



mindwire®
THE WEB & INTERNET EXPERTS

Website Hosting

"Our service is what sets us apart."

Mindwire Pty Ltd
Office 11
128 Lyons Street, Bungalow
Cairns, Queensland 4870
Australia

Phone: 1300 88 25 33
Office: (07) 4035 6006
Fax: (07) 4035 6007
E-Mail: info@mindwire.com.au
URL: www.mindwire.com.au

Table of Contents

Website Hosting

Reliable Web Hosting	3
Private Australia data-centre	3
Clustered Web Servers	3
Hourly backups & Free, Instant restores	4
Ultra-reliable email	4
Unlimited Support	6
Website Statistics – Urchin Stats	7
Technical details	8
Hosting environment	8
Email environment	8
Control panel	9
Urchin Web statistics	9
Backup creation	9
Backup storage	10
Backup restores	10
Company history	11
Contact	12

Reliable Web Hosting

Private Australian data-centre

Four kinds of hosting company provide 'Australian' services, those that:

- a) maintain their own data centre in Australia
- b) lease space or servers within Australia
- c) lease servers in America
- d) lease servers in America but host their own site in Australia

Mindwire is a reseller with Ilisys. Ilisys' data centre located right here in Australia as there is no substitute for a hosting company having immediate 24-hour access to its own servers.

Over the years, this has advantaged Mindwire customers in a number of ways:

- When required, maintenance outages are scheduled to take place at times when Australian internet usage is low. American facilities will schedule outages to suit American businesses. That's primetime for Australian internet users.
- Ilisys technicians have immediate and unhindered 24-hour access to servers and network infrastructure.
- Sites hosted on Australian servers appear as Australian sites when users search Google Australia.
- The Ilisys data centre utilizes a 100 Mb upstream connection to Optus. This guarantees that sites will load faster for Australian users than equivalent sites hosted in the United States.

Clustered web servers

Load-balancing

We don't use vulnerable independent servers. Instead, an industrial strength cluster of web servers are utilised as is Network Appliance (NetApp) terabyte storage.

Clustered websites aren't housed on any single server, but on as many as a dozen at once. Should hardware fail, healthy servers simply close ranks and share the load.

Thanks to Clustered Hosting, Australian businesses can now have unparalleled uptime and reliability.

Hardware, software and network infrastructure is optimized for speed and efficiency, and robust enough to handle the peaks and valleys of customer demand.

This Clustered Hosting Network is an Australian first and is the result of a unique technology partnership with Network Appliance.

Hourly backups & Free, instant restores

Snap Restore

The integrity of your website data is as important to us as it is to you.

Unlike any other hosting company on earth, your website is backed up every single hour of every single day.

Each of these hourly backups is kept for 24 hours and can be restored in minutes from within your toolkit.

Six daily and one weekly backup are also on hand at all times.

Restoring your website is almost immediate, and the restored data is identical to the point at which the Snapshot copy was created.

Ultra-reliable email

Spam filtering & Email virus blocking

Email has become the de facto method of communication in business and our customers have grown to expect their email to be handled securely, promptly and reliably.

Delivering on this expectation is complex, as email typically passes through many systems from sender to recipient and each system presents the opportunity for error or failure.

Unlike many providers, our provider has developed systems to ensure that your email is managed as carefully as is technically possible while within their network.

In addition, advanced learning systems prevent the delivery of spam and email viruses.

Design challenges

- Email transit times are to be kept to an absolute minimum;
- Services are to be available 24x7 with uninterrupted uptime;
- Email spam and viruses blocked as completely as possible;
- Over-engineering, to allow for spam and virus storms.

Attributes of the email system

- Splits the email services into logical functions:
 - Incoming email;
 - Spam/virus scanning;
 - Delivery to local accounts or forwarding to remote email addresses
 - POP/IMAP;
 - Webmail.
- Clusters each service for maximum reliability (except webmail)
- Uses best of breed, open source software for each function
 - qmail for smtp, queue management, storage and forwarding;
 - amavisd-new, ClamAV & SpamAssassin for virus & spam scanning;
 - Courier IMAP for POP and IMAP servers;
 - SquirrelMail for webmail.
- Blocks connections from known spammers using Spamhaus.
- 24x7 monitoring of queue levels and service availability for fast response if problems arise.

How it works

When someone sends an email from the mail client on their computer, typically it gets sent to their ISPs outgoing mail server (aka SMTP server). That server will queue the email for ongoing delivery to the recipient's mail server.

If we manage that email for the recipient, it will be received on one of the cluster of MX (or Mail eXchange) servers. In order to minimise spam, these servers will not accept connections from certain computers run by known spammers as listed at Spamhaus.org.

From there, the email is passed to the spam/virus scanning cluster. If the email contains a virus detected by the ClamAV anti-virus scanner, it will be quarantined at this point. The email is also processed on these servers by SpamAssassin. This software gives each email a score as to the likelihood of it being spam. If that score is over 8, then it is virtually certain to be spam and will be quarantined as such. If that score is over 5, it is quite likely to be spam and will be marked as spam in the headers and, if the recipient has requested it, in the Subject line. If that score is less than 5, it is probably not spam.

As this is only a probability, and since spam is always changing, some email that is spam may not get marked as spam. However, Iisys set these levels so that it is very unlikely to get any false positives; that is, email quarantined that is legitimate email.

After email is cleared of being spam or a virus, it gets passed to the delivery mail servers. These look at the settings for the recipient email address as set in your Toolkit and either delivers to a local mail account, or forwards to an external email address as appropriate.

For email delivered to a local mail account, this will be placed in the user's mail directory on the central NetApp filer to await collection by the recipient using either a mail client on their computer, or webmail.

