# Managed Cloud Hosting Services
# for Drupal websites

2024 Edition

adaptive

# Hosting *really* matters

**Professional organisations need website hosting and related infrastructure that they can depend on. An unreliable website not only creates headaches for your organisation but also risks damage to your online reputation and revenues.**

Website hosting is regarded by some as a commodity purchase and costs for hosting can vary massively, from a few pounds per month to substantially larger fees.

While cheap hosting solutions can look decent enough on the face of it, these sorts of packages are often lacking in sufficient reliability, security and, crucially, support. Things may work fine some or most of the time - but when an issue arises, getting problems resolved quickly can sometimes be a challenge.

At the other end of the scale are high-end hosting options which look "reassuringly expensive" but may see you paying unnecessarily for over-inflated or unused services as part of a fuller package.

Given that many websites are now mission critical, Adaptive's approach to hosting reflects the importance of your website and web-based applications to your business.

Our Managed Hosting Service provides fast, scalable and highly reliable enterprise-level hosting for businesses and organisations, but without the high-end costs normally associated with such rigorously stable hosting environments.

Get peace of mind too from multiple layers of security, including Advanced Global CDN (AGCDN) and Web Application Firewall (WAF) tools. Often only available for large additional fees with many other hosting providers, these tools are available as standard on all of Adaptive's Managed Hosting plans.

# Hosting and more: managed.

**Adaptive's Managed Hosting Service is so much more than "just" website hosting. It brings together a suite of respected hosting services and WebOps solutions to deliver a truly reliable hosting solution for any Drupal website.**

From small business websites to large corporate web systems, our Managed Hosting Service provides a secure, reliable and scalable solution to keeping your website up and running.

We've carefully selected a number of exceptional services and solutions and integrated them into a one-stop hosting and WebOps solution, designed with performance and security at its heart.

Our Managed Hosting Service is packed with features which ensure websites are delivered at blistering speeds, reliability and resilience are second-to-none and security is in-built every step of the way.

The service also incorporates tried-and-tested WebOps tools to help streamline development processes on your website.

In addition to hosting your live production site, all packages also include development and testing platforms of your website as standard. These provide accurate, synchronised copies of your site to fully review and test any changes before then smoothly and seamlessly deploying the changes to your live site.

Other key features of our Managed Hosting Service include reliable email delivery from your website, free SSL certificates, proactive website performance monitoring and much more.

**As a fully-managed hosting service, you can place it entirely in our hands.**

**That means no more worries for you about servers, security, updates or downtime.**

**It's hosting and more: managed.**

# Reliable. Fast. Secure.

**Our Managed Hosting Service is packed with features designed to provide superbly reliable, fast and secure hosting that delivers lightning-fast web pages.**

## Designed for Drupal

Our Managed Hosting Service is specifically designed and optimised for hosting Drupal websites of all types and sizes

## Solid Reliability

Confidence from a hosting platform which boasts 99.99% Uptime & Reliability with multiple fail-over solutions as standard

## Developer-Friendly

Integrated WebOps tools help to improve development efficiency and accuracy, increasing confidence in testing and ensuring seamless deployments of changes

## Fully Managed

We provide full management, support, optimisation, backups, monitoring and updates - so you can leave it all in our hands

## Security In-Built

Multiple layers of enterprise-level security to keep your website and hosting environment safe and secure from attacks and unwanted exploits

## Multi-Layer Support

Adaptive combine with individual provider support teams to deliver proactive and responsive support and action when needed

# Best-in-class solutions

**Our Managed Hosting Service brings together renowned hosting platforms and related services trusted by big brands and organisations around the world.**

**PANTHEON**

At the core of our Managed Hosting Service is Pantheon - the fastest, most reliable WebOps platform for Drupal sites with enterprise-grade security, performance and reliability as standard.

**fastly**

All plans include Pantheon's Web Application Firewall (WAF) and Advanced Global CDN (AGCDN) tools as standard. Powered by Fastly, these simultaneously protect your website from DDoS attacks whilst also heavily accelerating your website's performance.

**@mailgun**

Send emails from your website quickly and reliably to you and your customers via leading professional email delivery service, Mailgun.

**amazon webservices**

Host and serve images and other files separately to your website via Amazon Web Services.

**Site24x7**

Around-the-clock monitoring of your website's availability, performance and other key metrics with Site24x7

**new relic**

Proactive website and application performance monitoring, debugging and improvement via New Relic

More information about these services can be found in the Technical Background section towards the end of this document

# You're in good company

The platforms and services that form our Managed Hosting Service are used by many well-known businesses and organisations around the world, including...

