



Aspire Cloud Services



Introducing Aspire

Aspire Technology Solutions is an award-winning IT Managed Service Provider and Internet Service Provider.

Our extensive range of connectivity and cloud hosted services means we can supply our customers with the most effective solutions to meet their specific needs.

As a strategic partner to some of the world's most influential technology suppliers and largest fibre-carriers, we are now the preferred connectivity and hosted services provider to thousands of clients across the UK.

Our client base ranges from SMEs and public sector to large financial institutions and blue chip organisations with a global presence.

We provide services across multiple sectors, to a vastly diverse portfolio of clients, which means our experience is well-rounded and our expertise is constantly tested at the highest levels.

At Aspire, we design and deliver innovative IT solutions that drive organisations forward. In a world that's changing faster than ever, we expect our customers to expect more from their technology.



NPS Score =
+82

Why Aspire?

We help our customers accelerate their ambitions through inspirational technology. To achieve this, we have a passion for delivering a sensational data-driven customer experience.

To make sure we're on track, we measure our performance using the Net Promoter Score (NPS) global measure. In the past 12 months our score has averaged +82 which is deemed 'world-class'.

"Our mission is to deliver technology like no other; we are dedicated to putting technology to work to help our customers innovate, become more efficient and grow quicker."

Chris Fraser, Managing Director



Chris Fraser, MD

Network infrastructure

With Aspire Cloud Services (ACS) we bridge the gap between Public and Private Cloud by offering a self-service, resilient and always available cloud hosting platform, coupled with advanced security, low latency and Aspire's world class support.

Aspire Cloud Services is Aspire's cutting edge Private Cloud product which delivers a hosted platform to our clients on an outsourced basis. Consisting of multiple enterprise-class datacentres throughout the UK connected via our 1tbps resilient core network, ACS delivers ground-breaking performance combined with effective resilience and advanced security.

Powered by VMware vSphere 7, ACS provides a highly scalable and flexible cloud hosting service that organisations can use to complement or replace their on-premises or public cloud infrastructure.

Whether you're looking to totally outsource all your infrastructure and business critical applications or interested in hybrid configurations with some services remaining on-premises or in the public cloud, Aspire Cloud Services is completely adaptable to your IT needs and requirements.

