



balance hosting

About BalanceHosting



ABOUT BALANCEHOSTING

NETWORK:

99.95% Network availability.
Two Independent CISCO Switches
Each connected to a different Internet connection.
If one fails, the time taken to switch over is 26 seconds.
Juniper router/firewall.
Network connection bursts up to 100 Megabits/Second

ENVIRONMENT

Uninterruptible power supply through 5 diesel generators
(3 required to run the data centre, 2 redundant)
Automatic failover to UPS
3 Days of diesel fuel
Fully integrated fire, smoke and water detection system.
Backup for every system onsite (air-con, power and network)
Dual Energy Australia power feeds (one from the North, the other from the South) feeding into an onsite substation.
Separate Transformers and Mains switch boards.

HARDWARE

4 hour hardware replacement guarantee
2 mirrored hard drives

BACKUPS

Daily/Weekly backups of SQL Databases
Daily/Weekly backups of website contents

FAULT NOTIFICATION

SMS and email alerts to multiple people at Balance
Each service is monitored, so an individual fault can be reported, allowing us to identify the fault as quickly as possible and fix it.
Remote access from two locations, on two different internet connections, so we can always access the servers

THE DATA WAREHOUSE

We have partnered with one of Australia's new premium data warehousing centers, and BalanceHosting is proud to be affiliated with them. Our partner has three data facilities. Two are in Sydney, Australia, and one in Seattle, Washington. Each centre has unique positioning for market needs.

Their Sydney \$80 million suburban data facility is an ultra-high security, highly redundant, purpose-built centre. The facility is better suited for clients with large download requirements or who need additional IP services. Our Seattle centre provides geographic redundancy for mission-critical applications, and cost advantages for extremely large bandwidth users.

The facility includes:

Fully integrated building management system for smoke, fire and water detection, electrical and air conditioning.
Dual power feeds with sub-station on site
Separate transformers and mains switch boards
Multiple diesel backup generators
Multiple failover UPS systems
Multiple power management modules
Two high capacity diesel fuel tanks
Multiple air conditioning units
Redundant Internet connections with automatic failover
BalanceHosting tailors out client hosting environments around your needs, and with a close working relationship with our data warehouse partners, we offer rapid service response and flexibility.