Our four Wholly Owned data centres were designed and are now managed by our Director of Critical Operations. These facilities offer you a secure, accredited and enterprise-grade structure that offers maximum redundancy and security as standard.

We publish our independently defined Net Promoter Score demonstrating our customers' satisfaction. With an NPS at 79.8 we score more than ten times higher than the industry average of +7 succeeding in our goal to deliver customer service that exceeds your expectations.

HIGHLIGHTS

- 24/7/365 UK-based support to answer your call in three rings
- Level 3 engineers on hand to help
- Industry leading SLA
- Industry leading NPS score at +79.8
- Wholly owned UK-based data centres
- 100% power and network uptime guaranteed

Your Recommended Solution

We recommend a dedicated server solution for Falk Culinaire, providing the latest best-of-breed technology, supported by UK-based experts 24/7/365.

HARDWARE

We continually test hardware from multiple vendors to make sure that we are at the cutting edge of technology.

The latest range of Dell PowerEdge servers is renowned for its quality, high performance and data centre efficiency. This new breed of Dell PowerEdge server line delivers double the performance of previous generations whilst using less power. We work with Dell's engineering team to ensure that every piece of equipment within the machine will work for you and your business.

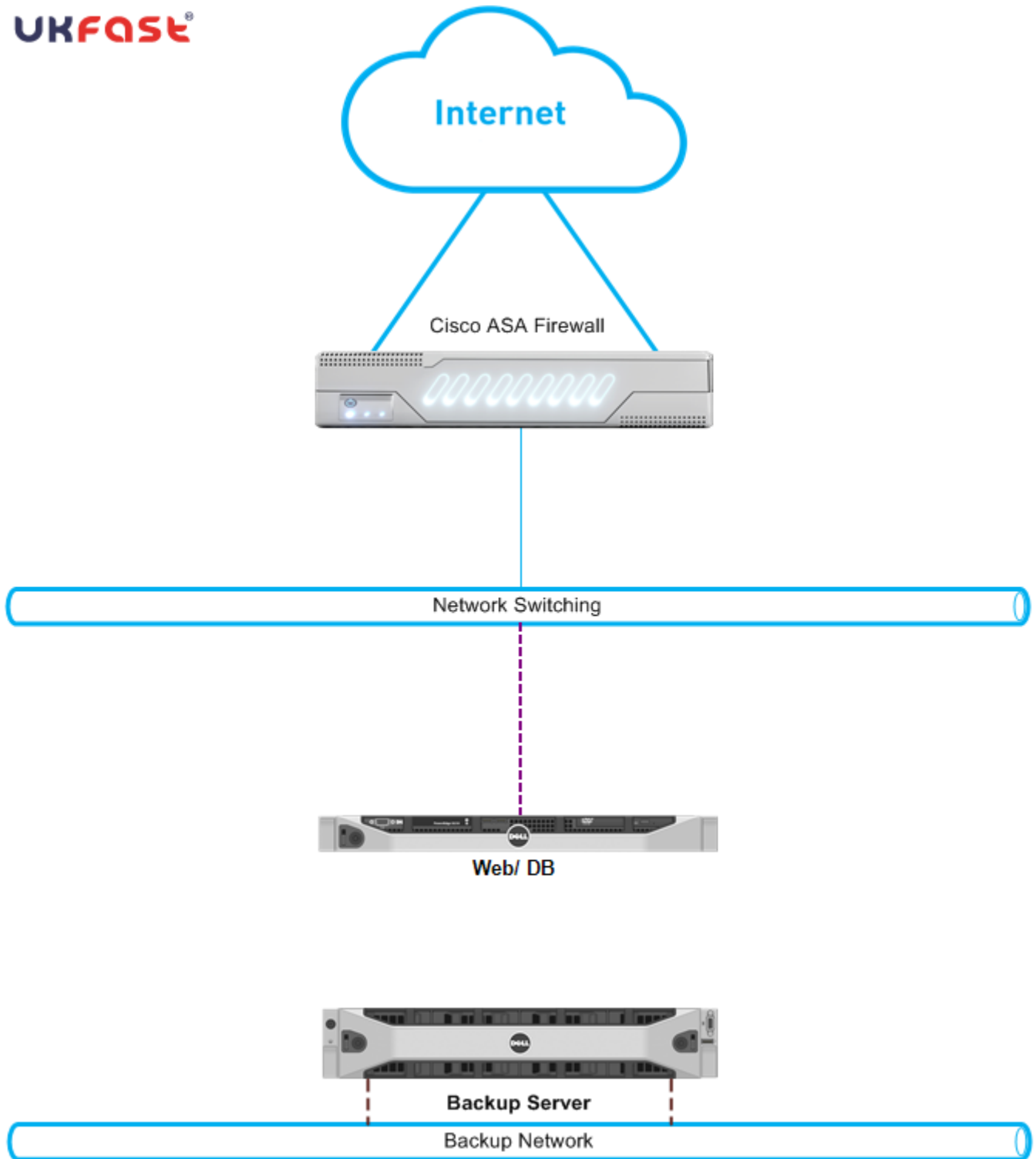
We are a certified by the Carbon Footprint Standard. We recognise the need to develop carbon-efficient hosting solutions to reduce our environmental impact.