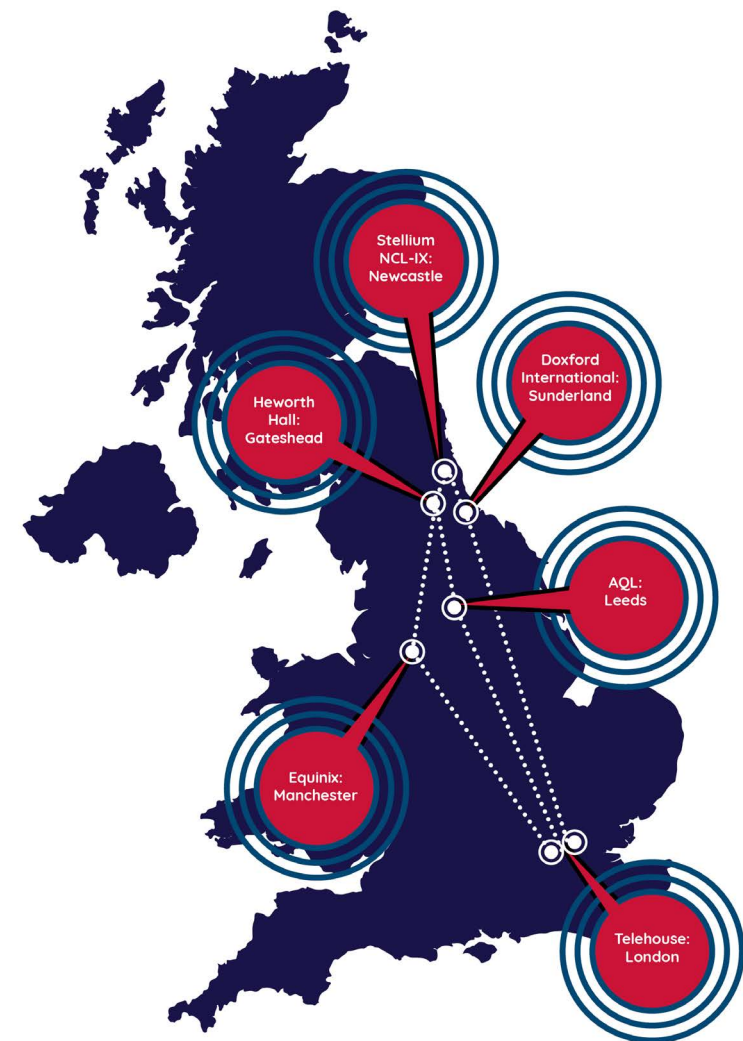
Network Infrastructure

Aspire's datacentre network is the backbone of our cloud-based services.

Our services are delivered via our privately operated ISP network. We operate 6 enterprise-class Datacentres across the UK, connected by our 1Tbps resilient Core Network.

Located in Gateshead, Newcastle, Sunderland, Leeds, Manchester & London, our datacentre locations are all Tier 3 classified and accredited to ISO 27001 Information Security Standards.

All are resiliently connected, ensuring we can maintain 99.99% uptime.



Data Centre Infrastructure

Delivered from multiple world-class datacentres and built with leading edge compute, network and storage hardware.

Aspire Cloud Services (ACS) is delivered from our UK-based ISO27001, tier 3 datacentres and provides you with total flexibility for complete infrastructure hosting and hybrid configurations with public cloud services, such as Azure, AWS and GCP, as well as on-premises infrastructure.

Stellium Datacentre



- > Meets all Tier 3+ requirements
- > ISO 27001 certified
- > Area of more than 4,260m²
- > Connected direct to the 275KV National Grid
- > 80MVA via four 20MVA 11kV feeds, with scalability up to 120MVA
- > 11MW IT power delivering 8kW racks
- > Fully scalable, one of the most efficient co-location data centres in the UK

Based at Stellium, (the UK’s largest purpose-built data centre campus) our Newcastle data centre has been constructed to BREEAM Excellent and Outstanding Standards. The site also has its own dedicated energy source from an adjacent 275KV National Grid. This direct link to the whole of the North-East’s power supply means ultra-reliability is a given.

Heworth Datacentre



- > ISO 27001 certified
- > 1.0MW of power with an additional 1.0MW available
- > Shared and/or dedicated rack space
- > Cloud Storage Service/Off-site data backup
- > Backup diesel generator
- > FM200 fire suppression
- > Vesda fire detection
- > Redundant power components
- > Monthly ‘on load’ tests

Located at Heworth Hall in Tyne and Wear, our state-of-the-art facility uses the very latest technologies for fire detection and suppression, temperature and humidity control, security systems, uninterruptible power supply, power generation and sophisticated network management and monitoring.

Key Features



Leading Edge Technology

Working with industry leading vendors such as HPE and VMware, we’ve invested heavily in cutting edge systems and technologies to offer a private cloud platform that provides excellent performance and reliability. Our ISO27001 datacentres and secure private cloud hosting environment ensures that your data is secured and safe.



24/7 Management & Support

Take advantage of Our ‘World Class’ support services, proven by our 84+ NPS score. Our in-house 24/7 Service Desk and dedicated Cloud and Core Infrastructure teams ensure that your environment is running smoothly and are on-hand to assist with any questions or queries.



Active-Active High Availability

Made possible with our privately-owned 1Tbps core network, our platinum storage includes active-active replication between our Gateshead and Stellium datacentres to ensure high availability, reliability, and resilience for your systems and applications.



Dedicated Connectivity

With Aspire Connectivity, you can take advantage of a secure direct connection between your network and our Private Cloud. This ensures a great user experience with minimal latency, as well as added security, as network traffic between your on-premises and ACS infrastructure does not have to traverse the internet.



Self-Service Functionality

Self-service functionality provides you with complete control over your services and infrastructure, allowing you to configure and manage your entire virtual environment, all at the click of a button via the Aspire Customer Portal.



