

## CharityVillage.com: At Home with eMax Managed Hosting

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### Overview

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■ **Challenge**

*CharityVillage.com.com needed a new partner to host its popular information and job search portal for not-for-profit organizations.*

■ **Why eMax Managed Hosting**

*CharityVillage.com required a fully outsourced hosting solution and a responsive support team that could work closely with its development team to migrate and maintain the site while it is redeveloped.*

■ **Solution**

*CharityVillage.com partnered with Canada Web Hosting (CWH) to deploy, migrate and maintain a new eMax managed hosting infrastructure in CWH's Toronto datacenter. The eMax system included high-availability and disaster recovery features for Windows and SQL Server technologies.*

■ **Key Benefits**

- *CharityVillage.com able to gain independence from initial development firm.*
- *CharityVillage.com found a partner to manage the migration and support the redevelopment of their core business application on a robust and scalable platform.*



A very early Internet citizen, CharityVillage Limited (charityvillage.com) went online in July, 1995. It quickly became the leading online source for information, news, jobs, services and resources for Canada's not-for-profit community. CharityVillage.com now has a team of sixteen in locations across Canada and boasts more than 3000 pages of online information and millions of page views each month.

Like most companies that have been on the Internet for many years, they have horror stories to tell about their past hosting providers and were extremely cautious about choosing a new host for their core business application. After a thorough sourcing process involving a third party, CharityVillage.com found a match in Canada Web Hosting's eMax Managed Hosting Services.

*"It's been a treat working with the team at Canada Web Hosting. They're very responsive, professional, and always willing to go the extra mile when we need them."*

*-- Maggie Leithead,  
President, CharityVillage Limited*

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**Overview**

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**■ Key eMax Managed Components**

- *Enterprise ITIL Trained Technical Account Manager and Admin Team*
- *High Availability (Active/Passive) Firewall Appliances (Linux)*
- *High Availability (Active/Passive) Cisco CSS Load Balancing Appliances (Linux)*
- *Load Balanced Windows Application Servers (Dell PowerEdge 1425s)*
- *SQL Server Database Server (Dell PowerEdge 6850)*
- *Syncsort Backups to High Performance NAS Storage Device*

After an intensive pre-sales consulting phase, CharityVillage.com was introduced to their Technical Account Team led by an ITIL trained Technical Account Manager. The Technical Account Manager worked closely with CharityVillage.com's development team to deploy, test, and maintain the new system, migrate the site from its existing environment and its ongoing re-development.

**The Power behind CharityVillage.com's eMax Solution**

CharityVillage.com's highly redundant and scalable system is hosted in CWH's Toronto datacenter. To manage incoming traffic it uses high availability (active/passive) firewall appliances and high availability (active/passive) Cisco CSS load balancers. These load balancers intelligently direct incoming traffic to CharityVillage.com's cluster of Windows application servers. The CSS Load Balancers monitor the applications servers and will automatically redirect traffic away from a problem node in the cluster. If total load on the cluster increases beyond N-1 then additional nodes can be quickly added to the application cluster to ensure redundancy with no downtime. Conversely, a problematic node can be removed from the cluster at any time with no impact on the website. Behind these application servers stands a highly redundant and scalable quad-processor SQL Server machine.

In addition to its production Windows application and database servers, CharityVillage.com uses an Exim mail appliance custom built by CWH to reliably deliver its newsletters and notices to its many members. Like most of CWH's customers, CharityVillage.com makes use of CWH's Qmail cluster to handle its POP and Web mail requirements because of its robust architecture and multi-layer SPAM filtering systems.

Standing beside CharityVillage.com's production servers are a number of supporting machines including a staging web and staging database server on which to test development work before releasing it into production. The entire system is fully managed by their Technical Account Team at CWH.

**For more information:**

Please contact a Canada Web Hosting Sales Representative ([sales@canadawebhosting.com](mailto:sales@canadawebhosting.com))

**Visit us at:**

[www.canadawebhosting.com](http://www.canadawebhosting.com)

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