WE RECOMMEND THE FOLLOWING DEVICES FOR MISSION CRITICAL SOLUTIONS:

SERVER SPECIFICATION:	DEDICATED SERVER SOLUTION
SOFTWARE:	CENTOS7 X86_64
CPU:	Intel E3-1230v5 (3.4 GHz, 4 Core)
RAM:	16GB RAM
DISK:	2 X 120GB SSD - RAID1

Your Solution Diagram



Industry Leading SLA

UKFast puts customer satisfaction first, which is reflected by our high Net Promoter Score. This is underpinned by our industry leading Service Level Agreements (SLAs).

“UKFast were amazing throughout. The team always want to work with us; they see our problems as their problems and we honestly don't know where we would be without them.”



WHAT IS INCLUDED?

Network guarantee

You'll benefit from our network infrastructure availability, with a 100% connectivity guarantee.

Hardware guarantee

In the unlikely event of an unfixable server hardware failure, we guarantee that hardware will be replaced within two hours of the problem's diagnosis.

Our parts and labour warranty covers all parts and labour costs involved in the event of a related parts failure. We replace any failed component at no cost to you.

WHAT DOES SLA+ OFFER?

If you choose SLA+, you will benefit from:

- ✓ 15-minute priority response, instead of the standard 2-hour response.
- ✓ 1-hour hardware replacement, instead of the standard 2-hour hardware replacement.

UKFast's SLA+ was designed for business and life critical operations. When speed matters, UKFast is the ideal partner to keep your hardware running. In the event of a problem or hardware failure SLA+ customers can rest assured that their case is prioritised and handled first.

Support guarantee

If there is a problem with your server, our standard SLA guarantees that a qualified engineer will be resolving the issue within two hours of being notified.

We provide a detailed overview of the issue and you are kept updated with phone calls until the problem is resolved. An engineer's report with full details of the issue and resolution is sent to you within 12 hours of completion.

In addition, we guarantee that our Level 3 qualified technical support team is available 24 hours a day, 7 days a week, 365 days a year for telephone support.

Always Included

AWARD WINNING 24/7/365 UK SUPPORT



Receive round-the-clock support 24 hours a day, 7 days a week, 365 days a year. We guarantee your support call is answered in three rings by one of our Level 3 technical engineers based in our UK offices.

- ✓ Guaranteed answer within three rings for all telephone queries.
- ✓ Resolve your support issue with our technical experts, your first point of contact.
- ✓ No hidden costs or pay-per-minute schemes as all of your support costs are included.

Read more about our support on page 12.

DASHBOARD AND ALERT CONTROL CENTRE (MYUKFAST)



From accessing account information to changing advanced control settings, UKFast's custom built dashboard and control centre (MyUKFast) enables you to efficiently monitor, manage and maximise your solution's performance.

Using this secure portal, you can even setup email and SMS alerts about scheduled maintenance updates or server performance, providing increased control and peace of mind, wherever you are.

100% UK DATA SOVEREIGNTY

As an exclusively UK-based company, hosting with UKFast offers guaranteed data sovereignty, giving you peace of mind that your data will never be transferred outside of EEA borders. With UKFast your solution is only ever housed in our ISO-accredited, ultra-secure data centres.

Third-party suppliers create a more complex supply chain. The more complex your supply chain, the less sure you can be about where your data travels. If your cloud service is outsourced to a third party, there is no guarantee that your data remains in an appropriately controlled environment, as required by the Data Protection Act.

Our data centres are fully owned and managed by us within the UK. What's more, we guarantee that no part of our supply chain extends beyond the EEA.