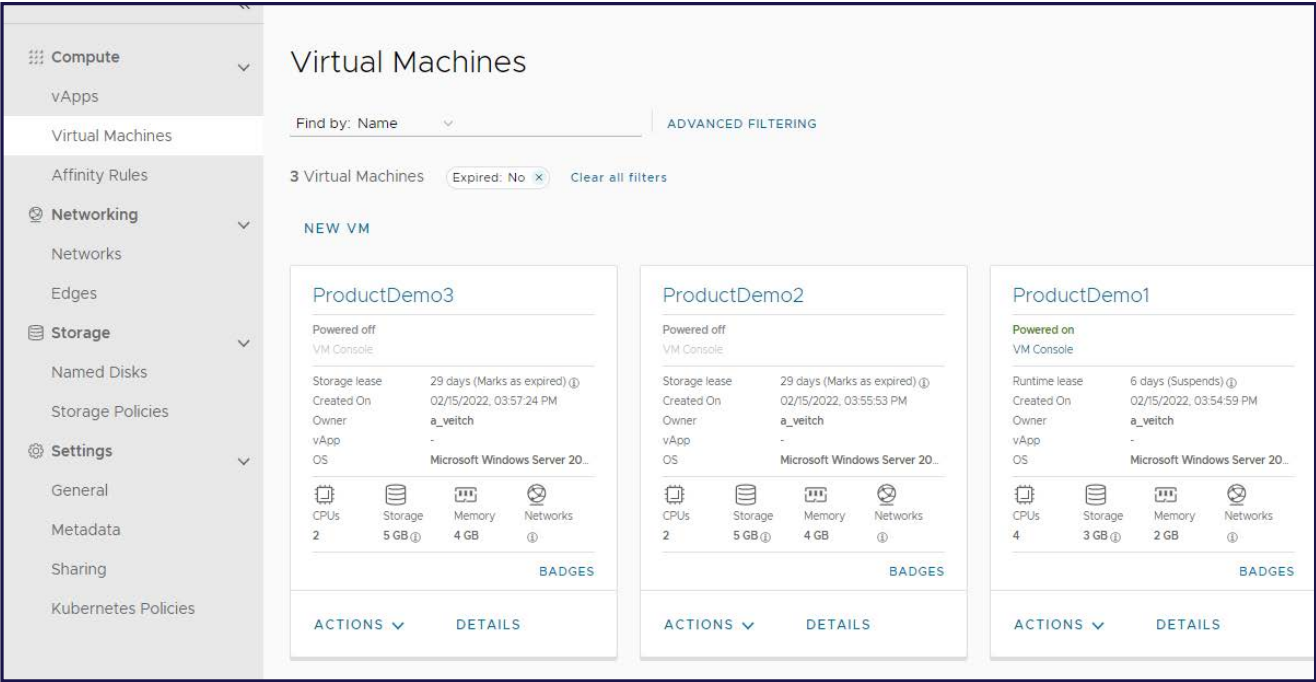
Advanced Security with NSX-T

Powered by VMware NSX-T, ACS uses a security focused design to offer best-in-class security, including features such as L3 & L2 VPNs, VRFs and distributed gateway firewalls.



Self Service Portal

Self-service functionality provides you with complete control over your services and infrastructure, allowing you to configure and manage your entire virtual environment, all through a single pane of glass via the Aspire Customer Portal.



Virtual Machine Sizes

As part of ACS, we offer various virtual machine sizes, suitable for various workload types and requirements. The below list details the Virtual Machine sizes which can be provisioned within ACS.

General Purpose			Compute Optimised			Memory Optimised		
Name	vCPU	RAM (GB)	Name	vCPU	RAM (GB)	Name	vCPU	RAM (GB)
G1.Tiny	1	1	C1.Tiny	2	2	M1.Tiny	2	8
G1.Small	1	4	C1.Small	4	2	M1.Small	2	16
G1.Medium	2	4	C1.Medium	8	16	M1.Medium	4	32
G1.Large	2	8	C1.Large	16	32	M1.Large	8	48
G1.XL	4	8	C1.XL	24	48	M1.XL	12	96
G1.XXL	4	16	C1.XXL	32	64	M1.XXL	32	128
G1.XXXL	8	24						

Balanced CPU-to-memory ratio. Ideal for testing and development, small to medium database servers, as well as web servers.