# Features and Benefits

# Performance and resilience

**High-performance hosting infrastructure, global CDNs and intelligent caching all combine to deliver unbeatable website speed and reliability.**

### Advanced Global CDN (AGCDN)

Deliver your website content and files fast, around the globe, while also adding an additional layer of security protection to your website.

### Redis Database Caching

Accelerate database query handling to deliver faster site performance for logged in visitors and site admin/editor users

### Smooth Scaling

Handle growth and spikes in website traffic seamlessly without interruption/downtime of services

### Pantheon Caching

Further increase the delivery speed of your website while also further securing your site against bots and DDoS attacks.

### Multi-Zone Availability

Deliver your website across multiple availability zones, protecting against individual data centre failures

### Fast SSD Storage

Achieve significantly-faster website performance with 100% Solid State Drive storage

Note: some of the features listed are package-specific and/or may require additional development time/cost to integrate them into your hosted Drupal website.
See the 'Plans and Pricing' section for further information.

# Security

**The Managed Hosting Service includes multiple layers of security designed to protect your website, visitors and hosting environment from damaging attacks and exploits.**

### In-Built Platform Security

Hardened security features built into Pantheon including secure container-based infrastructure, encrypted channels and more

### Immutable Code

Write-protected code in Staging and Live environments to guard against unauthorised updates that can result in compromise

### SSL Certification

Free configuration, management and renewal of the SSL certificate for your website

### DDoS Mitigation

The Web Application Firewall (WAF) adds another layer of security to significantly reduce the risk from Distributed Denial-of-Service and spam/bot attacks

### Daily Backups

Your entire website is backed up nightly for peace of mind, with additional weekly offsite backups, all stored securely for up to six months(i)

### 24x7x365 Monitoring

Around-the-clock monitoring of your website's performance, security and availability plus SSL and domain name expiry checks

(i) Backup retention is one month for the Basic package and six months on all other packages.

# Development tools

**Development becomes quicker, streamlined and more agile and controlled with multiple development environments and integrated deployment workflows.**

## Multi-Dev Environments

Enable collaborative coding or allow multiple development strands to run in tandem without conflicting with each other

## Dev/Test/Production Sites

Review and test code and content changes before they go live with development and staging sites included as standard

## Version Control

Precise control and documenting of all code changes, providing full management of development cycles

## Instant Roll-back

Quickly revert code changes to any previous version of your website in the event of any technical issues

## Performance Diagnostics

New Relic diagnostics for preempting, identifying and fixing any performance issues with your website/platform

## Software Integration

Integrate development and deployment notes or alerts directly into project management tools such as Jira, Slack and more

# Additional services

**The Managed Hosting Service also comes with a number of additional standard and optional services and features.**

### Robust Email Delivery

Ensure that emails sent from your website to you and your customers reach their intended recipients quickly and reliably

### Solr Search

Deliver lightning-fast results for both simple and complex site searches via your Drupal website

### Fixed IP/VPN Connection

Connect your website to third party services and servers via a secure, fixed-IP VPN server

### Location Geocoding

Create location-based content and searches for your website without the need for additional external geo APIs

### Off-site File Storage

Improve page load times and SEO by hosting and serving images, media and other files via Amazon Web Services' S3 storage

### WordPress Hosting

Tailored hosting also available for websites built with the WordPress CMS. Contact us for a separate discussion on any WordPress requirements.

# Plans and Pricing

# Managed Hosting Plans

| FEATURES | SMALL BUSINESS | PRO SMALL | PRO MEDIUM | PRO LARGE | PRO X-LARGE | PRO XX-LARGE |
|---|---|---|---|---|---|---|
| Monthly Visits | 25,000 | 25,000 | 50,000 | 150,000 | 300,000 | 600,000 |
| Monthly Pages Served | 125,000 | 125,000 | 250,000 | 750,000 | 1,500,000 | 3,000,000 |
| Disk Space | 20GB | 30GB | 50GB | 100GB | 200GB | 200GB |
| Number of Domains | 5 | 10 | 15 | 35 | 70 | 70 |
| Daily Backup Retention | 1 month | 6 months | 6 months | 6 months | 6 months | 6 months |
| Application Servers | PHP Workers | 1 \| 4 | 1 \| 8 | 2 \| 16 | 3 \| 24 | 4 \| 32 | 4 \| 32 |
| Application Memory Limit | 256MB | 512MB | 1024MB | 1024MB | 1024MB | 1024MB |
| Load Balancing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Advanced CDN & Website Application Firewall | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SSL | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SMTP Email Sending | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Site24x7 Monitoring | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| NewRelic Performance Diagnostics | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Solr Search | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Redis Database Caching | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Fixed IP/VPN to Third Party Services | | | | ✓ | ✓ | ✓ |
| Geo-Lookup Tools | | | | ✓ | ✓ | ✓ |
| AWS S3 Off-Site File Storage/Delivery | | | | ✓ | ✓ | ✓ |
| **ANNUAL PRICING** (Get one month free on annual plans) | **£770** / year | **£1,870** / year | **£3,850** / year | **£7,700** / year | **£11,550** / year | **£19,000** / year |
| **MONTHLY PRICING** | **£70** / month | **£170** / month | **£350** / month | **£700** / month | **£1050** / month | **£1730** / month |

