



arsys

More than 25 years  
building  
comprehensive IT  
infrastructure services

A woman with short dark hair, wearing glasses and a light-colored top with a necklace, is sitting at a desk. She is holding a tablet and looking at it with a slight smile. In the background, there is a large computer monitor and a blurred office environment.

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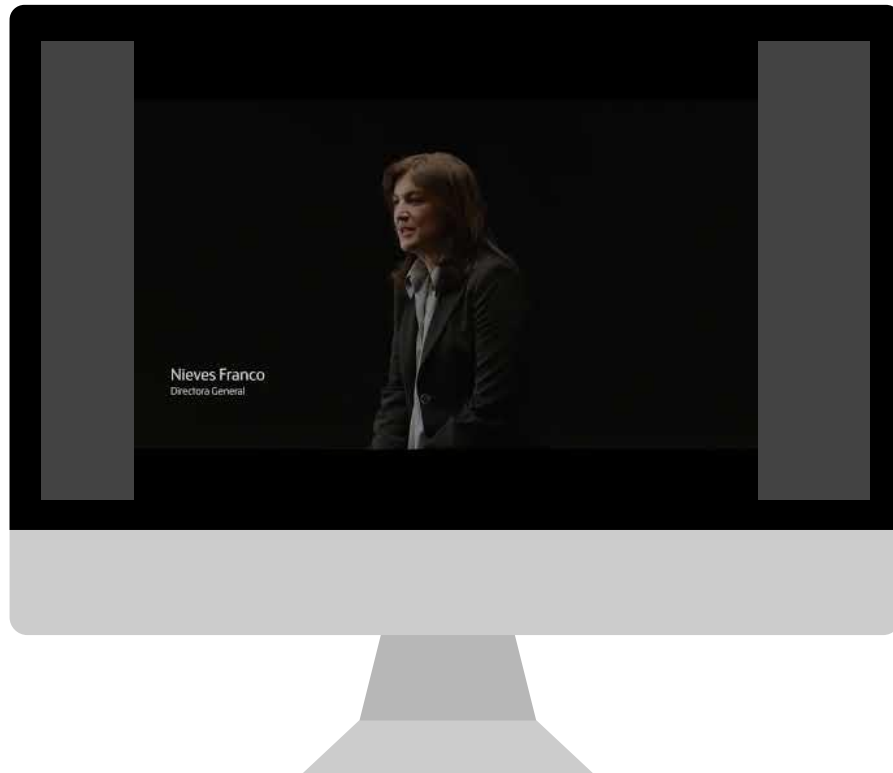
*“We know the challenges faced by companies, and so we provide them with IT solutions and professional services they need to build the ideal solution for each case. All this with the best business support in the market.”*

Nieves Franco. CEO Arsys

**arsys**

Our values

**“We are close so you go far,  
with our cloud infrastructure  
solutions”**




- > More than **25 years** in the internet service market for businesses
- > **European pioneer** in Cloud solutions
- > More than **250,000 clients**
- > More than **1.2 million active services**
- > **14 million emails** managed daily
- > More than **160,000 virtual servers managed**
- > **8 datacenters** in Spain, Germany, UK, and USA
- > **16 PB of storage capacity** managed
- > More than **400 employees**
- > Part of **IONOS Group**



## Part of the IONOS Group

- > IONOS is an ally and European leader for the digitalization of businesses and the construction of cloud infrastructure solutions
- > Web hosting provider leader in Europe with more than 10 brands:

			
	 <small>Buy, Park, Sell, Domains</small>		
	 <small>MY WEB DASHBOARD</small>		

- > Over 25 years of experience in the main world markets
- > Present in 18 European markets and North America, with clients all over the world
- > More than 6 million clients (Sept 30, 2022)
- > Operations in 32 datacenters
- > More than 4,200 employees
- > 22 million registered domains
- > IONOS Group SE is a company listed in the Frankfurt Stock Exchange (ISIN DE000A3E00M1)
- > More than EUR 1,000 million revenue in 2021

Among Arsys' commercial partners, we can highlight: **DELL, HP, IBM, NetApp, Microsoft, VMware, Red Hat, SAP, Lenovo, Cloudian, Veritas, Veeam, Citrix...** which guarantee the best technical performance to the services developed by the company.

These partnerships allow our clients to use the most advanced platforms and benefit from the best technical support.

