



## Linux Hosting

More than 200 NHS Trusts and other NHS organisations now entrust their Web sites and other applications to Carelink. Our secure environment ensures information can only be accessed by the right people within the NHS.

The Carelink **Linux Hosting Service** operates to the same principles as our Windows based hosting service, providing a secure and fully managed platform from which to deploy your Web applications and sites to multiple NHS or NHS associated organisations. The service is hosted from the Carelink hosting facility in Telehouse Docklands.

Carelink Linux Hosting provides high resiliency, cost effective connections for users to your application from both NHSnet and the Internet, using our Code of Connect. Using one of the Carelink hosting services means you do not need to establish your own Code of Connect or invest in the required management of the hardware, the connection or the security.

Note that under the terms of the NHS Code of Connect, outbound connections to the NHSnet are blocked at the firewall.

## The Carelink Platform

Carelink Hosting services are provided by a multi-homed server design addressable from both the NHSnet and the Internet. The standard server hardware is based on the HP Proliant DL360 and has the following installed software components:

Operating System	Red Hat Enterprise Linux ES
Web Service	Apache Version 1.3.29
Server-side Scripting	PHP Version 4.3.4
Database	Mysql Version 4.0.15

Other setups can be accommodated on dedicated servers.

## Server Management

Monitoring is provided by Big Brother, with email alerts and SMS to the Unix On-Call engineer.

The hardware is additionally monitored by Compaq Insight Manager via SNMP traps.

## Shared Linux Hosting

This option provides cost-effective hosting for less demanding applications on a shared server. The service includes full management of your application, FTP access may be provided where clients need to upload data or updates.

## Dedicated Servers

We can easily accommodate dedicated servers in our environment for demanding applications, multi-server designs or other situations where a dedicated server is required. As with the shared solution, the service can include full management of your application. FTP access may be provided for uploading data or updates.

## Key Benefits

- A **cost effective, low effort** solution to connecting applications running on Linux to the NHSnet
- Secure connections to the Internet, NHSnet and hence your local networks, so **you can host sites and applications on both, simultaneously;** sharing content & data 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**
- Shared or dedicated servers are available, **designed to meet your specific requirements**
- 24x7 monitoring and class leading reliability to **ensure your applications are available when needed**

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## Customer Site Management

Customers are able to manage their sites either via FTP or Web based tools.

The FTP root for each site contains three folders:

- The "data" directory holds any databases or other persistent data
- The "docs" is the Web root for Web site
- The "logs" directory contains any logs generated by the site

Customers have read/write access to these folders to be able to upload content directly to the live Web site and to manage their own Web logs.

Database management is usually via a Web based tool such as PHPmyAdmin.

Carelink also offers a comprehensive managed service option.

## Support

Carelink provides 24x7 support for server hardware, operating system and server applications (Apache, MySQL etc). Carelink Linux Hosting does not provide formal support for site content, but we will advise and help on a best endeavours basis. Carelink can, however, offer full application and site development, help desk outsourcing and technical consulting if required.

Customer requests and incidents are received by email to the Carelink Support team ([support@carelink.co.uk](mailto:support@carelink.co.uk)).

Where incidents or requests relate to the Linux hosting service, they are forwarded to our expert Unix team for their attention ([carelink-unix@ioko.com](mailto:carelink-unix@ioko.com)). The issue will continue to remain under the ownership of the Carelink Engineer who picked up the original mail.

## Site Setup

It usually takes just a couple of days from your order to have a site installed on our shared platform and less than 2 weeks if you need your own server. There is often a requirement to obtain NHSIA Code of Connect approval for new application architectures. We work closely with the NHSIA and endeavour to initiate this early in the process in order to minimise the risk of any delay occurring.

## Other Hosting Options

Windows Hosting

**Basic** – With MS FrontPage extensions

**Data Access** – Allows use of ASP and connection to MS Access

**Application** – Includes full SQL Server database functionality

**Solution Hosting** – CMS, ioko Detect 2004 and SharePoint hosting

**Specialist Hosting** – Individually specified hosting architectures within the Carelink environment, including fail-over and load balanced server farms

## Specialist Hosting

Your requirements may fall outside one of our standard packages. In these cases we provide specialist configurations for:

- Dedicated single server hosting
- Multi-server hosting
- Resilient and high demand architectures
- Secure authentication

We are able to advise and recommend server architectures to meet your needs.

## Additional Services

We can offer a number of additional services, many of which you can simply add to the standard shared packages. These include:

- Web statistics reporting
- Additional disk space and/or data bandwidth
- Domain names and SSL certificates
- Email
- You can order these at the same time as ordering your new site, or at any time

## 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