SERVER MAINTENANCE AND OS PATCH UPDATES



INCLUDED

UKFast server maintenance ensures that the latest patches are installed as they're released, thus maximising the security framework surrounding your network, giving you total peace-of-mind.

PING MONITORING



INCLUDED

Our technical team monitor all the services specified every 5 minutes, 24 hours a day, 7 days a week, from multiple locations. Should a failure be detected, our 24-hour support team is automatically notified by an alert message from our ticketing system and will start work to resolve the issue.

SAFEDNS



INCLUDED

Our easy to use web based interface for DNS and domain management is included as standard, allowing you to create and manage multiple domains and sub domains.



Your Chosen And Optional Services

FIREWALL OPTIONS (SINGLE DEDICATED)

We deploy the Cisco range of firewalls, which offer award-winning high performance security and VPN solutions. Your solution includes a single dedicated firewall from the Cisco ASA 5500 Series, which provides advanced application-aware firewall services with identity based access control, denial of service (DoS) attack protection and is built upon market proven Cisco PIX/ASA Security Appliance technology.



QUOTED

SLA (PLUS)

Get peace of mind with our SLA, which is UKFast's rapid response SLA service. You benefit from a more comprehensive support coverage with 15 minute response and 1 hour parts and labour. When speed is of the essence, SLA is the ideal add-on to ensure your online presence is looked after to the highest degree.



QUOTED

ADVANCED MONITORING

Our proactive monitoring service watches over the key elements of your server - including URL, CTM, FTP, PING, SMTP, HTTP, POP3 - and alerts us to any potential issues before they've had the chance to impact your solution's performance. If we detect a failure, our 24/7 support team is automatically notified and immediately on hand to resolve the issue.



QUOTED

ANNUAL SECURITY AUDIT

Annual security audits inspect your system for threats and vulnerabilities that could allow viruses or hackers to destroy or damage your systems. Our security audit is comprehensive review of your system and is employed to prevent attacks and improve security. Additional proactive security measures are available via our Secarma security division.



QUOTED

BANDWIDTH INSURANCE

Create predictable cost by protecting yourself from any additional bandwidth charges with our bandwidth insurance. If you exceed your bandwidth limit by suffering from an unexpected peak in traffic or an attack e.g. DDoS-enabled malware - we promise that we won't charge you a single penny extra.



NOT QUOTED

DATA RECOVERY INSURANCE

In the rare event a disk in your server fails or needs to be recovered, our data recovery insurance takes the issue of your hands, literally. We take your hard drive to our onsite data clean room for our recovery experts to extract your data, repair where possible and return your data back to you. Data recovery insurance provides peace of mind when you need it most.



NOT QUOTED

ANTI VIRUS

We partner with McAfee to provide high-performance defence for your solutions. McAfee constantly monitors your systems to ensure that your server solution is protected against the most harmful viral strains, leaving you to concentrate on your business. Includes desktop and file server protection, internal gateway protection, and email server protection.



QUOTED

BACKUP (UKFAST)

UKFast Backup is a strong in-house developed backup solution and key to your disaster recovery strategy. It offers a comprehensive feature set and runs on Windows and Linux. This solution allows for daily backup scheduling across a seven day cycle, with a further seven day data retention.



QUOTED

WEB APPLICATION FIREWALL (WAF)

A Web Application Firewall (WAF) protects your data from hackers and attempts to exploit weaknesses in your application code. A WAF proactively protects the application layer against attempted fraud or data theft; blocking any suspicious activity. Inspecting every web request for cross-site scripting, SQL injection, path traversal and 400+ other types of attack.



NOT QUOTED

DDOSX[®]

This solution offers protections against DoS and DDoS attacks. Mitigation against such attacks ensures that, should you be affected, bad traffic will be filtered out and only genuine requests sent through. This solution is in place to protect your business and enable you to continue to function as normal without interruption.



NOT QUOTED

CONTENT DELIVERY NETWORK (CDN)

Accelerate your websites, videos and other assets by leveraging the power of UKFast's own global cloud network, built for speed and security. Our Content Delivery Network (CDN) brings content from your web server closer to your customer, significantly improving your website's response and load times.



NOT QUOTED

WEBCELERATOR[®]

Our in-house developed webcelerator provides extra capacity so that your website can do more at once. Your site will handle higher traffic volumes without impacting performance. Individual web page content elements are held in a caching layer without needing to retrieve every piece of content from the web server for each page visit. Web acceleration technology speeds up websites by around 50%.



