

# **Bridging the gap between local IT and Cloud services, keeping you in control**



The majority of Small and Mid-Sized Businesses (SMB's) are expected to operate in a hybrid IT environment (part on-premise, part hosted cloud services) for the foreseeable future according to leading research by the Cloud Industry Forum and global analyst firm Gartner. Zynstra's SMB IT Appliance makes it possible for organisations to confidently embed Cloud services within their IT strategy by providing a complete and efficient managed service delivered by trusted IT partners. This award winning solution will appeal to the SMB that wishes to retain some aspects of their local IT capability but also want to benefit from access to cost effective and flexible Software-as-a-Service solutions.

## **The SMB IT Challenge**

Today, most businesses understand the huge potential benefits of a cloud based IT model, with its flexibility and subscription based economic model aiding organisational agility and competitive advantage. However, until now, small and mid-sized businesses have been encouraged to decide purely between on-premise IT or remotely hosted cloud services. Furthermore, SMB's represent the largest segment of the UK market and are driving innovation and competition. They require a more flexible method of accessing IT, exercising control over systems and data, no matter where their employees may be based, at a predictable and affordable cost.

**Over 40% of UK SMB's face End of Life for key technologies requiring an urgent need for infrastructure and application refresh.**

## **Introducing Cloud Managed IT Server Appliances for SMB's**

Zynstra's SMB IT Appliance is designed for organisations that want to adopt or maintain a hybrid IT approach whilst maintaining complete control over their user credentials, access to their LAN resources, and protection of their data. The SMB IT Appliance provides a virtualised local server appliance or a resilient local High Availability cluster that can be used to efficiently operate a wide range of local workloads whilst integrating with Public Cloud services for access to SaaS and other cloud hosted services. The SMB IT Appliance utilises Microsoft Active Directory Federation Services to provide Single Sign On to SaaS applications including Microsoft Office 365, Adobe, Salesforce and Sage.

Workloads that may need to run locally such as SharePoint, Exchange, CRM, ERP, accounting applications or other line-of-business applications, can be efficiently operated and managed in the local private cloud delivered via the appliance.

SMB IT Appliances are upgradable via clustering as a customer's local IT needs expand and can also be operated on a multi-site basis.

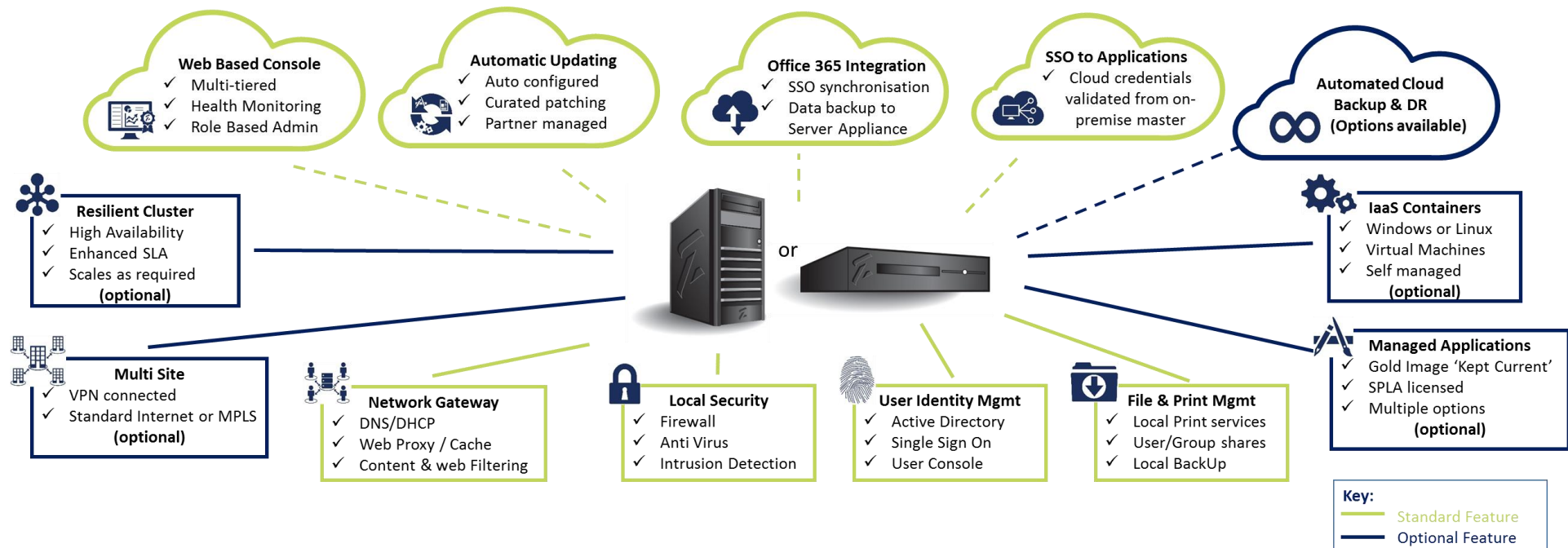
Whilst the SMB IT Appliance is a physical appliance built upon HP's market leading ProLiant server range, it is delivered as a managed service, in a highly automated, efficient and secure service wrapper for a monthly fee without any up-front capital cost.