## The best Partners



ISO 27001

## The most prestigious certifications

To offer our customers the best services, we count with accreditations and certifications from the most renowned international organizations:

- > **ISO 50001 Certificate** Maintenance and improvement of an organization's energy management system
- > **ISO 14001 Certificate** Environmental management
- > **UNE-EN ISO 9001 Certificate** Quality
- > **Internacional 27001 Certificate** Data management security and efficiency
- > **AENOR Certificate** in e-commerce good practices
- > **SAP Cloud and Infrastructure Operations Services Certification**
- > **Tier III**, Certification Datacenter La Portalada (Logroño, Spain)
- > Conformity with the **Spanish Security Scheme (ENS)**, medium level



Data sovereignty

# Data protection in the digital economy

- Data are the main asset of businesses and public administrations. Their processing requires security and high-performance.
- The EU is promoting the creation of a Single European Digital Market that guarantees the law enforcement, protects user rights, promotes competitiveness and boosts Data Economy.
- It is about establishing a common framework with the rules shared by all the Member States.
- **Data Spaces** are being created. They are ecosystems based on public-private collaboration designed to share data and information in a volunteer and trusted manner.
- Arsys is part of the main initiatives working to achieve this goal:



EUROPEAN ALLIANCE  
FOR INDUSTRIAL DATA,  
EDGE AND CLOUD

- Arsys ensures the compliance of any cloud deployment, regardless of its architecture (Private, Public, Hybrid, MultiCloud...), leveraging the efficiency, scalability and flexibility of the IaaS model.



## Datacenters

# Where do you want to host your servers?

Each project has its own needs, and comply with the regulation of each country is a must. With Arsys, you can choose in which datacenter to host your project: Spain, Germany, UK, and USA. All our datacenters count with the most rigorous security measures and certifications. Because, for us, the important thing is your project.

**With Arsys, you can choose where to host your project among the 8 datacenters we have in Spain, Germany, UK and USA.**



# Datacenters in Spain

## Tier III Datacenter in La Portalada (Logroño)

Our datacenter is certified as Tier III, guaranteeing 99,982% service availability.

A Tier III Datacenter has a main characteristic: it does not require service stops or interruptions for maintenance or equipment replacement, as it has capacity for concurrent maintenance and a redundant cooling system.

## Datacenter in Madrid

- > Neutral and accesible to the main telecommuniacion operators.
- > World first-class infrastructures providing a versatile environment and guaranteeing low-latency connectivity in Spain.
- > Certifications held: ISO 9001, 14001, 27001, 45001, 50001.
- > Operated according to the requirements of a Tier III datacenter.





## Technology to the client's service

- > 8 datacenters in Spain, Germany, UK, and USA
- > Redundant connectivity of 100 Gbps between the datacenter in Logroño and the neutral points, with a MetroLAN at the premises in Madrid
- > Internet connection through 3 providers and 9 neutral points
- > Transoceanic redundant connectivity between Europe and USA (2x10Gbps)
- > Monitoring of more than 1,200 KPIs in La Portalada datacenter
- > Electrical supply coming from renewable energy
- > Latest technologies in physical, logic and industrial security

# Challenges

Most frequent situations faced by businesses:

- > Digital transformation
- > Flexibility for changing times
- > Consolidation of datacenters
- > Reduce CAPEX and production costs
- > Comply with the IT security regulation in each sector
- > Data protection against cyberattacks
- > Externalization of IT services
- > Evolution to SaaS
- > Performance and availability



We choose the most appropriate technologies to build your solution

- > [Public cloud](#)
- > [Private cloud](#)
- > [Hybrid cloud](#)
- > [SAP HANA](#)
- > [Virtual Desktop](#)
- > [Cloud Backup](#)
- > [Storage](#)
- > [Security solutions](#)



Meet Arsys

Without initial investments or long deployment times, you will be able to create traditional physical architectures easier and cheaper than other solutions.