# Technical Background

# Technical Background

**Adaptive's Managed Hosting Service is delivered via a number of carefully selected third party hosting and WebOps services, combined into a single all-round hosting solution suitable for Drupal websites of all types and sizes.**

**PANTHEON**™

www.pantheon.io

Pantheon is a website management platform for Drupal and WordPress.

Pantheon's platform combines finely tuned and optimised hosting with workflow and integration tools for improved developer efficiency. Pantheon's platform and services far exceed traditional website hosting.

Built on containers and distributed across the world's largest infrastructure providers; working with Pantheon gives you a modern cloud-based stack from servers to CDN.

Pantheon's world-class platform ensures your website always performs so you can focus on driving business results.

Thousands of companies trust Pantheon's high performance hosting and website operations platform.

From enterprises and SMEs to non-profits and higher education, Pantheon hosts over 200,000 websites, serves over 10 Billion monthly pages and has had 100% successful launches.

# Technical Background

**fastly**

All plans include Pantheon's Web Application Firewall (WAF) and Advanced Global CDN (AGCDN) tools as standard, which are powered by Fastly.

The AGCDN stores your most recently/frequently requested content in edge locations around the world, close to where the content is being demanded. Content is then delivered to end users more quickly and reliably.

This all takes place without the visitor hitting your main hosting environment, providing an additional layer of security and resilience for your website.

Content changes on your website are quickly reflected in the AGCDN, ensuring that visitors always see the latest versions of your website. The AGCDN also ensures your website content remains available during any issues with your main environment.

**@mailgun**

Mailgun is a robust and reliable email delivery service which integrates with your Drupal website to ensure that emails generated and sent by the website reach their intended recipients successfully.

Mailgun offers some of the most flexible options available for a good SMTP relay and enables you to send marketing emails and transactional emails from your website without needing to support your own email server.

The quality reputation of Mailgun's SMTP servers, together with suitable validation of your domain name, ensures that your emails will pass most security and anti-spam tests and reach their destinations without issues.

# Technical Background

**aws.amazon.com**

Amazon Web Services (AWS) is a huge collection of tools and services for building and hosting sophisticated online websites and applications. While Adaptive do offer hosting options within AWS for some scenarios, these typically tend to be for larger, more complex websites and projects.

Within this Managed Hosting Service, AWS is typically used as an option for hosting all your website's images, media and other files separately to your main website. This has several benefits including improving page load times (due to code and files being pulled from different sources) which, in turn, can improve your website's SEO reputation with Google.

Certain scenarios or requirements within a website may also lend itself to utilising other tools within AWS and Adaptive can advise as required.

**www.site24x7.com**

Site24x7 is an enterprise-grade website availability and performance monitoring solution. It checks your website every few minutes to ensure that it is fully available and working as expected and immediately sends alerts to our hosting support team in the case of any issues.

In addition to your website's availability, it also monitors the ongoing performance of the hosting environment itself, performing regular checks on key metrics such as disk space, CPU and memory usage.

Any unusual behaviour or activity triggers alerts, enabling pre-emptive checks and action to be taken to prevent any downtime or recurrence of issues.

Site24x7 also monitors your domain name and SSL certificate(s) to ensure they are never allowed to expire.

# Technical Background

**new relic.**

**newrelic.com**

New Relic provides tools to observe, track and test your website application and hosting environment in fine detail. It is typically used when investigating performance issues or errors within an application to identify the cause of such problems.

Monitoring websites with New Relic can highlight any potential issues before they begin to affect the site's performance and availability, whilst also leading to much speedier diagnosis and resolution of any issues.

It breaks down every element of activity on your website and hosting environment. This enables developers to identify exactly what is going on in the background of a website or application and to pinpoint any area of concern within it.