Optimised to have a high CPU-to-memory ratio, useful for web and application servers, network appliances and batch processes.

Optimised to offer a high memory to CPU ratio. Suitable for relational database servers, medium to large caches and in-memory analytics.

Service Dependencies

Although ACS provides a secure hosting platform with built in resiliency, the following items are also recommended to provide a full hosted solution:

- > Connectivity
- > Network and Server Security
- > Management
- > Business continuity

As part of this service, Aspire can provide allocated compute and storage, which are used to provision virtual instances. The below allocated resources must be carefully considered when sizing virtual machines and applications.

- > **Virtual CPU (vCPU)**
Compute or virtual CPU (vCPU) is the amount of processing power dedicated to a virtual machine.
- > **Virtual RAM (vRAM)**
Memory or Virtual RAM (vRAM) is the amount of random-access memory assigned. This is volatile memory which does not retain it's content without power.
- > **Virtual Storage/Disk (vDisk)**
Virtual storage is the amount of storage space that is allocated. This is used for saving data. With ACS we offer the storage tiers in the table to the right.

Storage Tier	Amount of IOPS
Platinum Tier	Platinum is the only storage tier that offers Synchronous Replication between the two datacentres. This means that it is a requirement for any workloads that are intending to use Active-Active.
Gold Tier	20000 IOPs - The Gold tier gives the top tier of performance available. If your application requires high random IO, this is where your instance should sit. It is also recommended that all OS workloads sit in this profile as well.
Silver Tier	6000 IOPs - If the Gold tier is well beyond your performance requirements, you can step down to the Silver tier.
Bronze Tier	2000 IOPs - The Bronze tier is for general purpose fileserver and archival use. This tier is limited to anything that doesn't require top tier performance.



Technical Specifications

Aspire Cloud Services - Service Level Agreement Data

Measure	Description	Value
Service Hours	The hours during which the service and service level agreement is provided.	24/7/365
Availability	The percentage of the service hours during which service is availability is guaranteed. Not including scheduled maintenance. Excludes management services.	99.95%

Aspire Cloud Services - Technical Information

Item	Details
Datacentres	<ul style="list-style-type: none">Heworth Hall - GatesheadStellium 1 - Cobalt Business Park
Datacentre Specifications	<ul style="list-style-type: none">Datacentres are connected by our 1Tbps resilient core networkAll Aspire datacentres have resilient power, fire detection, FM200 fire suppression and 24/7 securityAll our datacenters are tier 3 classified and accredited to ISO 27001 Information Security Standards
Hypervisor Infrastructure	<ul style="list-style-type: none">Virtualisation Platform: VMware vSphere 7.0U3Management: VMware Cloud Director 10.3Automation: VMware Realize Automation 9.4Networking: VMware NSX-T 3.1. and Aspire Cloud FabricCompute: HPE Synergy platformStorage: HPE Nimble
Management	<p>Core back-end infrastructure management is delivered by Aspire's Private Cloud and Core Infrastructure teams. The Aspire Service Desk also provides support for core infrastructure management and support.</p> <p>Self-service is available for all customers via the Aspire VMware vCloud Director portal. This can also be managed by Aspire on request.</p> <p>OS/Client infrastructure support is also available with our managed RealCARE service.</p>

Supporting Teams

No matter what you need help with, one of our supporting teams will be there for you.

Product & Presales

With our dedicated Product and Pre-sales teams, we can guarantee you a key point of contact for pre-sales and information points, as well as future Aspire Cloud Service product developments and updates.

Development Team

The Development Team are responsible for maintaining and developing our internal bespoke systems including the Aspire Customer Portal, CRM system and MESH Customer Documentation platform.

Customer Experience Team

Our customer experience team are here to ensure everything runs smoothly and gives you a point of contact to provide us with valuable insight that will improve your time with us.

3rd Line

The 3rd Line Support Team act as an escalation point for the Aspire Service Desk support teams. Dealing with a wide range of technical issues, the team are also responsible for problem management, completing root cause analysis and identifying any underlying infrastructure issues.

