

Rivertower Hosting Products & Services

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Rivertower Hosting Products & Services

About Rivertower

Rivertower is an Irish (Dublin) based company that was incorporated in 1998 as an independent Web Hosting & Development Company. All Rivertower's staff members have worked within the Irish Internet community for many years prior to the companies' existence.

Rivertower firmly believe in the KISS principal in running a Web Hosting company – Standardised computer hardware, standardised hosting software systems and standardised customer management procedures and a 100% reliable always-on hosting facility.

Rivertower's core team of staff members looks after the day-to-day running of the Hosting & Customer management departments. Any web development is managed by a Rivertower project manager and developed by a select panel of HTML and programming consultants and contractors that Rivertower use as required. This method of outsourcing Web development whilst keeping project management internal allows Rivertower to provide cost effective and timely project completion. All Web development jobs are quoted as a single fixed price based on Customer meetings and project requirement analysis made by a Rivertower project manager.

Rivertower's portfolio of Hosting clients is increasing on a weekly basis – At the time of writing we have more than 150 individual Web sites hosted within our Servers.

Rivertower is a registered with the IEDR to provide .IE [Irish] domain name sales and are authorised Verisign & Thawte security partners.

Rivertower Contact Information:

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Hosting Servers – Hardware & Software

Rivertower has a standard specification for all hosting servers – a “hosting” server is a server that is permanently connected, via multiple high-speed fiber-optic connections, to the Internet and offers services either to the public (e.g. Web Pages) or private Customers (e.g. Email).

Hosting Server Hardware: -

Although specifications change over time (e.g. Processor speeds & hard drive capacity always increase) the base specification for servers used by Rivertower remains the same. Rivertower currently defines this specification as: -

- Industry standard computer hardware (Intel based)
- Multi-Processor computers
- RAID (Arrayed Disk drives) storage sub-system to cover drive failure (Adaptec/IBM based)
- Multiple NIC (Network Interface Cards) to the redundant Internet connections
- Multiple PSU (Power Supply Units)
- Remote Backup facilities

Hosting Server Software: -

- Sun O/S 5.8 (Unix)
- Checkpoint Firewall 1 protection
- Sun Java (Servlets/Beans/JSP)
- Apache Web server (with multiple add-ons including Perl 5, PHP, FrontPage, SSL)

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Internet Server connectivity



Within Ireland all data traffic is (generally) routed through the Irish Internet Exchange network (INEX) and any UK traffic is (generally) routed through the London Internet Exchange (LINX). (Note: Network peers must be members of INEX or LINX. All Major Irish ISP's are INEX members)

All International data traffic is handled through multiple links to a London data-switching center that provides European & US connectivity.

- Dublin <--> London Connectivity: -
 - 2 X 155Mbps (2 X STM1 155Mbit lines – dual looping fiber connections for redundancy)
 - 30 X 64Kbit (backup Primary rate ISDN to cover a fiber dual loop connection failure)
- Dublin <--> Dublin Connectivity: -
 - 4 X 4Mbps INEX connections
- London <--> London Connectivity: -
 - Multiple high capacity LINX connections

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The Hosting Environment

All Rivertower servers are hosting in the Data Electronics Group switching / hosting center located in Harold's Cross, Dublin 6W, Ireland.

The following security / environmental features are always in operation: -

- Sealed environment (no windows)
- 24 hour manned security
- Climate control
- Gas based fire containment / prevention system
- Dual power supply lines with dual UPS systems
- Multiple diesel generators

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Hosting Products Available

Rivertower offer two off-the-shelf hosting products – “Standard” hosting and “Database” hosting. These products have been identified as covering the needs of the majority of Irish companies and allow for a simple and cost effective pricing structure.

It should be noted that Rivertower is flexible with their customers and are very happy to discuss any bespoke or individual Hosting requirements (including, but not limited to, Web Site mirroring, Java Bean / JSP hosting and E-Commerce / interactive Web Sites)

Rivertower “Standard” Hosting comprises of the following components / service offerings: -

- 50 Megabytes Web space
- FrontPage extensions / Authoring [2002]
- 25 Email POP Accounts
- Including SSL encrypted Email Access
- Including Web Email Access
- Unlimited Email Aliases
- **Unlimited** Web->Email Responder
- Web Based Administration
- Interactive Web Statistics
- CGI-BIN Scripts & SSI support :-
 - **Perl 5**
 - **PHP 4**
- **FTP** File Management
- Web Based File Management

Rivertower “Database” Hosting includes all of the components / service offerings listed above (in the “Standard” hosting) but additionally includes: -

- An **extra 200** Megabytes Disk Space
- An **extra 75** Email POP Accounts
- **Most Importantly - a Database** (one of) :-
 - PostgreSQL
 - mySQL
 - mSQL II
- **Web Based** Database Administration
- Remote Network connected Database Administration

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New Web Hosting, existing Web site transferring & Web site creation

New Web Hosting

With Rivertower it is quick and painless to choose a Domain Name and be ready to hosting Web pages & receive email within 48 hours. Note that Domain purchasing is dependant on availability and restrictions [there are restriction in the case of .IE domains – no restrictions in relation to .COM, .NET or .ORG domains] - Simply contact Rivertower to get started and/or learn more.

Existing Web Site Transferring

If you have existing Web site hosting with another company Rivertower will not charge you for hosting until such time as your existing hosting contract expires.

Note that, at times, transferring your Web site can be rather laborious – Rivertower always endeavors to make the process as quick and simple as possible

Web Site Creation

Rivertower utilise a panel of selected graphic designers, HTML authors and [Java] programmers to allow us spec, quote and deliver high quality, high uptime, high volume Web sites at very competitive prices – contact Rivertower to discuss your requirement to get started.

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Customer Support & Query handling

Rivertower manage all Customer support queries and Issues through the use of on-line Internet based "Tickets".

A Ticket is created by a Rivertower staff member when you make contact with a support Issue or any general query that cannot be answered immediately. Each and every ticket has a unique Id code so that all Issues can be dealt with efficiently.

All past & present Issues can be retrieved by email & the status of any on going queries or Issues can be accessed at <http://www.rivertower.ie/tags>

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Some Rivertower Clients



Plants & Planters

<http://www.plantsandplanters.tv>

Plants and Planters is one of the leading corporate interior landscaping companies offering Dublin based businesses a complete landscaping & maintenance package. Their Corporate brochure Web site (<http://www.plantsandplanters.com>) is flash based offering interactive access to information while their E-Commerce site (<http://www.plantsandplanters.tv>) is a Java based offering a simple process of selection, purchase and delivery of flower arrangements for any occasion.



Kilkenny Arts

<http://www.kilkennyarts.ie>

Every year the city of Kilkenny in Ireland is host to a huge number of both indoor and outdoor events. At the Kilkenny Arts Web Site the public can view event information and make ticket purchases on-line.



RB-Online (The Rochford Brady Group)

<http://www.rbonline.ie>

RB-Online operate a number of very established and successful Irish Business & Legal Web sites (the majority of which are hosted by Rivertower) including: Business Gold (<http://www.businessgold.ie>) LawLink (<http://www.lawlink.ie>) & CID (<http://www.cid.ie>)



Petstop Superstores

<http://www.petstop.ie>

Ireland's largest Pet Retail Superstores. This Web Site has a vast content of Pet related information ranging from Health Issues to choosing the correct feeding products for your Pet.

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