### Cloudbuilder Next. Scalability and flexibility in the cloud.

This service is based on cloud solutions and fully developed by Arsys. It allows to manage all your infrastructure from an intuitive control panel. Or, if you prefer, Arsys can assume this management. Cloudbuilder Next allows your project to count on high availability, and moreover, in a pay-per-use model:

- > Snapshots and backup copies of cloud services
- > Shared storage
- > Unlimited data transfer
- > Firewall, IDS/IPS and load balancer
- > API availability for integration with external systems
- > VPN, private networks and additional IPv4/IPv6 addresses
- > Monitoring rules and alerts, and automated management
- > Backup copies of your platforms, hosted by Arsys or not
- > Windows and Linux images available (Ubuntu, CentOS, Debian, CoreOS, OpenSuse)
- > Root access
- > SSD disks and state-of-the-art processors
- > User management and tools for automating tasks
- > Multiple server templates

## IT solutions: Public Cloud



**Your virtual Software-defined Datacenter (SDDC), based on VMWare's hyperconvergence technology (vSphere, vSAN y NSX-T), allows to manage and distribute your own storage, network and computing resources.**

- > Pay-per-use, including licensing, without initial costs or Pago por uso, incluyendo licenciamiento, sin costes iniciales ni ningún commitment of permanence
- > All hardware is 100% dedicated, exclusively for you
- > VMWare environment to benefit from all your previous knowledge and work with this technology
- > Servers are configured in a redundant fault-tolerant cluster architecture, which starts with a minimum of three physical servers or nodes, and will allow to grow or decrease at your own pace
- > The most basic cluster starts with three nodes (physical servers) that you can choose from 3 different models, according to the computing, RAM and storage capacity that best suits your project
- > All our servers incorporate cutting-edge technologies such as second-generation Intel® Xeon® processors and Intel® Optane™ NVMe memory
- > Arsys manages the underlying VMware software and the hardware that makes up your service. If you use VMWare's administration panels, you will have total control of the management of what happens in that underlying infrastructure, without Arsys' intervention



Solution that allows to design different architectures, according to your project needs. Everything tailored and customized:

- > Infrastructure combining Public and Private Clouds
- > Cloud architecture with physical equipment dedicated exclusively to you
- > You can host your cloud in Arsys and other services in different providers

### Hybrid Cloud functionalities:

- > **Cloud servers** with pre-configured sizes and options or in their flexible version, in with you can configure tailored resources
- > **Dedicated Servers** with resources exclusively for your project. You can choose among the many different available configurations
- > **Private networks** between cloud and dedicated environments
- > Bandwidth up to 10 Gbps with unlimited traffic
- > Firewall policies, load balancers, shared storage, etc.
- > Advanced support and administration services

### Scenarios

- > Create layered architectures with front-ends that adapt to demand peaks
- > Service test in pre-production environments to develop applications
- > Solve high-performance needs in business intelligent environments with high volumes of data







Our proposal includes both the deployment of front-end servers needed for the application layer (SAP App) and the infrastructure needed to host the databases (SAP HANA).

For the databases, we offer you two different options, always over appliances certified and optimized for SAP HANA, and connected through a fully-redundant 10 Gbps network:

- **Dedicated Physical Appliances**
- **Virtual VMWare Servers**

### Advantages

- > Gain flexibility with fully-customized infrastructure solutions, adapted to the needs and preferences of each project, in a pay-per-use model.
- > Accelerate the deployment time with replicable turnkey solutions.
- > Reduce the Total Cost of Ownership (TCO) as a result of economies of scale and a subscription model, without initial investments or commitment of permanence.



**Desktop virtualization system that centralizes and delivers to your users workstations in the form of a service, regardless of where they are located.**

This way, you can facilitate mobility or remote work to your employees, reducing the Total Cost of Ownership (TCO) and improving your data security. It is offered in two flavours:

- > **Professional.** Volatile desktop which is created again at each user's connection with the applications configured in the corporate template.
- > **Enterprise.** Persistent desktop which works as a PC and allows the installation of applications and user's customization.

## Characteristics

- > Secure access from any device
- > Each user accesses a dedicated and complete Windows desktop
- > Monthly user subscription in a pay-per-use model, without any initial investment or commitment of permanence
- > Based on Citrix technologies, with the best performance and correct device functioning
- > Daily backups and ensured high availability
- > Control panel for desktop and user management, monitoring, resource usage and alerts



Service to make backup copies of your servers and devices, Windows or Linux, virtual or dedicated, regardless of where they are hosted,

- > **Backup and flexible** restoration: files, folders, applications, volumes, full device... with the frequency and maintenance required by each project.
- > **Easy management from a control panel:** it allows performing restorations and configuring a backup policy.
- > **Speed:** offer a full backup, security copies are made in an incremental manner, so the process is faster and more efficient.
- > **Version control:** you can choose the most appropriate version to restore your server.
- > **Permanent** availability: backup copies stay in the cloud until they are deleted (or until the subscription deadline) and can be recovered up to 30 days later.
- > **High security standard:** AES-256-Bit encryption and personal password for the data storage (optional) and SSL encryption for data transmission.