NOT QUOTED

PENETRATION TESTING

Minimise risks, expose weaknesses and evaluate security with UKFast's penetration testing service. Also known as ethical hacking, UKFast's in-house team of highly qualified and experienced security experts will comprehensively audit and test your web presence and make recommendations on how to improve online security.



NOT QUOTED

THREAT MONITORING

Protect your online business assets with our threat monitoring solution, which is built in house by the same security specialists that answer your support calls. Threat monitoring uses agents installed on each of your servers, which continuously analyse data to distinguish between potential security breaches and normal activity. If any of the 200 rule sets created by UKFast's security specialists are triggered, an alert is sent and mitigation becomes available through threat response.



NOT QUOTED

Your Support Team



Charlotte Bentley-Crane
Director of Account Management

DEDICATED TO YOU

From day one you're assigned a dedicated support 'pod' of specialists to work on your solution.

Made up of account managers and technical specialists, your dedicated team ensures you always have the best possible experience with UKFast, regardless of whether your solution requires Linux, Windows or Megento engineers. Our system ensures you always get straight through to someone who knows you and your solution, saving you both stress and time.

DIRECT ACCESS TO SUPPORT

We know how precious your time is. Our qualified level-3 engineers answer your calls within three-rings and solve issues or offer advice on anything you need. With UKFast there is no waiting in queues, or selecting from phone menu items to get through to support. Get support when you need it, there and then.

UK-BASED SUPPORT 24/7/365

Our support is 100% UK-based and our technical engineers are on hand to keep you online no matter the time of day, or day of the year.

SERVICE

UKFast leads the way and drives innovation. With our super-fast 10Gb and 20Gb networks, 100% network uptime guarantee and 24/7/365 expert technical support, we take care of everything so you don't have to worry.

The quality of our data centres and our unique onsite clean room means that, in the unlikely event of a problem arising, we are perfectly placed to deal with them quickly and efficiently, usually before you even know there is an issue.

SUPPORT POD SYSTEM

With UKFast your business benefits from its own pod of specialists, a team who get to know your business inside and out. Whether you need to

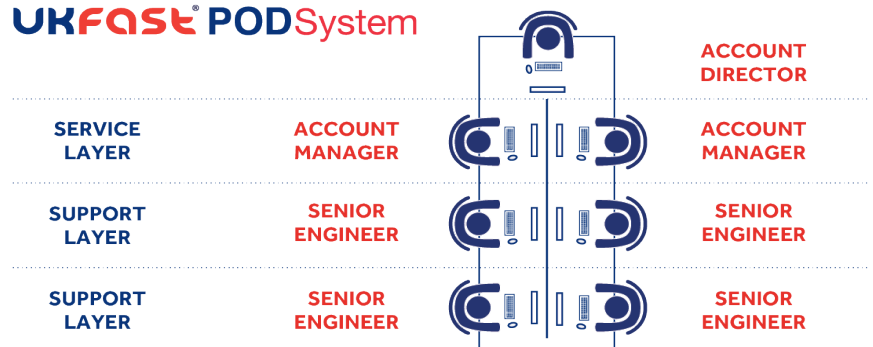
spek to a technical specialist for your Linux, Windows or Magento solution, our highly qualified support engineers will help you immediately. They are like an extension of your own IT team.



3 RINGS AND YOU'RE THROUGH. NO AUTOMATED MESSAGING.

UKFast's unique support structure ensures you don't have to waste time explaining your business and IT environment over and over to various engineers.

UKFAST PODSystem



Customer Satisfaction

Customer metrics are an essential part of our business. Knowing how our customers feel about their experience with us and being able to create a positive and engaging relationship is vital for our customers' continued growth. We welcome your feedback after every interaction to let us know what you think of us.

Our customers are not just a number. Our dedicated support pods ensure that each customer has a dedicated team of experts assigned to them, who get to know their customers inside out. But when it comes to measuring feedback, the Net Promoter Score (NPS) is an independently defined measure, applied across the industry.

WHAT IS NPS?

NPS is an aggregated customer satisfaction score based on feedback to the question: "How likely is it that you would recommend our company/product/service to a friend or colleague?"

