



# Collocation Hosting Services

White Paper Discussion  
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## **What is Collocation Hosting Services?**

Collocation Hosting Services is an IT outsourcing solution whereby the client utilizes resources in our Collocation Data Center to extend their IT infrastructure into our fully managed environment. Collocation saves you the time and the costly expense of building and maintaining a network for your IT infrastructure.

The Collocation Hosting managed environment starts with rack or cage space, uninterrupted power, atmospheric controls, Tier-1 class internet connectivity at the backbone level and professional network management. Our services vary widely from bare-bones "shell and core" where you supply all IT resources like servers and applications, to a fully equipped solution configured to your IT needs.

Essentially, Collocation Hosting Services provides you security in the knowledge that your IT infrastructure will be running in an optimal environment, supplied by clean power and connected to Tier-1 class internet backbone. In our Collocation Hosting environment, you are guaranteed that your IT infrastructure will no longer be subject to environmental, power, security or IT personnel problems.

## **Why Collocation Hosting Services?**

Collocation Hosting Services is the next wave in the evolution of network design. Collocation Hosting of network resources and applications is a highly effective tool in reducing your overall IT costs. We have taken a leadership position in providing Collocation Hosting Services for your network infrastructure.

Collocation Hosting Services are ideal for companies that want to focus on content and applications, rather than day-to-day system management or network infrastructure. Our Collocation Hosting Services have been engineered and built to support mission-critical applications with the highest levels of availability. Each configuration begins with carefully defined system architecture standards for servers, network and security, highly effective monitoring capabilities, and the specialized expertise to keep your systems at their peak performance.

Collocation Hosting Services will rapidly emerge as the best-of-breed standard for network topology because it offers significant benefits over traditional enterprise models. We have invested in the most advanced Data Center of its kind in partnership with Qwest Communications. Not only will Collocation Hosting Services provide technical services far above the typical organization's ability to bring in-house, our system is fully redundant, monitored 24/7/365. Most importantly, we will reduce your costs and improve the profitability of your organization and relieve you of the technical headaches of maintaining in-house systems.

We have gone to the extreme by providing services for our customers who would like to reduce their IT costs and improve profitability by taking advantage of the Collocation Hosting Services. Collocation Hosting Services will bring to your business the advantage of reducing IT costs, while bringing the data security, redundancy, and professional staff that will keep your business operating at peak efficiency. By utilizing reliable, high performance equipment from Cisco Systems for networking and Intel servers with fault tolerance configurations, along with professionally trained

certified staff, we know that Collocation Hosting will deliver the benefits your company needs. The most compelling of these benefits are:

- 1. Limited onsite IT resources & staff** – In an age where information technology resource management is critical to business performance because poorly managed resources can lead to skyrocketing IT cost, Collocation Hosting Services offers customers the ability to achieve benefits of a full-featured infrastructure without the need to use any significant IT resources. Our revolutionary Collocation model keeps the majority of the IT infrastructure at our Data Center facility and limits IT resources at your business locations and on your books. Most installations require such limited resources as a firewall and basic PC configuration at the client location for connectivity purposes. Our Collocation Hosting network provides everything else. Limiting your fixed assets will reduce accounting time and complexity. Your IT becomes a service, not a depreciating asset. Your IT staff is also reduced or eliminated because of the reduced IT resources. Now you can use your payroll dollars to grow your business.
- 2. Lower TCO, Accelerated ROI** – By leveraging our revolutionary Collocation Hosting model, your IT total cost of ownership (TCO) investment is substantially reduced, saving your business capital. Our Collocation Hosting enables us to alleviate the burden of hardware and software installation and onsite management for our customers, resulting in significantly lower startup investment, reduced ongoing IT operating costs and unprecedented return on investment (ROI) payback.
- 3. Network Security** – Network security is the most important segment of our Collocation Hosting Services. Today's network security needs are complex, so providing a security solution that helps protect against intrusion, virus and data loss is a top priority. Why should security be important to you? The question your business has to ask is "what if?" What if someone infiltrates our network, what information could they obtain or destroy? What if an employee opens an e-mail attachment that unleashes a data destroying virus? What is the risk to your business? How much money would it cost your business to be down for hours or possibly days? Collocation security gives you the peace of mind by always asking the "what if" question and then implementing solutions and policies that give you the protection you need.
  - a. **Firewall** – A firewall device is the first line of defense for your network. It protects you from the outside world with rules and filters created and maintained by an IT professional. The smallest mistake with these rules and filters causes even the best firewall to be useless. Our Collocation Hosting facility is protected with Cisco System firewall devices and maintained by Cisco trained professionals. Our professionals are constantly reviewing the latest "hacking" trends and system vulnerabilities; this allows them to maintain the highest level of security.
  - b. **Virus protection** – Viruses, Trojans, and Worms can be the most destructive component to protect against. A single one of these can be devastating to your server systems and data, and all it takes is for an unsuspecting user to open an email or view a website with malicious, embedded code. Virus protection requires time-consuming