**Options and services vary depending on the package chosen. Contact us to talk through the architecture in more detail and to discuss your particular requirements.**

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**contact@adaptive.co.uk**

☎

**0800 321 3187**
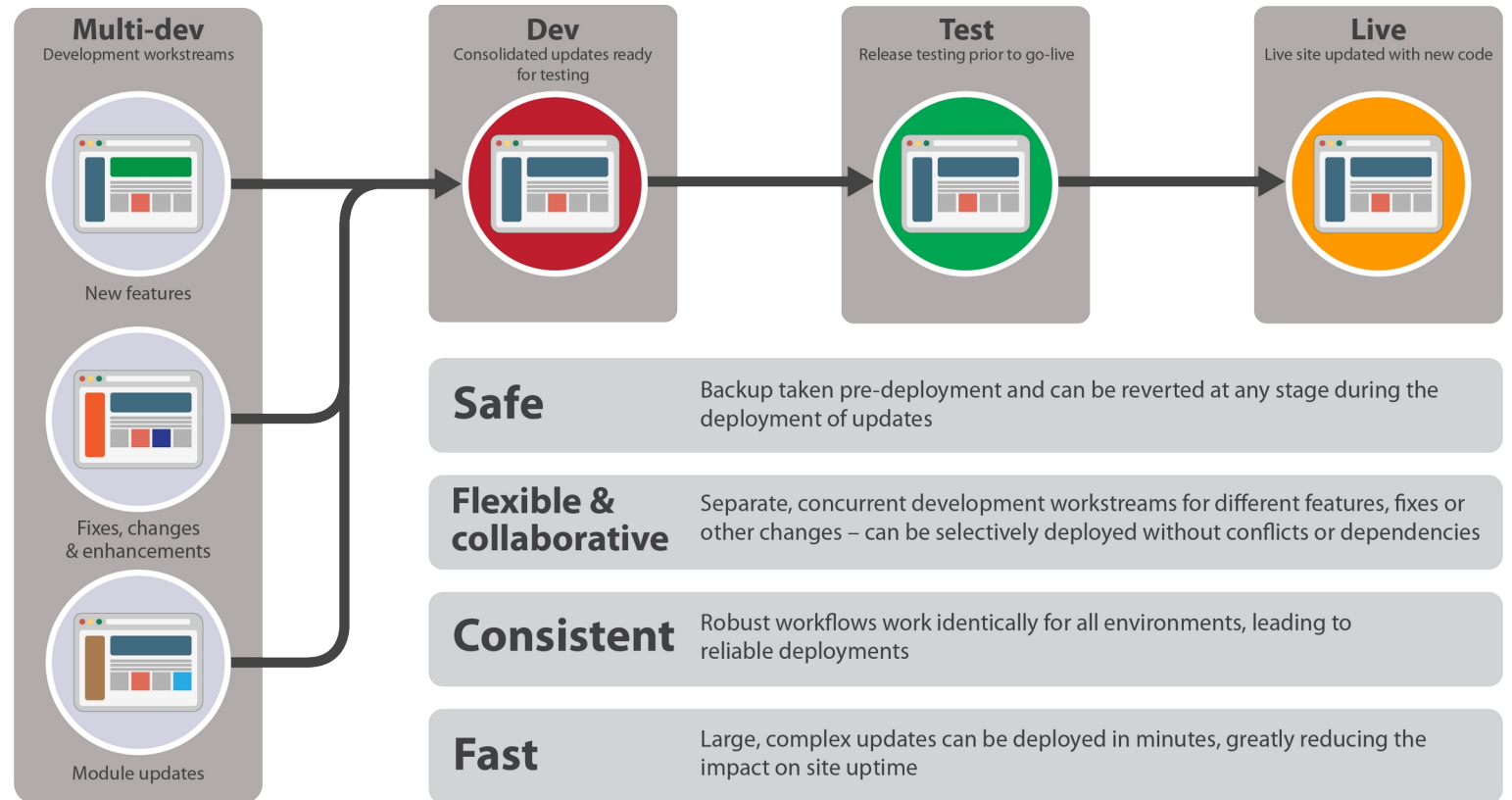
# Development tools

**Our Managed Hosting solution enables you to develop, test and deploy across multiple, synchronised environments as standard.**

Spin up multiple development environments to enable teams to work on different changes and feature builds in parallel without conflicting with each other's work.

Merge the changes seamlessly into the master Dev environment for initial review and testing.

Push those changes to the test environment for all stakeholders to review and fully test prior to then deploying everything to the Live production site.