Feedback scores from 1 to 6 are classed as 'Detractors', 7 and 8 are classed as 'Passives', and 9 and 10 are classed as 'Promoters'. NPS is calculated by deducting the percentage of Detractors from the percentage of Promoters.



Whether it's at 2 o'clock in the morning or 3 o'clock in the afternoon, UKFast will get it sorted.



WHY DO WE MEASURE NPS?

NPS gives us real-time insight into our levels of customer satisfaction, which in turn provides information on our own performance in serving our customers. By continuously monitoring these results we can detect the impact of any innovations and improvements we make.

HOW DO WE ENSURE A GOOD SCORE?

We believe that as long as we look after our customers, our NPS score will take care of itself.

However, there are always aspects of customer satisfaction that can't be captured in numbers. With that in mind, we continuously put in place new ways to make our customers' lives easier and improve their experience with us. We pioneered the dedicated support pod structure, which combines a cross-section of dedicated experts for each customer, and developed an intelligent phone system that automatically routes customer calls to ensure the right person answers your call within three rings. To further reassure our customers that they are well looked after at all times, we have developed industry-leading SLAs.

OUR NPS SCORE

We are proud to publish our NPS, which currently stands at 79.8.

The industry average is +7, which makes UKFast's NPS more than ten times higher.



Our Data Centres

We build, own and manage all of our ISO-accredited data centre space, designed to offer you maximum redundancy, security and commercial certainty - for now and for the future.

KEY FACTS

- ✓ ISO 27001:2013, ISO 9001:2008 and PCI DSS
- ✓ ISO 14001:2015 Environment Management System
- ✓ Carbon Footprint Assessed
- ✓ Multi-Factor Access Control
- ✓ Staffed 24/7/365 by SIA-accredited UKFast staff
- ✓ Internal and external CCTV with over 60 cameras
- ✓ 2.8 meter prison fencing and razor wire perimeter fence and guard house
- ✓ Site-specific dedicated firewall technology
- ✓ NICEIC-approved contractor
- ✓ Operating Power Utilisation Effectiveness (PUE) 1.3
- ✓ Disaster recovery sites located on separated power grids away from our main data centre complex

POWER & COOLING

Each data centre is powered by high capacity power supplies from primary sub-stations. They are protected by uninterruptable Power Supply (UPS) systems and diesel generators in an N+1 configuration; ensuring maximum power availability.

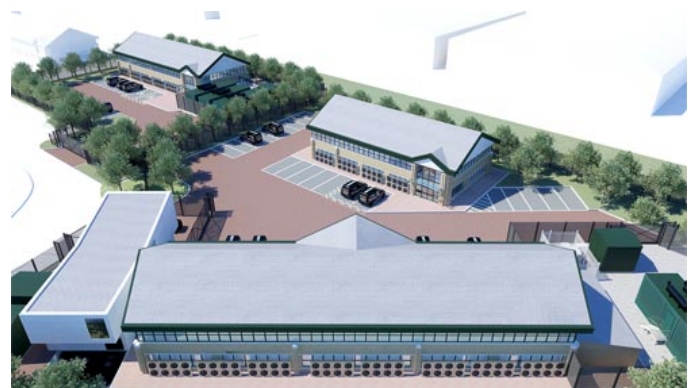
UKFast's centres hold a minimum of 1000 47U racks fed by 32AMP commando sockets beneath the raised floor, with dual A&B feeds for added redundancy. Additionally, our data centres use air-cooled DX chillers in an N+1 configuration and cold aisle containment to minimise air loss and increase efficiency.

FIRE & SECURITY

Our data centres are equipped with gas-based fire suppression and world-class VESDA (Very Early Smoke Detection Apparatus) and alarm systems. These two-stage smoke detectors are linked to the DCIM system and monitored continually, ensuring any minor problems remain localised and disruption is minimised.

The data centre complex is manned 24/7/365 by UKFast's security guards and is protected by multiple physical and electronic security systems including 2.8m prison fencing, CCTV and multi-factor access control systems. The data centre complex is managed round-the-clock by an in-house team of data centre and facility management engineers.

UKFast has never let us down and our solution has never failed; we only continue to grow and evolve with the solution, as does our business.



