

Nominee: Storm Internet Ltd

Nomination title: Going the extra mile

Storm Internet was launched in 2004 and has been helping its customers thrive for the past 13 years.

Are there any key projects delivered in the last year that demonstrate this candidate's suitability for the award?

A St. Albans-based company provides businesses in the healthcare and commercial industries with audit and compliance solutions. The CEO approached Storm Internet with the following request:

"We want to move away from having IT resources on-premises along with the capital costs and support implications this also imposes. We like the idea of the freedom this would give to us to relocate our offices in the future."

THE SOLUTION

StormCloud Private is enterprise-grade SME cloud computing that combines anywhere-anytime cloud accessibility with the privacy one would expect of an in-house server hosting solution. It provides businesses with the digital infrastructure to create and scale servers on demand while boasting complete hardware redundancy. Coupled with ironclad security, it delivers a flexible computing environment capable of meeting any operational requirements.

To accommodate the clients' requirements, a domain controller, six development servers, and two production servers were created on a physical infrastructure which consists of two hypervisor servers with dual PSUs and independent source power feeds to the rack. Connection to the cloud occurs through the domain controller via a secure and restricted VPN.

Cloud Innovation

The hypervisors' disks are pooled using Advanced Virtual SAN technology. This creates a large virtual SAN made from local storage across which the virtual machine data storage is strategically mirrored, similar to a traditional SAN RAID array. This introduces an intelligent always-on solution with complete failover technology. Failed disks can be replaced with healthy units without interrupting any of the virtual machines.

Going the Extra Mile

With StormReflex (DRaaS) in place, the client's entire solution is mirrored onto identical hardware at a second, entirely independent location. This ensures seamless failover in any disaster scenario, preventing both data loss and downtime.

We also extended the client's previous in-house systems' management with comprehensive 24/7/365 support:

- **Managing virtualisation, operating systems, software, security**
- **SQL Server instance installations**
- **Proactive 24/7/365 monitoring and management of entire cloud infrastructure**
- **Industry-leading failed hardware 30min replacement guarantee**

With Custom Escalation Procedures in place we are monitoring specific database services 24/7/365 on the client's behalf. As soon as a client-defined alert is received, three of the client's own scripts are manually executed to restore optimal operational status before any sever issues can occur.

Security

All Storm Internet servers are housed in Tier 4 & 2 ISO 9001, 14001 and 27001 audited and certified data centres. These provide dual palisade steel fencing, 24/7 manned patrols, HD CCTV, and motion sensors. Physical access control, anti-tailgating technology, and human surveillance keep prevent unauthorised access to the hardware containing our clients' information.

Storm's multilayer digital security includes advanced DDoS protection, Cisco hardware firewalls, proprietary security protocols, as well as 24/7 continuous monitoring by data centre personel.

Connectivity

All Storm Internet servers are connected to the internet via multicarrier high-speed low-latency connection to ensure delivery of one of the fastest and most reliable hosting services in the United Kingdom.

THE RESULT

Today the client enjoys significantly more computing resilience and on-demand scalability with guaranteed business continuity thrown into the mix – wherever they choose to set up shop. Because we've lightened the workload of internal teams, they have more time to focus on other business-critical objectives.

Instant virtual machine creation and OS configuration further adds to the client's gains by eliminating development bottlenecks and integration uncertainties which means applications and services are rolled out much faster.

The client also enjoys reduced hardware-related capex since Storm Internet guarantees enterprise-grade hardware, reliability, and regular maintenance with Dell as dedicated hardware supplier.

What key vendor and industry accreditations does the nominee hold?

Storm Internet is both a Dell Managed Service Provider and a Microsoft Certified Partner. Our engineers are trained to ITIL standards and include a number of Microsoft Certified Professionals (MCP) Microsoft Certified Solutions Experts (MCSEs).

Through its data centre partners Storm Internet holds the following accreditations:

- ISO 9001 – Quality Management
- ISO 14001 - Environmental management systems
- ISO 20000 - Information technology - Service management
- ISO 27001 & ISO 27018 - Information technology - Security techniques
- ISO 22301 - Societal security - Business continuity management systems
- ISO 17788 & ISO 17789 - Information technology - Cloud computing
- PCI DSS
- G-Cloud 5 (The G-Cloud framework allows public sector customers to buy pay-as-you go commoditised cloud based solutions through an agreement that is compliant, regulated and refreshed.)

- **Cyber Essentials (Cyber Essentials certifies that our data centre was assessed as meeting the Cyber Essentials implementation profile [BIS/14/696] and, at the time of testing, their ICT defences were assessed as satisfactory against commodity based cyber-attack.)**
- **Data Protection (Storm Internet adhere to the UK “Data Protection Act 1998” and the “EU Data Protection Directive (95/46/EC)” governing the rights and duties of companies to safeguard personal data.)**

Storm Internet is also a proud partner of Carbon Managers and the Trees4Business Campaign. This partnership allows us to offset our remaining carbon emissions by 400%, making Storm Internet a 100% green company and boosting our standing in the green hosting category.

Please highlight any particular aspects of customer service delivered as part of the program(s)

We go the extra mile for our clients, and routinely develop new and interesting ways to develop and deliver complex enterprise solutions with big price tags at rates any small business can afford. Through our Custom Escalation Procedures we are able to assume many of the responsibilities of our client’s in-house team, and so contributing to overall productivity and success.

Our ‘cancel anytime’ contracts are penalty-free and come with great long-term discounts. Through this approach we’re ensured that our clients remain with us because they want to, not because they are forced to do so. New clients have access to a dedicated migration team to simplify the move to Storm Internet, and avoid downtime or data loss.

Why nominee should win

- **Storm delivers continuous innovation in service delivery to help its customers overcome growth-related obstacles without breaking the bank.**
- **At Storm we aim to change the dynamic between service provider and client; we see ourselves as an extension of our clients’ businesses**
- **Through proactive 24/7/365 support we aim to identify and address anomalies before they become cost-incurring issues**



- Through our Custom Escalation Procedures we perform client-defined support tasks whenever an alert relevant to the client's business is triggered.