ANYWHERE

Data Hosting Information

MEX gives you plenty of options for the installation and hosting of your system. From standalone servers to efficiently managed shared servers. MEX has a Data Hosting solution that can be tailored to suit all your maintenance management needs.

This document aims to provide enough information on the setup options available, the layout of our hosted servers, security and connection details as well as a whole host of useful information.

Getting you up and Running

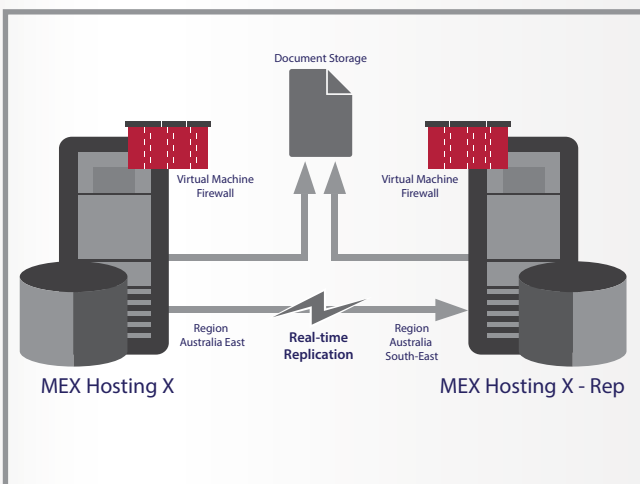Once you sign up, we get you up and running in no time! Thats a guarantee!

Hosting your data in the cloud might sound like a lengthy process but we promise you it won't be. The majority of customers are up and running in less than 24 hours.

Available Setups

Every customer has different needs and so MEX will work closely with you to tailor a hosting solution that will benefit your needs.

For those customers who require a solution that is straight forward and setup in no time, we offer the **Regular Shared Server setup**.

For a more advanced setup with specific resource assignments and full scalability then the **Standalone setup** is right for you.

STEP 01 — Database Setup
A new MEX database is created for existing customers restored to SQL Server.

STEP 02 — Link Dispatched
A link of this new hosted site is sent out to the customer to access MEX.

STEP 03

MEX Setup
The MEX Data Server is setup and a specific site is set up in line with the customer.

STEP 04 — Use MEX
Start using MEX in the office or out in the field.

MEX Hosting X

MEX Hosting X - Rep

Document Storage

Virtual Machine Firewall

Virtual Machine Firewall

Region Australia East

Real-time Replication

Region Australia South-East

Shared Server

- High powered server that is serving as both a Web (Application) and SQL (Database) server
- Each server is limited to no more than 50 customers
- Stringent security practices and protocols put in place by MEX
- Database Replications and Full Disaster Recovery plans in place

Standalone Servers

- Dedicated High powered server that is serving as both a Web (Application) and SQL (Database) server
- Stringent security practices and protocols put in place by MEX
- Customise and personalise your security and set up
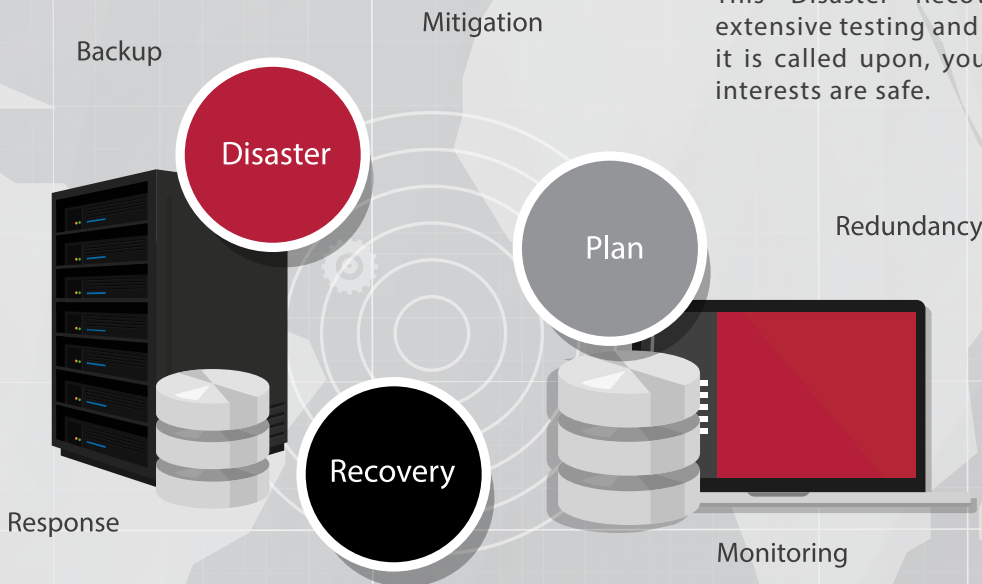- Maximum load availability

Disaster Recovery

In the event of a major outage, a number of improved measures have been put in place to safeguard your data and ensure your access to MEX is not affected.

Full replicas of your MEX Systems and databases will be copied across on a regular basis to different servers in different locations where they are securely stored within the MS Azure backup vault for 30 days, before being overwritten with new data.

If an outage does occur MEX will be able to activate a backup server to ensure your MEX access is restored as quickly as possible while we work through any issues without affecting your operation.

This Disaster Recovery plan has undergone extensive testing and is now in place so that when it is called upon, you can rest assured your best interests are safe.

Backup

Mitigation

Disaster

Plan

Redundancy

Recovery

Response

Monitoring

Constant Updates

MEX will keep you promptly advised of anything that affects your data hosting network both on-line and via email.

Problem solving/fault finding made easy by the fact that MEX Support can have instant access to troubleshoot your issues.

Instant Support Service

ANYWHERE

Features of MEX Data Hosting

Hosted on the worlds most trusted IT Server Provider: Microsoft Azure.
90% of the fortune 500 companies choose to host their business on the Microsoft cloud and so do we.

SECURE CONNECTION
All hosted customers have the option to secure (HTTPS) their specific hosting setup address.

80
PORTS USED
Using in some capacity Port 80, 443 SSl TLS, 1433 SQL Server or custom 11433 to access the Hosted Service.

DATA UPLOADS
Comprehensive Document Storage on the hosted environment thats easy and secure to access.

EMAIL INTEGRATION
Send emails through MEX Data Hosting with client specific and configurable SMTP Ports.

IP ADDRESS & DOMAIN BLOCKING
Allow only a specific set of external IP addresses and/or domains to access your MEX application.

ACCESS TO SQL SERVER
Upon request MEX can provide secure login details to access the SQL Server that houses your database.

ACTIVE DIRECTORY
Hosting can also be equipped with the ability to handle Active Directory Login Details with MEX.

MEX SINGLE SIGN ON
Allows Hosting customers to specify an Identity Provider (such as ADFS) that MEX can authenticate against.

READILY AVAILABLE BACKUPS
MEX can supply an up to date backup copy of your hosted setup upon request.

If you have any questions about this information or require more information to do with the setup of MEX Hosting please contact cloud.admin@mex.com.au