Our Hosting Network

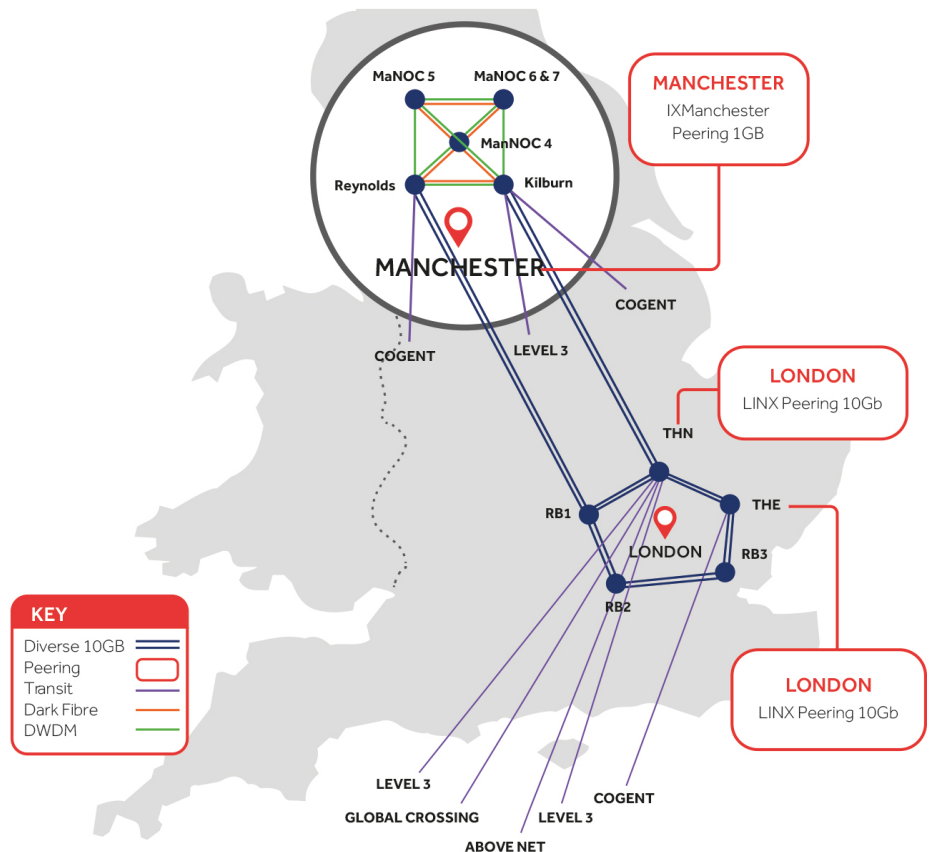
Built for redundancy, speed and security, our UK-based, enterprise-grade data centres deliver fast and fail-safe routes to the internet.

100% NETWORK UPTIME, GUARANTEED

Our data centres are located in multiple locations across North West England and are linked to a choice of transit and peering connections.

The UKFast multi-20Gb network includes multi-homing to provide the definitive optimised conditions for server hosting. Our uncontended bandwidth is aggregated from various tiers, which guarantees 24/7/365 connectivity. We have multiple transit links into our facilities from different suppliers, including Level 3 and Cogent. Each of these suppliers has been selected because of their global reach and reliability.

Our dependable peering strategy, combined with state-of-the-art Cisco hardware, ensures a network with no single point of failure. We have peering arrangements in place with LINX Juniper, LINX extreme, IX Manchester, BT, Virgin, TalkTalk and SKY. Core equipment and circuits are run below 50% capacity, allowing bursts in traffic and network spikes to take place without affecting our customers.



KEY FACTS

- ✓ Multiple 10Gb and 20Gb connections
- ✓ Uncontended bandwidth
- ✓ 24/7/365 connectivity
- ✓ Multiple transit and peering links
- ✓ 100% network uptime
- ✓ Bandwidth operating below 50% capacity
- ✓ Global DDoS network infrastructure
- ✓ Global CDN

Why Professionals Choose UKFast

We have a passion and commitment to help businesses grow, we work closely with you to develop and design an IT solution that actually helps solve business problems.

WE UNDERSTAND YOU

CEO Lawrence and wife Gail started UKFast together in 1999, and since then our team has grown to over 400 strong. Those same two people are as active in the business today as they ever were. We have the experience of being, as well as supporting, both small and large businesses. This helps us understand you.

INNOVATION AND SPEED

We're always first to the market with innovative products. Our R&D team developed the original load balancing technology and we were first to speed up the internet with web acceleration. We're not a company to rest on our laurels, but instead continue to lead where others follow. Expect speed, innovation and creativity in everything we offer.