maintenance that goes mostly unnoticed until something goes wrong. The concept that even the most complex and complete network designs can be devastated by opening a single email is a real danger that requires ever-evolving solutions performed by skilled network professionals. Our professional staff stays on the forefront of virus protection.

- c. **Data protection** – The importance of data protection can never be overstated. Loss of even the smallest amounts of data can devastate a business. Our Collocation Hosting Services utilizes online tape backups to protect your data. The data is then stored in a secured tape storage facility within the Collocation facility. Our detailed backup policy calls for daily backups and a two-week tape rotation, with monthly, quarterly, and annual backups available upon request. Our tapes are tested for integrity before each backup and a data restore process is tested quarterly to ensure your data is available when you need it most.
- d. **Server maintenance** - Bugs or configuration problems in a server can allow unauthorized remote users to:
  - Steal confidential documents.
  - Execute commands on the server thereby allowing them to modify the system.
  - Gain information about the server's machine that will allow them to hack into the system.
  - Launch denial-of-service attacks thereby rendering the machine effectively unusable.

Maintaining a secure server is a continuous responsibility of keeping your data protected and your network robust. Operating System Service Packs, Critical Updates and Security Patches are a weekly, if not daily occurrence in the IT world. Not only can it be a security risk not to install new fixes and patches, but blindly installing such updates could also crash your system. Our certified Networking and Operating Systems Engineers are continually reviewing, testing and installing patches to maintain the highest level of security reducing the risk of downtime or failure of your network.

- 4. **24/7/365 support helpdesk** – Have you ever had to work late for a deadline and experienced a system problem or needed IT assistance only to find out your consultant is on vacation? Our Collocation Hosting facility is staffed and monitored with dedicated and experienced personnel 24 hours a day, 7 days a week, and 365 days a year. We realize businesses today are required to do whatever is necessary to keep their business running and profitable and our staff is here to help you when you need it.

## **What are the benefits of Collocation Hosting Services?**

The Hosting Infrastructure is the “brick and mortar” behind all information technology. It requires many costly, interlocking components – hardware, software, networking technologies, monitoring and administration, security devices and certified professionals. By choosing our value-added Collocation Hosting Services you get industry-standard technology from leading vendors like Qwest, Microsoft, IBM, and Cisco Systems. Get maximum security, redundancy and performance capability. Get skilled staff to manage it for you.

By utilizing our Collocation Hosting Services you are leveraging the network assets and skills of an integrated solutions provider, allowing your business to achieve substantial value-added impacts by:

- Reducing the cost of market entry.
- Adding services quickly.
- Reducing TCO and raising ROI.
- Containing ongoing operating costs.
- Minimizing risk.
- Enabling incremental expansion of the customer base and market as well as business growth.
- Exploiting unique or fast-breaking market opportunities without the delay inherent in setting up networks and local infrastructure.
- Customers will be able to rely on the technical and management expertise of Certified IT professionals to operate, maintain equipment and applications; including the provision of service such as data storage, database administration, security, and operational support.