## **SMB IT Appliance Benefits**

The SMB IT Appliance provides your business with a central platform for managing your organisation's IT. Ranging from user credentials including Single Sign On (SSO), local print and file management and the local running of business applications.

The Appliance automatically creates snapshots of the locally held files, maintaining an on-site copy of all Microsoft Office 365 files as standard. Providing complete reassurance that all business critical data remains accessible and under direct control. Locally stored files and locally run applications can be optionally backed up to Microsoft Azure providing a full Business Continuity capability in the event of the loss of your site or equipment.

## SMB IT Appliance - Key Features at a Glance



## Standard Features and Functionality

Zynstra's Cloud Managed SMB IT Appliance offers Enterprise class functionality that is designed and delivered at a price point that is realistic for the small to mid-market organisation. The SMB IT Appliance is configurable and adaptable, able to evolve with the changing needs of the user and the market.

The appliance is delivered as a managed service including break/fix services for hardware, OS and application software patching (for managed applications) and automated backup services to ensure systems and data are protected at all times. Configuration options range from a single resilient appliance, run locally for less sensitive operations through to a local high-availability cluster based on shared-nothing principles that ensure business operations continue even in the event of a fault. The added option of a low-cost full cloud backup and disaster recovery service running on Microsoft Azure provides complete peace of mind. The full feature list can be found in the tables on the following pages. The SMB IT Appliance subscription service is available on a one, three or five year contract basis, and price options are available for billing monthly or annually in advance.

## SMB IT Appliance Standard Features



### Hardware

HP Gen8 Rack or Tower appliance

Supports 5 to 250 Active Users

Grows with your business – add additional appliances as required



### File & Print Server

Microsoft Windows File Server

Support for Windows 8.x, 7 & Vista clients

Support for Apple MacOS and iOS clients

Standard user & departmental file shares (with secure local file sharing)

Dedicated Windows Print Server



### Access

Dedicated Active Directory Domain Controller

Single Sign-On for local applications



### Backup & Admin

Automated and monitored local backup

File history with self-service restore

Automated maintenance patch and security updates for the core Zynstra components

Local web based end user administration tool



### Security & Networking

Standard network configuration (IPv4, DNS & DHCP)

Faster Internet browsing (web cache)

Internet gateway security including firewall

Anti-malware for storage, anti-spam for email

24x7 health monitoring with 8am-6pm vendor technical support

VPN server for remote access

Zynstra Intrusion Detection System



### Apps

Choose from a range of applications that run locally on the appliance

Microsoft Office 365 integration: Single sign-on & backup from Office 365 to appliance

Virtual Machine (VM) container based IaaS for your local applications

## SMB IT Appliance Range

The SMB IT Appliances are priced based upon the solution scope which can include number of users, amount of data storage and the managed applications to be deployed on the Appliance. Zynstra's Authorised Partner will conduct a simple site survey to determine the precise scope and specification of the Appliance and its associate costs and suggest the most appropriate solution for the customer.

Appliance Model	Z1410 Appliance	Z1420 Appliance	Z1430 Appliance	Z1440 Appliance	Z1450 Appliance	Z1460 Appliance
Description	Entry level system capable of running AD, file & print server plus 1 small workload	Small system capable of supporting AD, file & print server and 2 medium business applications	Mid-level system capable of supporting moderate AD, file & print server with 2 medium & 2 small business applications	Mid-level system capable of supporting moderate AD, file & print server and 2 large, 2 medium & 2 small business applications	Performance system capable of supporting AD, file & print server for large user base plus 5 or more varied workloads	Performance system capable of supporting AD, file & print server for large user base plus 9 or more workloads of various sizes
Typical Active Users Supported	5-20 users	15-30 users	25-75 users	60-120 users	80-175 users	150-250 users
End user file storage	250GB	750GB	1,000GB	1,200GB	1,250GB	2,500GB
Max number of Windows (or Linux) VMs in bundle	1	3	7	12	24	36
Included cloud backup capacity for VMs	40GB	120GB	300GB	560GB	1,560GB	2,280GB
Zynstra VM Backup Space Allocation	210GB	630GB	1.5TB	2.53TB	6.71TB	9.57TB
Largest VM Possible (see separate table for examples)	Small	Large	X Large	X Large	XX Large	XX Large
O365Connect Reverse Back Up Storage	250GB	250GB	400GB	400GB	500GB	800GB
Appliance Form factor	Tower	Tower or rack	Tower or rack	Rack	Rack	Rack
O365Connect Reverse Back Up Storage	250GB	250GB	400GB	400GB	500GB	800GB
Appliance Form factor	Tower	Tower or Rack	Tower or Rack	Rack	Rack	Rack

Virtual Machines (VMs) can run a wide range of Windows or Linux based applications. Choose between Zynstra Managed Applications, standard Microsoft applications, Line of Business (LoB) applications or even custom workloads. Please consult with your IT specialist regarding the best Appliance to match your workloads. Microsoft Windows licenses are provided for the number of VMs specified plus Windows Active Directory, File and Print Servers.