ALWAYS HERE FOR YOU

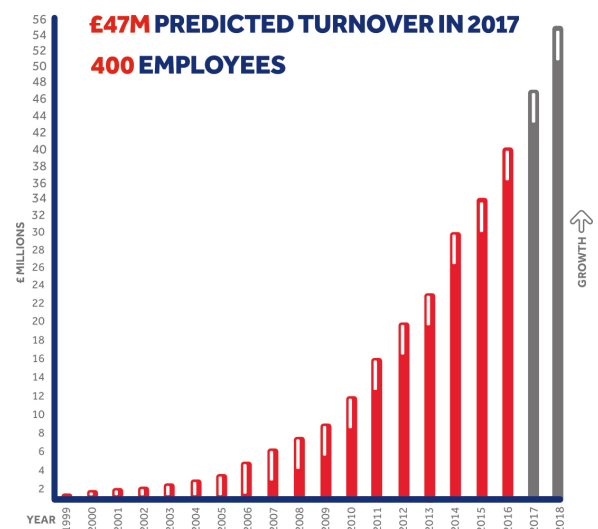
We're here for you 24-hours a day, seven days a week, 365 days a year. When you need us, we're there - in fact, you're our number one priority! We use upside-down management to make those who deal with you on a day-to-day basis the most empowered and important.

STABILITY & GROWTH

When choosing your hosting provider, you need the assurance that they are going to be around to support your business for the long term. Since our inception, we have increased revenue every year, our business now has a turnover of more than £34million a year and profits are invested back into the business every year.

“Our relationship with UKFast is really strong and our account manager has been engaged throughout. As our platform grows and becomes more business critical we can rely on UKFast's expertise to help us achieve this along with a continued guarantee of data security.”

REGIS



HAPPY CUSTOMERS

Our clients are ten times happier than the average customer. The Net Promoter Score measures customer satisfaction levels, and ours is always growing. We're so confident about it, that we run a live chart on our website.

OUR DATA CENTRES

We wholly own and operate four data centres; which have been built to the highest standards, offering colocation and managed hosting, and were designed by our very own director of critical power.

Putting You In Control

MyUKFast is our interactive control panel that puts you in charge, giving you complete control over your solution. You can monitor, make changes and manage your account online 24/7/365.

PRIORITY SUPPORT SYSTEM

Our unique system allows you to raise and track support requests, directing you straight to the relevant expert. We ensure you get the fastest possible resolution to your queries, without ever becoming a number in a queue.

You can also access a library of support materials; including FAQs and a wide range of whitepapers, blogs, newsletters and videos.

MONITOR

View your solution's traffic and packets per second 24/7/365. With capacity threshold monitoring you can also see graphs for selected services and set alert thresholds. Monitoring and notifications keep you fully informed of your solution's traffic and enable you to make informed decisions.

CONTACT MANAGEMENT

With total control of your company contacts, you decide who should have access to your account and who can contact support.

You can control which areas your contacts can access and manage. For instance, your accounts team can have access to the billing section, while your IT team can only access IT-related areas such as support requests.

DOMAIN NAMES AND SSL

From registering to renewing, we've made domain name management as simple as possible. Register new domains with competitive prices and a huge range of extensions, or transfer existing ones.

With our tools you can easily manage your domains and DNS under one login. You can also purchase SSL certificates, with the option of one of our engineers installing them for you.



FIREWALL MANAGEMENT

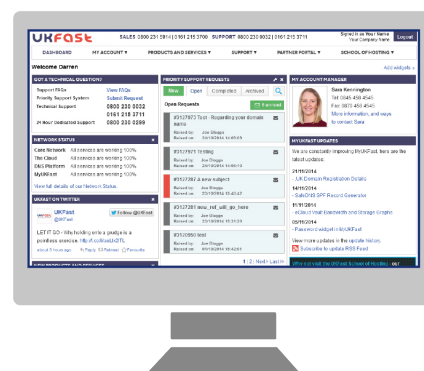
You can instantly configure your firewall rules online. Open incoming and outgoing ports, lock down ports to certain IP addresses, and block IP addresses, across all servers protected by your firewall.

BILLING

Paying bills is never fun, but it can be stress-free. Through MyUKFast you can view your invoice and payment history, print copy invoices and quickly make payments.

BACKUP

View the status of backup jobs, customise what is backed up and restore files from your backup to your server. You can also track and change quota usage as needed.