The bottom line value to your business includes lower costs, reduced downtimes, and superior monitoring and support. Stop worrying about network administration, data backup, and software and hardware purchasing and maintenance. With our Collocation Hosting Services, you have access to world-class applications and IT “best practices” at a fraction of the cost.

## **Features of Collocation Data Center**

### **Infrastructure/Environment**

#### Features

- The Data Center is equipped with lockable racks and cages to host your equipment in a secure environment.
- 96,000 Square foot facility with 22,000 Square feet of raised floor space in the hosting area for your cabling and special wiring needs.
- Need+1 (N+1) design of cooling towers, water pumps and chillers.
- Four 400-ton redundant chillers providing 150 BTU's per square foot.
- Temperature and humidity controlled environment, cooling units maintain uniform 72° temperatures and 50 percent relative humidity levels.

#### Benefits

- Flexibility and scalability in hosting options (cages and racks).
- Consistent environmental support during common and extreme scenarios.

### **Security**

Security of your data and systems is especially critical. The Data Center is designed with security of these critical assets as a primary objective. Some of the important security features of the Data Center include:

#### Features

- 24/7/365 on-site security guard.
- Indoor and outdoor security monitoring, surveillance tapes are maintained for 60 days in an on-site video library.
- Badge/picture ID access screening.
- Biometric access screening.
- Dual door floor trap design for access to the raised floor area.
- Escort requirements for access to raised floor areas.

#### Benefits

- Predictable, reliable security of your critical systems.
- Consistent monitoring of all critical areas.

### **Disaster Control**

The Data Center is designed to withstand disastrous conditions pertinent to its location, ensuring that your systems and equipment continue to run even under extreme conditions.

#### Features

- VESDA fire detection and suppression systems.
- Dual fire detection (photo electronic/ionization and sniffer) systems.

- Central fire alarm system notification with a direct alarm to the local fire department.
- Multi-zone pre-action dry pipe suppression system allowing suppression to be contained to the affected area and not disrupt conditions elsewhere.
- The Data Center is designed specifically to withstand seismic activity.
- Similarly, it is designed to withstand extreme hurricane activity up to a Category 5 hurricane.
- Government and Bank certified.

#### Benefits

- 24/7/365 availability under extreme conditions.

#### **Connectivity**

The Data Center is equipped to provide your systems Internet protocol (IP) connectivity to the fiber network.

#### Features

- OC-48 SONET ring for network redundancy.
- Built-in redundancy through redundant router and switch configuration of the Data Center LAN design.
- Dual ports available from unique switches.
- Flat rate and burstable billing options.
- Scalability through 10 to 1000 Mbps bandwidth ports.

#### Benefits

- High availability, scalability and reliability.

#### **Power systems**

Collocation Hosting Services must be always available, and the system availability is only as predictable as the availability of power to those systems. The Data Center is designed for redundancy and high availability of power to your critical server systems.

#### Features

- Power service is 14 megavolt amps.
- Five 1250 KVA diesel Generator Systems, redundant N+1 design of uninterruptible power supplies in the event of a power failure from commercial power.
- Fully redundant UPS bank.
- Dual power availability to each rack unit from independent power distribution units (PDUs), removing PDU loss as a single point of failure.

#### Benefits

- Availability of power during extreme power outages.
- Availability of power during scheduled maintenance activities.

## **System monitoring and management**

The Data Center is equipped with sophisticated equipment and technical professionals to provide additional add-on services for 24/7/365 system monitoring and management of your critical systems.

### Features

- Concord NetHealth (server health monitoring).
- Agilent FireHunter (throughput monitoring).
- Veritas Nerve Center (router and switch event correlation).
- HP Open View (base network monitoring).
- Remedy (problem tracking, trouble ticketing and resolution management).

### Benefits

- 24/7/365 monitoring, management and trouble resolution.

## **Conclusion**

Outsourcing your IT infrastructure is one of the best ways to achieve maximum flexibility and access speedy networks, while at the same time keeping immediate overhead costs low.