

Infrastructure as a Service (IaaS)

Wikipedia defines Infrastructure as a Service (IaaS) as “the delivery of computer infrastructure (typically a virtualised platform environment) as a service.” (Wikipedia, December 16, 2008)

mbits under the IaaS offering provides customers with an on demand, secure, cost effective IT infrastructure environment. The mbits environment can be rapidly deployed, is highly scalable and offered as a managed service solution under a fixed monthly charge. The customer in taking the mbits service removes the need to purchase servers, storage, network equipment, OS and base software licenses. The customer also avoids the need to physical house equipment, provide connectivity, and secure resources and IT expertise for support and administration of the environment. mbits provides the physical infrastructure inclusive of the ongoing IT expertise to run and support it. The result is on demand infrastructure provisioned and delivered to the customer whenever and wherever it is required.

IaaS comprises provisioning of, access to and management of the following

Basic hardware (servers, storage, clients, networking, firewalls, load balancing)

Operating system and low level system software (virtualisation, resource management, automation, orchestration)

Systems management and optimisation

Internet connectivity

Data Centre facility

Typical business needs which are driving the rapid adoption of IaaS include

- Disaster Recovery and Business Continuity Testing
- Application Development
- Application Performance Tuning & Testing
- User Training
- Pre-Production
- User Acceptance Testing
- Tender Requirements Development
- Website Development
- Issuing & Management of Tenders, RFP's and EOI (packaged with mbits TenderingBITS)
- Emergency deployments and Tactical Field Operations
- System Integration & Commissioning
- Data Migration
- Data Mining and Analysis
- Data Archiving

The mbits IaaS offering is hosted out of the mbits Data Centre in Canberra and supported by the mbits Service Desk and Network Operations Centre also based in Canberra. The environment has been built in accordance with Federal Government information security standards specifically: ISM (formerly ACSI 33) and PSM. Each service is tailored to meet individual customer needs. The service is built on state of the art technology underpinned by “on tap” IT expertise and support.

General Enquiries	Technical Support	Accounts	Sales	Feedback
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The mbits IaaS solution delivers customers an infrastructure environment featuring

- **Rapid Deployment** – most environments can be setup and provisioned within days.
- **Dynamic Scalability** – the environment can be scaled easily to accommodate expanded or additional requirements. For example, a customer may only require a modest server environment during the initial stages of application development, then additional server capacity during performance testing and or user acceptance testing as the project enters the next phase.
- **Usage Based Pricing** – Rather than purchasing infrastructure that may not be actually utilised for many months, customer requirements can be accommodated on demand delivering them the desired capacity at any point in time. The service solution operates on a “pay as you go and pay only for what you use” model which is presented under a fixed monthly charge. Under an mbits service the costs are predictable.
- **Reduced Capital Expenditure** – reducing in house infrastructure enables substantial reductions in capital expenditure and incurred IT personnel costs.
- **Lower Total Cost of Ownership (TCO)** – no upfront capital costs and no maintenance costs.
- **Single Point of Accountability** – mbits are responsible and accountable for the day to day availability and performance of the infrastructure.
- **Reduced Risk** – Redundancy and DR plans mitigate service disruption resulting in the customer accepting less risk at less cost.
- **Virtual IT resources pool** – customers have access to IT expertise for the duration of the services engagement, removing the need to search and secure IT personnel that may be required on occasion rather than ongoing.
- **Service Assurance** – mbits commits under SLA to an agreed level of performance, availability and security of the infrastructure environment for the duration of the services engagement.
- **Highly Configurable** – individually configured & tailored to a customer’s specific requirements.
- **Standards Compliant** – the infrastructure is designed to comply with established Federal Government standards for information security i.e.: ISM (formerly ACSI 33) and the PSM. The mbits Service Desk is ITIL compliant.
- **Data Location** – physical hosting of servers and data is within the mbits data centre located in Canberra. mbits supports existing customers on a national basis through the mbits Data Centre and remote site support network. Wherever your team is physically located and so long as they have an Internet connection, mbits can service and support them.
- **Support** – the service is fully supported through the mbits Service Desk providing customers a focal point for service request, information assistance, issue management and resolution.

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