



## About Carelink Specialist Hosting

NHSnet is a secure wide area network connecting NHS organisations and managed for the NHS by BT and Cable and Wireless.

Connections to NHSnet are strictly controlled by the NHS Information Authority, which specifies the security required and data protocols allowed under its Code of Connect agreements. Similarly, it controls access to or from the Internet through managed gateways.

Organisations wishing to provide information or applications to their NHS partners over NHSnet are faced with a choice of applying for their own Code of Connection, which requires a considerable investment in time (typically 6 months), effort and infrastructure, or partnering with one of the restricted number of organisations able to use their own Code of Connect for these purposes.

ioko provides a range of hosting solutions through its Carelink managed hosting platform; from generic packages through to complex, multi-server hosting architectures.

Using us helps to simplify and expedite obtaining an approved NHSnet connection. We operate under a Change Control Notification mechanism to the NHS Information Authority – Security Board, allowing us to provide straightforward and rapid access combined with the features expected of a world class hosting organisation.

You can find out more about obtaining a Code of Connect Third party connection from the NHS Information Authority at:  
[http://www.nhsia.nhs.uk/nhsnet/pages/connecting/thirdparties/process\\_intro.asp](http://www.nhsia.nhs.uk/nhsnet/pages/connecting/thirdparties/process_intro.asp)

## Specialist Server Configurations

Our Carelink hosting environment can accommodate a wide range of server designs, from single box solutions to complex load balanced Web server arrays fronting SQL servers with fail-over capability. Or pretty much anything else you need. Should you need it, our expertise extends to architecture design, extensive DBA consulting and implementation skills. We are able to advise on data and application security, load management, resiliency and the great majority of technical areas associated with successful development and deployment of your application.

## The Carelink Platform

The Carelink hosting environment is located within the ioko data centre facility at Telehouse Docklands, in the heart of London. Telehouse is Europe's leading co-location facility. This service has its own dedicated racks; each rack has dual power supplies and full UPS backup systems (220/240V AC). A back-up electrical power system is powered by a diesel generator located in a secure, protected equipment yard onsite. The entire electrical system in the data centre is designed with multiple levels of built-in redundancy.

One of our highest priorities is providing the level of security required to protect our customers' mission-critical Internet and NHSnet operations while assuring that only authorised personnel have the 24x7 site access they need to perform their work. The data centre delivers financial-grade security for equipment through multilevel physical security features and rigorously enforced security policies.

As part of our Specialist hosting service we operate a full back up solution, with off-site intermediate and archived long term storage.

## Key Benefits

- Secure connections to the Internet, NHSnet and hence your local networks, so **you can host sites and applications on both, simultaneously;** sharing content, data and access without duplication of effort
- Housed in a world class secure, hardened data centre to **ensure that your data and systems are protected**
- Fully managed by our experts, freeing up your team while receiving **best in class, hassle free support**
- Full server architecture consulting and design to **ensure your operational objectives are met**
- Server build, installation and maintenance included, so that you can **concentrate on your business not the hardware**
- 24x7 monitoring and class leading reliability to ensure your applications are available when needed
- Expedited Code of Connection approval process **greatly reduces the time and effort to establish your connection**

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## Why Host with Us

All the usual reasons apply – we have great technical expertise, provide a robust and reliable service etc. But then you would expect that.

We extend this into full management of the environment and your application, 24x7, reducing the demand on your own resources.

Importantly we form real relationships with our clients. Which means that when you call us for help you'll get through to a real person, usually the same one you spoke to last time, the one who knows who you are and what your needs involve. Of course that also means we know our NHS clients (we have over 200 of them), their needs and the way they work. Carelink is well regarded as a hosting partner within the NHS. So you get the benefit of our experience and reputation, connecting commercial solutions with NHS partners.

Finally we value our straightforward approach; we make it easy to deal with us and ensure your problems and their solutions are exactly as complex as they need to be... no less, no more.

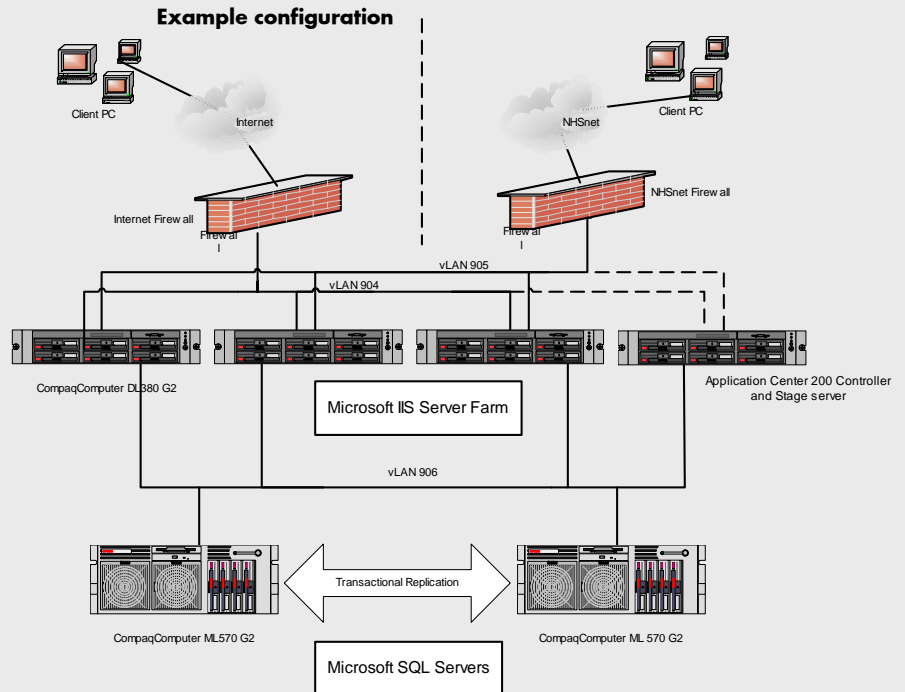
## About Code of Connect

### Things we think you should know...

Using the Carelink environment for your specialist hosting provides the infrastructure security for connecting to NHSnet. It does **not** cover the requirements for security of any data that may pass between participating organisations.

Approval of the application by the 'NHS Information Authority – Third Party Security Manager' and the 'NHS Information Authority – Security Board' will often be required, depending on the nature of your application. In any case one or more NHS organisations are required to sponsor any third party application.

Responsibility for Data Security issues remain with the participating organisations in any business relationship and the Data Owners involved.



Caldicott Guardian approval must still be obtained by clients in conjunction with an NHS partner for any business process where access to, or transfer of, personal data or Patient Identifiable Data is involved.

Code of Connect is primarily designed to protect NHSnet. As such our environment is designed to prevent "through connections", i.e. it is not possible for a connection to be initiated from within the environment.

We disallow certain communication protocols, usually those that allow direct control of the infrastructure, however the various Internet protocols, http, https, xml etc are all supported.

Finally Code of Connect expressly forbids any unsolicited advertising to be conveyed across the network.



## What Next?

If you would like any further information on our services, please contact us on:

Web: [www.carelink.co.uk](http://www.carelink.co.uk)

Or you can contact us directly by email, telephone or mail at the address above:

Email: [info@carelink.com](mailto:info@carelink.com)

Tel: 01904 438000  
and ask for Carelink Sales