It allow storing, archiving and create backup copies of large data volumes, guaranteeing the protection of critical, confidential or sensitive data and the most complete security measures.

### **HCS, high-performance cloud storage**

File and object storage in a flexible and scalable architecture with lower costs than in traditional storage architectures. This service can be used independently from any other, even without nothing else contracted.

### **EPCS y HCS, storage for services hosted by Arsys**

These storage models are the natural storage option for cloud processing services hosted by Arsys ([Cloudbuilder Next](#) and [Dedicated Servers](#)). EPCS storage is a medium-performance service, whereas HCS allows high performance.

### **ISCSI Disk, ideal for hybrid cloud environments**

This cloud storage model serves as external storage accessed by block protocol for the physical component of these environments.





Each business model is different and so are the security measures it needs. Therefore, we offer solutions that range from the most basic to specialized layers:

**Secure connectivity via VPN (SSL or IPSEC)** through the establishment of tunnels that allow encrypted connectivity with the services deployed in the DPC.

**Firewall deployment** to locate the servers with external connectivity in a demilitarized zone (DMZ), preventing an intruder to access the internal network if these servers are breached.

**Implementation of an intrusion detection and prevention system (IDS/IPS).** Monitoring of connections and alerts for non-authorized access or protocol misuse.

**Deployment of equipment with mixed functionality** (antivirus, firewall and others), as a Unified Thread Manager (UTM) that manages most cyberthreads affecting a business in a unified manner.

**Web Application Firewall (WAF)** that acts avoiding the malicious connections that arrive to the website, and therefore business losses.

**AntiDDoS (Distributed Denial of Service)**, which mitigates the effects of an attack if the implemented measures are adequate. Otherwise, the website can become inoperable.



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# Professional Services

More than 400 professionals to guarantee your success

- > Consulting
- > Architecture design
- > Migration and deployment
- > Administration
- > Managed security



## Consultoría

Las nuevas tecnologías avanzan a un ritmo de vértigo y es complicado tener los suficientes conocimientos de cada solución, plataforma o herramienta. Esto se resuelve con un equipo de consultoría especializado que aporte soluciones a medida. En Arsys contarás con:

- > **Expertos en el diseño de arquitecturas** que dan una visión profesional para poder conseguir plataformas eficientes. Además conviene conocer la variedad de formas que hacen que una infraestructura funcione o cómo realizar una migración a la nube
- > **Un equipo especialista** que ayuda a más de doscientos mil clientes día a día, es un motivo de tranquilidad a la hora de resolver una incidencia o identificar un error junto con sus posibles soluciones

## Diseño de Arquitectura a medida

Trabajamos contigo para diseñar la arquitectura más indicada para tu proyecto. Los pasos para el diseño de tu infraestructura:

1. Entender tus necesidades, tanto técnicas como de negocio
2. Evaluar las distintas arquitecturas y/o soluciones que cubren las necesidades expuestas
3. Jefe de proyecto que gestiona todas las tareas y coordina con tu equipo técnico todo el proceso hasta la finalización del despliegue y la migración
4. Nuestro equipo de soporte empresarial estará a tu disposición para ayudarte en aquellas tareas que necesites. (Opcional)





## Servicios Profesionales

### Migración e Implantación

- > Estos trabajos conllevan, por ejemplo: abordar el despliegue o implantación de una nueva infraestructura y configurar todo el software implicado (sistemas operativos, aplicativos, sistemas intermedios, bases de datos, sistemas de caché, single sign on, radius, etc.)
- > Nuestro equipo de ingenieros puede encargarse del despliegue y la configuración inicial de tu plataforma:
  - > Si hemos participado en el diseño de tu solución, ya tenemos el conocimiento y quedarían los detalles importantes para su configuración y puesta en marcha
  - > Si no hemos participado en el diseño de tu solución. Revisaremos la documentación de la implantación a realizar para poder valorar el esfuerzo que requiere y comprender las distintas tareas a llevar a cabo. Una vez aprobada la propuesta, definiremos un timing y los detalles pendientes
- > A continuación, te adjudicaremos un jefe de proyecto para gestionar los recursos internos y externos involucrados y se realizará un plan de proyecto, comenzando con la implantación tras la aceptación del acta
- > Finalizada la implantación, dispones de un periodo de aceptación para comprobar que la plataforma cumple con las especificaciones requeridas