Streamline your development and deployment then test and go live with confidence.

**Multi-dev**
Development workstreams

New features

Fixes, changes
& enhancements

Module updates

**Dev**
Consolidated updates ready
for testing

**Test**
Release testing prior to go-live

**Live**
Live site updated with new code

**Safe**    Backup taken pre-deployment and can be reverted at any stage during the deployment of updates

**Flexible & collaborative**    Separate, concurrent development workstreams for different features, fixes or other changes – can be selectively deployed without conflicts or dependencies

**Consistent**    Robust workflows work identically for all environments, leading to reliable deployments

**Fast**    Large, complex updates can be deployed in minutes, greatly reducing the impact on site uptime

# About Adaptive

# Hosting from the Drupal Specialists

**Adaptive are Drupal development, support and hosting specialists. We work with a wide range of clients from large international companies, public sector and non-profit organisations through to smaller SMEs and start-up operations.**

We currently work with 40+ different companies and organisations, many of whom can be seen on our website at www.adaptive.co.uk/our-clients.

Based in the East Midlands, we are a team of Drupal specialists, all focussed on Drupal support, hosting and development.

Adaptive was established in 2005 and has specialised in Drupal since 2007.

We are an extremely customer-focused business and have an excellent record of customer retention because of our high levels of service.

We are transparent and friendly yet highly professional and reliable. In addition to our expertise with the Drupal Content Management System itself, we also have a superb track record of successfully hosting Drupal websites of all sizes.

Our Managed Hosting Service in perfectly tailored to Drupal and is available to our existing Drupal support and development customers as well as organisations looking for stand-alone hosting services for their Drupal site.

Read more at www.adaptive.co.uk

# Why choose Adaptive for your hosting

**In addition to all the technical benefits and features provided by our Managed Hosting Service, there are many more reasons to work with Adaptive, including...**

## Drupal Specialists

Our team ensure that the hosting solution is fully optimised for your Drupal platform and can amend your site need to maximise performance, security and other benefits within the hosting environment.

## Pantheon Diamond Partners

As one of Pantheon's closest UK partners, we have access to premium support levels and tools plus early release access on new features. Read more

## UK-based Support Team

Adaptive provide another layer of responsive UK-hours support from our team in addition to that available from Pantheon's own US support teams.

## Security Accredited

Adaptive are ISO 27001 and Cyber Essentials Plus accredited so you can be confident that you're working with experienced professionals who always have security at the front of mind. Read more

## WAF & AGCDN Included

Hosting via Adaptive gives you the Web Application Firewall and Advanced Global CDN tools as standard, representing huge cost savings vs paying Pantheon directly for these services. Read more

## Highly-rated by our Clients

In a recent client survey, Adaptive achieved a Net Promoter Score (NPS) of +75. In context, +70 or higher is considered 'world class'! Read more

# Our full range of services

**In addition to our Managed Hosting Service, Adaptive can also assist with many other aspects of your website and wider digital strategy, including...**

### Support & Continuous Development

Flexible, responsive support and maintenance for your Drupal website coupled with ongoing development of new features and functionality to ensure your website continues to evolve.

### Managed Drupal Hosting

Fast, scalable, secure and reliable enterprise-level Drupal, hosting for businesses and organisations, all fully managed and supported by Adaptive.

### Cyber Security for Drupal

Ensure your website stays secure and protected with our range of Drupal security measures and ongoing services, reviews and testing.

### New Site Development

Beautiful new Drupal websites and systems, expertly built. From the initial requirements gathering through to launch and beyond, Adaptive can help every step of the way.

### UX and Accessibility

Expertise to keep your website's delivering on its key goals, improve engagement from visitors and convert those visits into the actions that matter.

### SEO Health Check

Keep your website's SEO health in check with a regular review and recommendations to ensure you keep in front of the latest changes in the SEO and Core Web Vitals world.

### System Integrations

Integrate your Drupal site with third-party services and platforms to streamline processes and workflows for both you and your customers.

### Performance

Identify and eliminate the causes of performance, reliability and slow page load issues on your website through Adaptive's extensive knowledge and experience.

### Consultancy and Digital Strategy

Benefit from our many years of experience to ensure your website and wider digital plans continue to evolve for your current and future audiences.

# Contact us to find out more

**To find out more about our Managed Hosting Service, or any of our other services, please contact:**

| | |
|---|---|
| **adaptive** | **adaptive** |
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| ☎ 0800 321 3187 | ☎ 0800 321 3187 |

**Further information about Adaptive and our services is also available on our website at www.adaptive.co.uk**