Cloud Services

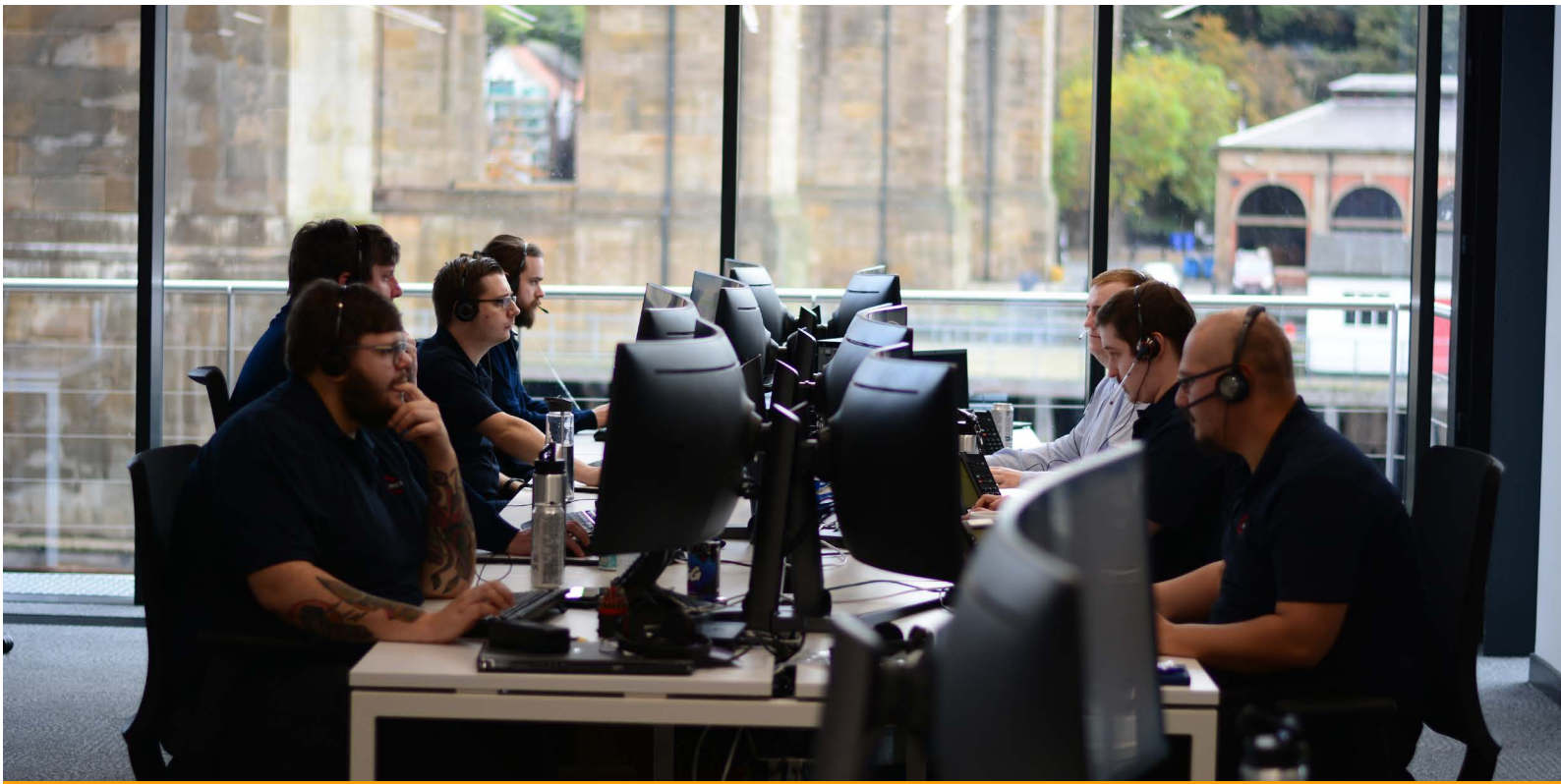
Specialist Cloud Support teams with a dedicated 24/7 support team to keep your services operational at all times.

