Fully managed and tailored hosting solution based on the Microsoft Azure IaaS platform

Being a tailored hosting solution there is no off-the-shelf offering as the solution is specific to the customer's needs, therefore HAYNE Cloud is whatever you want it to be.

Due to HAYNE's extensive background and expertise providing solutions for demanding customers, our primary focus and market has been around the hosting, management and support of financial systems, however we are not bound or limited by this.

Key Points

- **Fully managed** which takes away the pain and the administrative overhead that systems, infrastructure and support require

- **End-to-end solution** from architecture design, implementation, daily IT operations, patching, backups and support

- **Tailored to your needs** so while there are a minimum set of standards and services we provide under the management umbrella, HAYNE can do as little or as much as you require depending on your particular needs

- **Powered by Microsoft Azure** the market leading Cloud provider globally, it powers everything from Hotmail, Xbox and Office365. Microsoft Cloud is used at home, at school and at work and at some point everyone has used it

While Microsoft Azure is well known and accepted by most private and public sector organisations as the go-to Cloud platform **the bigger decision is which *partner* to choose to help with your Cloud journey**

Security is of paramount importance

The primary way of accessing Cloud servers is via a public internet connection, meaning that in theory that service can be accessed by anyone with an internet connection, making the risk of attack much higher.

Cloud providers such as Microsoft are acutely aware of this threat and it is fully understood that any breach of security on the Microsoft Azure platform would have dire consequences for the future success of the platform. For this reason, Microsoft spends $1 billion annually on developing security, much of which is for the Azure platform. Combined with Azure itself being on a 21-day development cycle new security features and enhancements are a frequent addition.

Detailing specifics of the security features of Azure is far beyond the scope of this factsheet as it is a vast subject area in its own right, however the points below highlight some of the basic security features;

- **Data encryption**
- **Threat Intelligence (intrusion detection/behaviour analysis)**
- **DDoS protection**
- **Auditing (logon/account activity)**
- **Firewalls**
- **Industry compliant (ISO / PCI DSS etc.)**

While Microsoft puts a lot of effort into securing the Azure platform, the security of the individual servers is down to the customer, in this case HAYNE. Like Microsoft we take security very seriously, failure to do so would cause irrevocable damage to HAYNE's reputation and business.

In addition to Microsoft's own standards and security features, HAYNE incorporate additional measures to protect customer's servers:

- **Firewalls on every server**
- **Scheduled patching**
- **Rule of least privilege**
- **Multi Factor Authentication (where possible)**
- **Comprehensive monitoring**
- **Adoption of the ISO 27001 framework (Policies and processes)**
- **Sophos Advanced Server protection: Intercept X**

As part of HAYNE's commitment to security we have partnered with Sophos. It is our belief through extensive experience of managing servers that Sophos endpoint security products are in a league of their own when it comes to protecting servers and workstations from threats.

As standard we deploy Sophos Advanced Server security software to all servers; not only does this protect against common threats and vulnerabilities but also allows servers to be locked down to prevent ANY changes from taking place, even by a user with administrator's privileges. Taking this a step further with the inclusion of InterceptX customer servers are also protected against crypto-jacking (Ransomware) which is a particular concern when customers are working in remote desktop environments.

Why choose HAYNE Solutions?

Many of HAYNE's customers are large enterprises with a global presence and many of which are household names working across almost every industry from Defence through to Retail, Oil, Gas and the public sector.

HAYNE being a smaller company enables us to be agile and able to adapt to our customers' needs and changes in the market, it is this agility that has led to incredible growth, however we realise that many of our customers are used to working with tier 1 and 2 vendors and are concerned about working with a smaller company, especially with business critical and sensitive systems.

So it's a common occurrence with new customers that we are questioned about HAYNE being a small company and the potential risk that poses to the services being provided, be that support, consultancy or cloud solutions and the question over ownership.

With the Cloud solution it is a fully managed service being provided by HAYNE, however the entire solution is registered in the name of the end customer. Outside of any contract term, should the customer wish to move away from HAYNE then they are free to do so and there is no dependency on HAYNE.

It is worth noting that ownership is a key reason customers choose HAYNE Cloud, many software vendors offer SaaS solutions but there are a number of drawbacks around ownership, specifically that if you decide to move away from SaaS for any reason you would have to migrate to another solution which could be very costly and disruptive, with the HAYNE offering you can simply take your servers and hand them over to your local IT or another service provider with minimal disruption.

SaaS offerings also typically offer a limited feature set compared to the on-premise version, another reason customers opt for HAYNE Cloud is that it bridges the gap between on-premise integration and flexibility vs SaaS scalability and pricing models.

HAYNE Support team

Simply put, we go the extra mile.

SLAs and documented processes are designed to ensure an efficient support work stream and prioritisation of issues, however we find they are often too strictly adhered to by some support providers resulting in a poor experience for customers.

At HAYNE we don't attempt to meet SLA's we try to smash them, nothing makes us more proud than when we respond to an incident in record breaking time and more so when the incident is resolved. We don't sit back and wait for the SLA timer to tell us when to perform an initial response, we do it at the very first opportunity, this has often lead to customers asking our support team *"how are you able to respond faster to an issue than our own IT?"*

All of the HAYNE support team are from extensive IT backgrounds, most are certified by at least one vendor, Microsoft, Citrix and IBM. The HAYNE support team currently hold some of the following vendor certifications;
- MCSA
- MCTS
- MCSE + Cloud
- CCA
- MTA
- IBM Cognos Specialist

HAYNE do not employ call loggers, so when you raise a support incident it gets dealt with by an experienced IT professional who can offer meaningful and helpful advice from the initial response and not a scripted reply to meet an SLA target.

Many cloud providers only have knowledge of the infrastructure or platform rather than the entire solution stack, making support seem patchy and disconnected often relying on multiple vendors.

HAYNE is unique as it is solution-focused so can support and maintain the entire solution rather than just focusing on specific areas.

HAYNE are fully certified

Microsoft Gold Partners:

Gold
Microsoft Partner
Cloud Platform

Microsoft

Government accredited for

Cloud in the public sector:

Crown
Commercial
Service
Supplier

Talk to us

e: info@hayne.co

t: 01789 868 796

hayne.co