## Administración

Disponemos de diferentes servicios de administración:

- > **Horas de administración de sistemas** que cubren actuaciones puntuales en las que necesites ayuda profesional para la investigación de un problema o para su resolución en servidor o plataforma
- > **Administración básica.** Nos encargamos de la monitorización de la infraestructura administrada y de la gestión del sistema operativo, incluyendo parcheos y las incidencias que surjan de la monitorización
- > **Administración avanzada.** Además de las tareas básicas, incluye la administración de los elementos más críticos como elementos de red o sistemas gestores de bases de datos

## Seguridad Gestionada

- > Nuestro personal técnico gestiona:
  - > Las políticas de seguridad más apropiadas para cumplir con todos tus requerimientos
  - > Las alertas generadas desde la consola de administración
  - > Eliminación del malware, con ejecución de acciones acordadas previamente
- > **Servicio de Gestión de Vulnerabilidades:** información rápida y completa de las vulnerabilidades de tu servidor
- > **Servicio de Control de Código Malicioso:** detecta y limpia el malware, optimizando al mínimo el impacto en el rendimiento de tus servidores



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## Partners

*“We build, together with our partners, comprehensive solutions for our clients. The solution you need requires specific knowledge and capacities. That’s why technology specialization in the IT world is key, and counting on the best in each field allows us to build the perfect solution for you.”*

**Alberto Fernández Díaz.** Director of Business Development and Alliances



Junto a nuestros partners más especializados, te acompañamos a lo largo de cualquier proyecto de digitalización, desde el más sencillo al más ambicioso, pero siempre ofreciendo una propuesta personalizada y a la medida de cada negocio.

### Plan de Recuperación de Desastres (DRP)

- > Un DRP es un proceso de recuperación que cubre los datos, el hardware y el software crítico, para que un negocio pueda continuar de nuevo sus operaciones en caso de un desastre natural o causado por humanos
- > Para diseñar un buen plan es necesario definir el RTO (Tiempo de Recuperación Objetivo) y el RPO (Punto de Recuperación Objetivo)

### Externalización

- > La aparición de plataformas Cloud ha provocado que se externalicen las infraestructuras de las empresa a proveedores externos como Arsys, para conectar las redes locales con la infraestructura desplegada mediante VPN o mediante una línea MPLS
- > La externalización de los servicios ha traído múltiples ventajas: menos costes gracias a un modelo de pago por uso, más velocidad en el despliegue de los servicios, reducción de la inversión, actualizaciones automáticas, facilidad en la gestión desde un panel de control y la seguridad de que tus datos se encuentran en un sistema seguro y redundado



## Web Platform

- > Our shared hosting platform is the ideal option for presence websites, for small businesses or for larger projects in need of a tailored platform with dedicated resources.
- > Our technicians take care of the setup, deployment and configuration of your service. If you want, we also take care of your server management with monitoring and maintenance tasks.
- > Our platform outstands for its high availability, security, flexibility and scalability, load balancing, monitoring and log control services, etc.

## Internet of Things (IoT)

- > We accompany you to create an IoT cloud environment from the design to deployment, production readiness and further operation.
- > We facilitate an agnostic platform easily adaptable to any protocol so it fits your needs. Once the databases are deployed in our cloud solution, we can automatically adjust the platform resources.
- > Thanks to the exhaustive monitoring, we can tailor your solution to your particular needs: from resource increases to deployment in hybrid platforms. Furthermore, you can also host your Business Intelligence and Machine Learning tools.





### DevOps-Kubernetes

- > This cloud solution allows an easy container management through an orchestrator. This way, you can manage applications in an easy and secure way.
- > Orchestration allows for centralized host management, ease of scaling and self-scaling, container high-availability and load balancing among the different nodes. It can be managed by your DevOps team or by Arsys in a KaaS model.
- > Kubernetes allows for continuous integration, when combined with other tools such as Jenkins, GIT or Sonar Qube. All of it with the benefits of the cloud (flexibility and pay-per-use) and the guarantee that Arsys will take care of the platform management.