Users using a remote mail client can use either POP or IMAP protocols to collect the emails via our cluster of POP/IMAP servers. Alternatively they can access their emails online via the webmail server.

Unlimited support

All our hosting and CMS customers are entitled to free technical support by phone or email.

We are proud of the quality of our technical support and respond to all calls and emails within two supported hours.

Supported hours are:

08:00 - 20:00 AEST - Monday - Friday

09:00 - 17:00 AEST - Saturdays - Sunday

Website Statistics

Urchin stats

How are visitors getting to your site? How are they using your site? Are visitors converting into customers? Which marketing efforts are paying off? Urchin answers these questions and more with detailed unique visitor reports.

In fact, Urchin 5 sets the bar with the most advanced visitor tracking methods in the industry. Among other mega-sites, Urchin 5 is used by NASA.

Urchin by Email

Unique to Ilisys, Urchin By Email allows you to keep tabs on your site's performance when you are too busy to routinely access your live reports.

Subscribers to Urchin By Email receive detailed performance reports in their inbox at a set time, determined by you. Urchin By Email keeps you apprised of traffic sources and visitor behavior - essential information for any site owner.

Improve Your Site - Increase Revenue

Urchin's reports allow you to optimize your website and save money by increasing the effectiveness of your marketing dollars.

And Urchin 5 is the only analytics product to use Adobe's SVG technology to display stunning charts and graphs that load instantly. Change your report's date range or use Urchin's report side filters to modify the information you are viewing and Urchin's graphics update in a blink - leaving competing products in the dust.

Urchin Saves You Money

Urchin 5 is essential for anyone interested in the design, marketing or overall success of their website and it is the low price leader in quality web analytics.

Urchin Is Smarter

Urchin is the most accurate web analytics products on the market. How? By using both log files and cookie information. Urchin captures visitor parameters and true path data via the Urchin Tracking Module (UTM2), a free, client-side data collection component that transparently sends additional data back to the server and into the log file. The UTM2 uses a first-party cookie to overcome the effects of caches, proxies, and IP-recycling to provide the most accurate and complete reporting available from ANY analytics solution.

Technical Details

Hosting Environment

- Apache 1.3.x running in a load balanced, fully redundant cluster
- PHP 4.4, mod_php4
- Full Perl CGI support with SuExec
- Python CGI support with SuExec
- Mod_rewrite
- Private IP addresses for use with SSL
- Wildcard DNS for *.domain.com
- Automatic subdomain mapping: sub.yourdomain.com -> yourdomain.com/sub

Email environment

- Qmail SMTP
- Spamassassin and ClamAV for spam/virus filtering
- Webmail (IMAP) over http and https
- Each email message is an individual file in your mail directory
- Email addresses and accounts are only limited by available space
- Unlimited forwarding to other addresses
- Vacation and out-of-office autoreplies

Control Panel

- View a full archive of your service history
- View transfer and storage usage and configure alert emails
- Manage FTP and MySQL clusters
- Manage email addresses, spam handling, local delivery, forwarding and autoreplies
- Manage all aspects of DNS including subdomains and MX
- One click install WordPress, phpBB or Gallery
- Restore from backup instantly using NetApp SnapRestore
- Configure Urchin By Email traffic reports
- Create downloadable backups

Urchin Web statistics

- Urchin 5 basic report set is standard
- Urchin By Email delivers reports by email daily, weekly or monthly

Backup creation

- Automatic, hourly Snapshot backups of website home directories, stored emails and MySQL databases
- Nightly tape backups
- Downloadable backups of all data may be created within the Toolkit

Backup storage

- 30 Snapshot backups are available covering each of the most recent 24 hours, and the six most recent midnights
- Tape backups are stored for seven days

Backup restores

- Instant restores to any Snapshot are available at all times in the Toolkit
- Restore to any of the previous hourly snapshots of your home directory from the Toolkit
- Create downloadable backups of your Website, Secure Website, Email Accounts and any MySQL databases.

Company history

"My colleagues and I are very proud in being able to provide professional, great looking websites. We firmly believe that when it comes to websites, first impressions are everything. You may not get a second chance."

Of course, a great looking website needs to also be fast, efficient and successful in communicating your message to your customers and users.

Creating websites that achieve all this comes with knowledge and experience.

Mindwires' director, Damian Codotto, graduated from the University of Queensland with his Bachelors Degree of Information Technology at the end of 1995. Working with large firms in Sydney, London, and Brisbane has given him experience in many areas of I.T. such programming, analysis, design, and project management. With a desire to move into the artistic and graphic side of computing, Damian set up his web design business in 2000.

Initially, Damian serviced small businesses in the Sydney area. Mindwires' client base grew and encompassed businesses both nationally and internationally. In 2003, Mindwire was incorporated as a company.

Being in the internet industry affords a company to conduct business from almost anywhere in the world. Mindwire seized the opportunity and relocated its operations to North Queensland in late 2004.

Mindwire has grown from providing simple websites to small businesses to a company which provides exciting web, internet and multimedia services to small businesses right through to large corporate clients stretching from Columbus, Ohio U.S.A, to Sydney, Brisbane, and Cairns Australia.

Mindwires' services include:

- ◆ Website design, development and implementation
- ◆ Content Management Systems (CMS)
- ◆ E-Commerce Systems
- ◆ Website & email hosting
- ◆ Online character assisted websites
- ◆ Animated software demos complete with voiceovers and music
- ◆ Website backend database development
- ◆ Character Animation
- ◆ CD-ROM Presentations

Contact

Mindwire Pty Ltd
Office 11
128 Lyons Street, Bungalow
Cairns, Queensland 4870
Australia

Phone: 1300 88 25 33
Office: (07) 4035 6006
Fax: (07) 4035 6007
E-Mail: info@mindwire.com.au
URL: www.mindwire.com.au