Zynstra can advise on the upload and download bandwidth required to achieve specific data recovery points, backup of Office 365 data and optional features e.g. IaaS VMs.

## Optional Feature Additions Available

The SMB IT Appliance enables a range of technical options and services to be implemented and operated as follows.

Option	SMB IT Appliance Optional Features (all of the features below are supplied at an additional cost)
Resilient SSO	Redundant Active Directory in a Virtual Private Cloud (Azure based), with integration to Microsoft Active Directory Federation Services (AD FS). The latter enables SSO integration with a wide range of SaaS applications.
High Availability	Upgrade of Standard Appliance to a High Availability Cluster, providing a second mirrored appliance with higher levels of Service Availability, storage capacity and resilience. Includes Resilient SSO.
Cloud Backup	Encrypted cloud backup, storage & Disaster Recovery (DR) options using Azure (including 10 day Azure based operation in event of loss of server/site).
Multi-Site Configuration	Multi-site configuration with combined Active Directory across sites and Microsoft Distributed File System (DFS) based global name space across all insert company name here provided and connected Windows File & Print servers. Choose between insert company name provided IPsec based VPN mesh or alternatively use an MPLS based VPN from a third party service provider. Can be configured to utilize Advanced file system caching using Microsoft Branch Cache.



Managed Applications	A range of applications can be delivered under SPLA licensing and kept current to a Gold image as a managed service. See separate table for details on following page.
Advanced Caching	Advanced file system caching using Microsoft Branch Cache. Requires multi-site support option and customers must have a Windows Enterprise license to benefit from this feature.
Managed Applications	A range of applications can be delivered under SPLA licensing and kept current to a Gold image as a managed service. See separate table for details on following page.

Microsoft ADFS simplifies the process of connecting securely to SaaS application with a Single Sign On (SSO) experience by providing the most popular SaaS applications (<http://www.windowsazure.com/en-us/gallery/active-directory/>) pre-integrated and ready to use. Zynstra extends this capability to your on-premise Zynstra Appliance with an AD implementation that keeps your sensitive user credentials on site under your control.

## Zynstra Local Managed Applications

Zynstra offers a number of applications that can be delivered, maintained and monitored as a 'Gold Build' on the Appliance to ensure that they are kept available and current with respect to patches, security updates and performance. Zynstra also provides Disaster Recovery (DR) of these applications (Azure based) in the event of the loss of a server or site.

Option	SMB IT Appliance Managed Applications (All charged per user per month or in packs)
Remote Desktop Service (RDS)	RDS Windows Desktop access. This utilises at least 1 Small VM. The scale of the VM is dependent on the number of users.
Microsoft Exchange	Microsoft Exchange Standard. This utilises at least 1 Medium VM. The scale of the VM is dependent on the number of users.
Microsoft SharePoint	Microsoft SharePoint Foundation. This utilises at least 1 Small VM. The scale of the VM is dependent on the number of users.
Advanced Web Filter	Advanced Internet filtering from E2BN Protex. This utilises at least 1 Extra Small VM. The scale of the VM is dependent on the number of users. (Note that this application cannot be provided in a DR scenario.)
Advanced Web Filter	Advanced Internet filtering from E2BN Protex. This utilises at least 1 Extra Small VM. The scale of the VM is dependent on the number of users. (Note that this application cannot be provided in a DR scenario.)

It is also possible to license and install applications within VMs independently of Zynstra under standard license terms (Microsoft SPLA, Volume Licensing or equivalent from other third parties). Applications licensed independently of Zynstra are not managed by Zynstra and are not covered by Zynstra DR capability.

Zynstra Appliances are delivered under a set of public commitments to transparency and service which are publicly available on the Zynstra website. To view Zynstra's service commitments visit [www.zynstra.com](http://www.zynstra.com)

### About Zynstra

Zynstra is a software company, formed by experienced technology and business entrepreneurs. We have a track record in creating enterprise grade software, and delivering it into successful operations inside some of the most complex and rigorous IT organisations in the world.

Our experience has shown us how to delight our customers, with a single-minded focus on how software can help them grow and save them money.

We are proud to have been awarded **Most Innovative SMB Cloud Solution at the 2014 UK Cloud Awards**. For more information about our Appliances visit [www.zynstra.com](http://www.zynstra.com)

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