### MultiCloud Environments

- > Adopting a multicloud environment allows for the most appropriate solution for your project.
- > The advantages of deploying your infrastructure in different cloud solutions are: flexibility, increase in data security and reduction in the number of vulnerabilities.
- > Arsys Hybrid Cloud solution comes with combined public and private environments to safely host your project's "core". In parallel, we offer you the possibility of connecting with any public cloud provider with the support of our experts.

## Business Intelligence

- > Experts in provisioning infrastructure to host the tools needed to analyze data in an efficient way and acquire the knowledge to make better business decisions.
- > Hybrid platform ideal to host data: reliable, with a scalable cost model and easy to manage. With a wide range of equipment that incorporates local SSD disks or express Non-Volatile Memory (NVMe).
- > Deploy data analytics solutions with a rapid growth of resources, both in scale in and scale out architectures. We provide hyperconvergence solutions, block and object storage services to choose the most appropriate architecture for your application.

## Business applications

- > High-scalable platform for your business applications, so you can increase the resources of your machines or the number of deployed servers even occasionally, paying only for the use you make of them.
- > We ensure the performance of all your application layers with the latest technologies: from load balancers to ultra-low-latency cabins, including backup systems to guarantee a high rate of data recovery.



A man with dark hair, a beard, and glasses is sitting at a desk in an office. He is wearing a dark suit jacket over a light-colored sweater. He is looking down at a smartphone he is holding in his hands. The background is slightly blurred, showing office shelves and lights.

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## Support

*“Only with the most qualified technical team in the market we can manage a platform with more than logic servers 150.000.”*

Olof Sandstrom.  
Technical Director

## Support levels

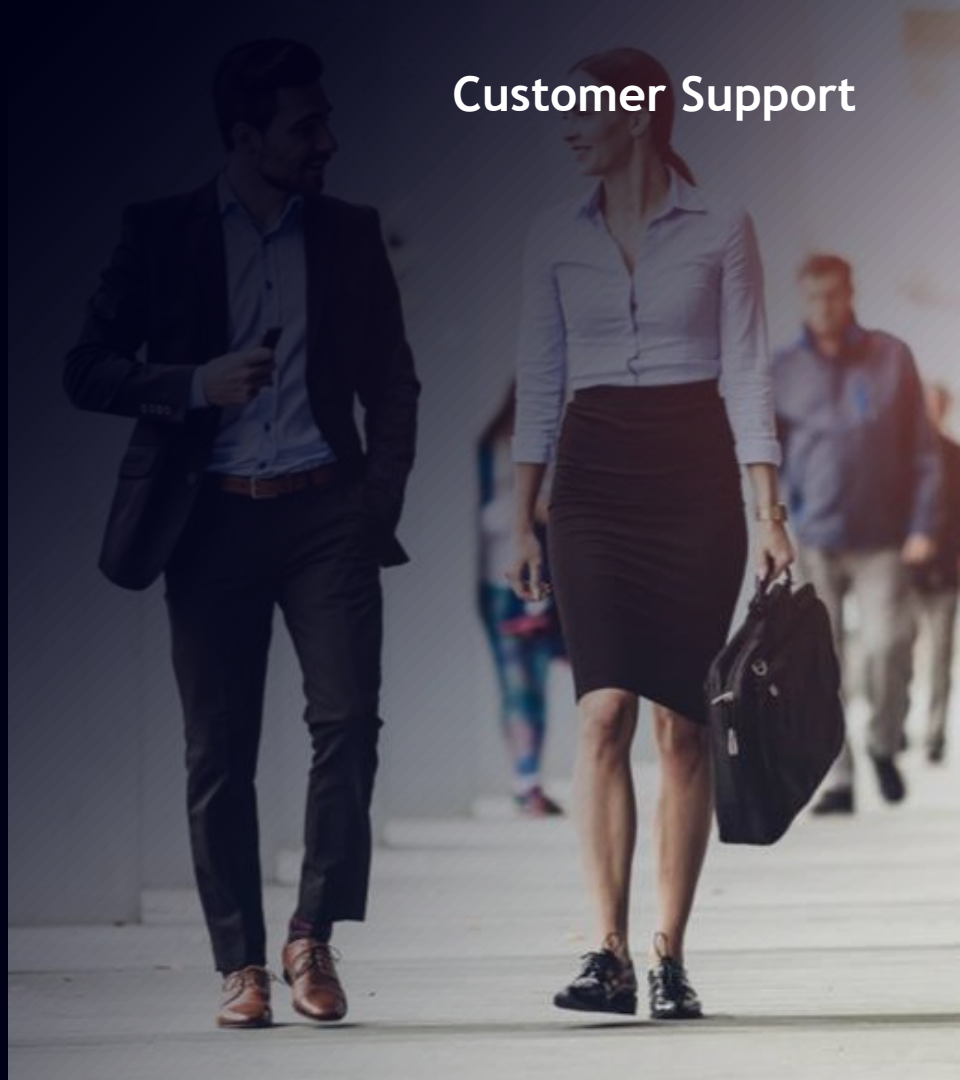
To meet the specific requirements of our business customers, we offer three professional support levels:

> **Advanced Support.** Solve your questions by contacting directly and without intermediaries to our level-two technicians, who monitor and manage our platforms 24/7 and have direct access to the infrastructure.

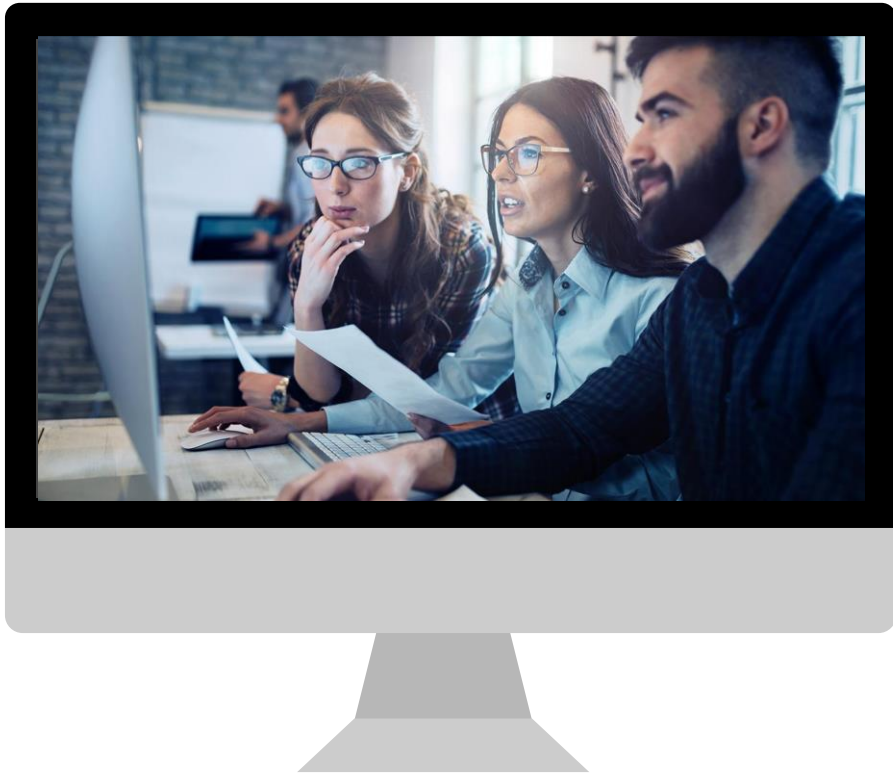
> **Premium Support.** Enjoy the advantages of counting 24/7 access to the **Technical Account Manager (TAM)** assigned to your project as the single technical contact within Arsys. The TAM is ideal for complex and critical solutions, as he is a highly-qualified expert involved with your IT team in daily routines, becoming part of it. He also streamlines communication between both organizations, escalates an issue, prioritizes your requests, etc.

> **Service Manager.** Count with a tailored service in which an IT manager works exclusively to ensuring compliance with the commitments agreed between you and Arsys, the objectives and the quality of service. You can review with him:

- > Integral service management
- > Crisis management
- > Service provisioning and optimization
- > Quality of service assurance







## Our team, always in service to the customer

- > Tailored projects
- > Pre-sales team
- > 1,700 contacts solved daily: more than 620,000/year
- > More than 400 high-qualified professionals
- > Own Contact Center, 24x7 and multi-channel
- > 33% of Arsys' employees are devoted to Customer Service and Technical Support
- > Certified training
- > Experts in migration, management, consolidation and optimization
- > Innovation: 24% of the staff involved and more than 100 projects executed per year

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Meet Arsys

# Sara Madariaga

Head of Arsys Lab

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# arsys

La tecnología cercana

