

Service Portfolio

- Hosting and co-location
- Network and Systems management
- Fully resilient Internet bandwidth
- DDOS mitigation
- Installation and configuration
- Equipment maintenance
- Corporate broadband connectivity and solutions
- IPLC, IP MPLS and VPN services
- Disaster recovery
- E-security audit and design
- Strategic technical planning and consultancy

Technical support services are provided on a 24x7 basis.



Business Approach

Our business approach is simple – we want to provide you with the peace of mind, knowledge and expertise you expect from a company with whom you are going to trust your critical data and system requirements. We do this through adopting a best practice approach, including:

Project Implementation

A BMIT engineer is assigned to a customer to follow every part of this process – from set up and configuration to customer service management.

Standards

BMIT adopts ISO20000-2 Code of Practice for IT Services Management for its processes. This ensures that BMIT adopts effective delivery mechanisms to provide quality managed services to meet customer requirements.

Risk Management

Our 24x7 NOC constantly monitors critical system parameters. Processes are in place for immediate action by our engineering team as required.

Reporting and Communication Management

We seek to maintain the best relationship with every customer by delivering extensive insights into their

co-location operations, including communicating the status of open incidents and initiating constant improvements to their co-location environment.

External Audits

BMIT is externally audited for compliance with ISO/IEC 17799:2000 for IT security management. This ensures that BMIT has all the security policies and procedures in place, as well as having up to date business contingency plans.

PCI Compliance

BMIT is in the final stages of acquiring PCI Compliance certification. This is being achieved by:

- maintaining a secure network
- making a concentrated effort to protect customer data
- maintaining a vulnerability management program
- implementing strong access control measures
- regularly monitoring and testing networks
- maintaining a detailed information security policy

Service Level Agreement

All BMIT Data Centre customers are provided with service level agreements covering crucial operating components;

Infrastructure

BMIT provides all the necessary business critical infrastructure systems, including a resilient UPS system, generator back-up, security, fire fighting and environmental control, all of which will guarantee uninterrupted operation.

Network Guaranteed Uptime

We guarantee a minimum network availability of 99.93% uptime per month.

Technical Expertise

We complement our solid infrastructure and technical set-up with a team of dedicated professionals, specialised in providing the required solutions and support in all aspects of data centre management.

Our 24 x 7 NOC provides the following services:

- 24 x 7 security
- 24 x 7 technical support
- 24 x 7 network monitoring
- Racking of equipment
- DNS management and hosting
- Technical support for Windows, Linux, Solaris, SQL server and My SQL
- Support for Cisco Networking Appliances, Watchguard, Checkpoint, Cisco and Netscreen firewalls
- Advanced traffic monitoring segmented by IP and service
- Real time monitoring of Internet services (including Http and Https)
- Remote access
- Remote hands and eyes



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