Quick Fix Team

Our Quick Fix Team log and manage all new support incidents and service requests. Where possible they will aim to resolve tickets on the first call by implementing an immediate workaround so as to ensure that service is restored rapidly. If our Quick Fix Team aren't able to resolve your issue straight away, they'll assign your incident or request to an appropriate engineer for further investigation.

Core Infrastructure Team

Our Core Infrastructure Team is responsible for managing and monitoring our ISP network and hosted Telephony Solutions.



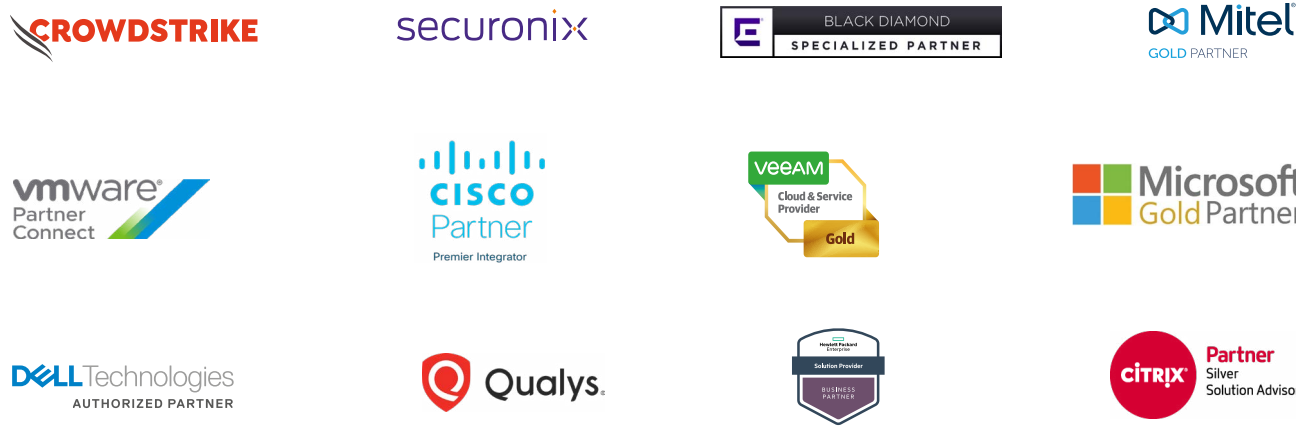
Our Customers

We proudly supply our services to a wide range of businesses around the world. From SMEs, public sector and not-for-profit to large enterprises and blue-chip organisations; we will find the right solution for you.



Our Partners

We partner with some of the world’s most influential technology providers to deliver the most innovative solutions for our customers.



Our Locations



Head Office - Gateshead Quays

Our Head Office is located within the newly renovated Pipewell Quay. Pipewell Quay looks over the River Tyne, with spectacular views on our doorstep. You'll find us just off the Swing Bridge on the Gateshead quayside.

Pipewell Quay, Pipewellgate, Gateshead, NE8 2BJ

London Office - Kings Langley

Our London office is located in Kings Langley. If you are heading to or from London, we are just off the M1. Take the junction for M25 (exit 6A) towards Heathrow Airport.

Monaco Works, Station Road, Kings Langley, Hertfordshire, WD4 8LQ

Teesside Office - Fusion Hive

Our Teesside office is located in the Fusion Hive on the banks of the River Tees. Located just outside of Stockton's town centre, Fusion Hive is easily accessible from both the A19 and A66.

Aspire Technology Solutions, Fusion Hive, North Shore Road, Stockton On Tees, TS18 2NB



Delivering technology like no other.

Aspire Technology Solutions is an award-winning IT Managed Service and Cyber Security Provider. We deliver leading technology solutions across cyber security, cloud, connectivity, managed services and unified communications to help our customers drive real business benefits.

Our mission is to deliver technology like no other; we are dedicated to putting technology to work to help our customers innovate, become more efficient and grow quicker. We help our customers accelerate their ambitions through inspirational technology and to achieve this, we have a passion for delivering a sensational data-driven customer experience. This is best exemplified by our Net Promoter Score (NPS) of +82, which is deemed world-class.

We partner with some of the world's most influential technology providers to deliver the most innovative solutions for our customers:

