

Hosting

A reliable platform

Unquestionably reliable, always available and readily adaptable, a solid hosting platform is essential to the success of your site and software.

Illumen offers web hosting services in three full-featured plans, which all include a control panel, PHP, MySQL and many other great features. We also offer solutions tailored to

your needs should they fall outside these popular plans.

All of our plans feature high reliability, great customer support, and plenty of functionality for the price. There are no set up charges with any of our hosting plans and we offer a 30-day, money-back guarantee.

| | Silver | Gold | Platinum |
|---------------------------|-----------------------------|--------------------|--------------------|
| Disk Space | 1 GB ¹ | 3 GB ¹ | 5 GB ¹ |
| Monthly Bandwidth | 10 GB ² | 10 GB ² | 10 GB ² |
| Backup | Daily with 2 week retention | | |
| Web Statistics | ✓ | ✓ | ✓ |
| MySQL Databases | 2 | 3 | 3 |
| PHP / CGI / Perl / Python | ✓ | ✓ | ✓ |
| Annual Fee | £200 | £275 | £350 |

Need a custom solution?

Our hosting is design to be secure, stable and responsive to changing needs. If you have a requirement which is not met by one of our hosting plans, we can still help.

Please talk to us.

Standard features

The following features are included with all of our hosting plans:

- all domains are hosted on servers running Red Hat Enterprise Linux (operating system) and Apache 2.0 (webserver)
- servers are located at Rackspace's world-class data centres

- 24/7 external & internal server monitoring
- FTP access
- Plesk 8.6 web-based control panel
- POP email accounts
- browser-based access to email via webmail
- email aliases
- MySQL database
- phpMyAdmin
- PHP
- Perl, Python & Tcl
- CGI with your own cgi-bin
- SSI
- web-based file manager
- directory password protection
- detailed, graphical web stat reports

- access to log files
- SSL & SSL Certificate management ³
- custom error pages
- custom mime types
- ability to change the default page

Disk space

Disk space (storage) is the total amount of space that is used by all of the files associated with your site, including log files and MySQL databases.

Additional disk space is available at £12 per GB/year. If you require additional disk space and are on our Silver or Gold package, you should consider upgrading your hosting package. If you are already on our Platinum package then please speak to us to discuss your requirements.

Bandwidth

Bandwidth (traffic) is the total amount of data transferred from the server each month and this increases as your website is accessed more often. The more visitors you have, the greater the bandwidth you will have each month. This figure is also influenced by the size and type of files visitors are requesting, i.e. audio and video files use up much more data transfer than text and images.

Additional bandwidth is available at £2 per GB/month. If you require additional bandwidth and are on our Silver or Gold package, you should consider upgrading your hosting package. If you are already on our Platinum package then please speak to us to discuss your requirements.

What kind of servers does Illumen use?

All our servers run the Red Hat Enterprise Linux distribution of the Linux operating system along with the Apache 2.0 webserver. All the software we run is open source, with the exception of our control panel.

What data centre does Illumen use?

Illumen's servers are located at Rackspace's world-class, Tier-1 data centres that have a

zero-downtime network policy and rapid hardware replacement program. Rackspace is consistently rated as one of the most reliable data centres by Netcraft, an organisation that monitors Internet performance.

How are the servers backed up?

Full server backups are run each week, with daily differential backups. Backups are stored offsite and retained for two weeks.

“Illumen’s established relationship with an industry-leading hosting partner delivers a solid platform on which you can rely. Our hosting is designed to be secure, stable and responsive to changing business needs.”

¹ Additional disk space is available at £12 per GB/year

² Additional bandwidth is charged at £2 per GB/month

³ SSL is available upon request. If you want to use your own domain-specific SSL certificate, you will first need to purchase a dedicated IP address for your domain for an additional charge of £2 per month.

All prices quoted exclude VAT.