iCAM
HOSTING SERVICES

We offer a range of hosted services for customers, incorporating the central components of our iCAM solutions. Our hosting and managed services are managed from our data centre in Cheshire.

We are seeing an increase in the number of customers moving to our hosted managed service and enjoying the significant benefits and cost savings associated with shared service delivery when working with strategic partners to deliver enhanced IT services.

Insight Media's established hosted offering to customers illustrates how a review of service delivery by IT departments and library services can lead to changes in service provision that not only save money but significantly enhance the services provided.

Library customers' IT departments who are seeing their servers reaching end of life and considering server replacements or upgrades are reviewing their options. Do they keep things in house or consider moving parts of their infrastructure to an external outsourcing provider?

We offer the following server environments for the iCAM Central Database and the iIBM (iCAM Internet Booking Module):

Database Server Hosting

The SQL server and iCAM central database reside in Insight Media's data centre and the service includes site housing, SQL licence, installation, configuration, housekeeping, support and maintenance.

We set up the SQL environment in advance for each customer and all the appropriate iCAM links are tested and signed off prior to going live. Should an existing SQL database require migration this can also be included in the hosted package at no additional cost.

In basic terms, we create a VPN connection between a dedicated firewall at our data centre and the customer's border firewall / gateway so we can enable the communication from the iCAM Administration applications on the staff computer(s) in each library to our data centre.

Web Server Hosting

The IIS server for the iCAM Internet Booking Module resides in Insight Media's datacentre and the service incorporates the site housing, installation, configuration, housekeeping, support and maintenance.

Key Features

- Efficient server control and monitoring
- Any problems highlighted and dealt with immediately by our on-site team
- High priority on any server issues
- Flexible service to suit customer requirements
- Server upgrades controlled and managed, ensuring latest server software versions are applied when appropriate

Benefits

- Cost effective and sustainable service
- Quality support services
- Service disruptions minimised
- Reliability of service

Security and Control

Our data centre is a fully secure environment, with access tightly controlled and monitored:

- Dedicated secure and controlled environment, designed for system resilience

- Serviced by two public exchanges

- Alarmed CCTV and remotely monitored 24/7 by an independent security company

- Secure door entry system

- All staff undergo Disclosure and Barring Service (DBS) screening

- All work carried out by Insight Media employed staff

- Customer data strictly controlled and segregated

- Designated firewall, virtual network and secure VPN connection for each customer

- Regular internal system and security tests performed

- Our systems are fully backed up on a nightly basis with a minimum weekly archiving process to tape

- Insight Media is registered in accordance with the Data Protection Act, and we comply with the requirements of General Data Protection Regulation (GDPR) and any associated data processor requirements