Accreditations

Our accreditations and compliance division works tirelessly to meet all relevant accreditations for your peace of mind. Each accreditation shows our commitment to continuous business improvement through our people, practices and technology.



ISO 27018

We provide secure public cloud computing environments for the protection of Personally Identifiable Information (PII), certified to ISO 27018:2014 standards. Iso 27018:2014 complements much of the data processing responsibilities set out by the GDPR in its aims to protect personal data in addition to EU requirements.



PCI COMPLIANCE

We are PCI DSS (Payment Card Industry Data Security Standard) compliant in our operational business processes relating to the payment card industry.



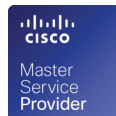
CYBER ESSENTIALS PLUS

This government endorsed standard demonstrates that we have implemented the essential security requirements for protecting your data, and that of your client's, against unskilled internet-based cyber attackers.



ISO 27001:2013

We provide secure web hosting to clients worldwide, offering hosting services certified to the ISO 27001:2013 standard - ensuring the security of your own, and our customer's data. ISO 27001:2013 certifies that we take information security seriously across all of our business operations.



CISCO CMSP

UKFast is part of Cisco's CMSP partnership program. This ensures that every product we build, sell and support follows service delivery management best practices and is backed by Cisco's support.



ISO 14001:2015

As part of our commitment to managing our carbon footprint, we are certified to the environmental standards of ISO 14001:2015.



G CLOUD 9

UKFast are government approved suppliers through the G-Cloud 9 framework, enabling public sector departments to purchase our OJEU compliant hosting solutions with ease, speed and confidence.



CARBON FOOTPRINT STANDARD

We are certified by the Carbon Footprint Standard. We recognise the need to develop carbon-efficient hosting solutions to reduce our environment impact and that of our existing and future customers.



ISO 9001:2008

We have implemented an internal Quality Management System (QMS) - certified to ISO 9001:2008 standards - which is maintained and improved to ensure we meet the expectations of our clients.

Partnerships

Our strong relationships with strategic partners and official suppliers, Dell, Cisco, VMware, Red Hat and Microsoft, allow us to provide a comprehensive suite of technology solutions; from dedicated server hosting to virtualisation and private clouds.



You're in Great Company



O'Neills
1918

PINK BOUTIQUE



LateRooms.com



UCAS



TIMPSON
Great Service by Great People





Awards

UKFast is proud of its ongoing achievements across a variety of disciplines ranging from education and development, to leadership and innovation. These awards reflect the people in our business who make it possible for UKFast to be recognised.

HERE ARE SOME OF OUR RECENT ACHIEVEMENTS:



UK Cloud Awards: Best Cloud Managed Service Provider 2017



CRN Channel Awards: Cloud Services Provider of the Year 2016



Financial Times Europe's 1000 Fastest Growing Companies 2017



Manchester Evening News Business of the Year Awards: Judge's Choice 2016

Category: Medium



Dell Enterprise Partner Awards: Managed Services Provider of the Year 2015



Comms Business Awards-Apprenticeship Scheme of the Year 2017



The Sunday Times 100 Best Companies to Work For: 5th in the UK, top workplace in Manchester 2017



Great Place to Work 100 Best Workplace: we placed 5th in the country, top tech workplace in Manchester 2017



CRN Sales and Marketing Awards: Best Company to Work For 2017



Business Desk Business Masters: Employer of the year Award 2016



Northern Tech Awards Fastest Growing Companies 2015



Profit Track 100 2015

Make The Change

Look no further. Choosing the best provider is a partnership that we take very seriously.

We offer services to enable seamless on-boarding using proven PRINCE2 methodology and collaborate to design a bespoke solution to meet your requirements. An example of a phased on-boarding process is demonstrated below:

- ✓ Both parties identify requirements for the project and specifics are identified and agreed.
- ✓ Solution is signed-off by digital approval.
- ✓ Mutually agreeable timelines are decided.
- ✓ UKFast Account Manager is assigned and introduced to the customer.
- ✓ Quality Assurance is completed meeting the standards agreed when requirements were identified.
- ✓ User Acceptance Testing (UAT) and initial testing completed for each milestone before sign-off.
- ✓ Solution is deployed.

We attract and host the most successful organisations on the internet. Be one of them. Join UKFast. One of the UK's leading hosting service providers.



YOUR FUTURE IS OUR BUSINESS

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