

Data Center Overview

Tier - 1 Premium Bandwidth

Providing the highest quality Internet connectivity and performance is our top priority. We have selected premium Tier-1 bandwidth providers, ensuring minimal latency and fast connections to all points of the global internet. We are proud to feature direct connectivity with MCI, AT&T, Savvis and Level3. Our aggregate connectivity reaches an astounding 4,500+ networks just a single network away from our uplinks.

Security On-Site

Datacenter access is strictly limited to technical staff. Electronic security systems control data center access and are accompanied by a full compliment of motion detecting security cameras which monitor the entire facility. Our DataCenter facility external walls are reinforced poured concrete. We are a fully managed facility, which means we have level 3 technicians on site 24 hours per day, allowing incident response times to be kept to a minimum.

Our average support request phone call is answered within 20 seconds, with an average electronic support response time of 10 minutes.

Power System

Our power systems feature extensive fault tolerance and resilience at every layer. Incoming service is routed underground to a dedicated on-site transformer. This system routes to our automatic transfer switch which monitors power quality, and automatically transfers to our emergency generators in the event they are needed. Each facility is also protected by one or more Uninterruptable Power Supplies (UPS), featuring redundant battery cabinets and full maintenance bypass cabinets allowing for service and upgrades without interruption of power to our servers.

Liebert Precision power distribution units handle final power transformation and distribution to racks, ensuring clean consistent power to data center equipment.

Each facility has multiple emergency generators waiting on standby, featuring over 24 hours of autonomous runtime before requiring refueling. Each generator is test run at least once a week to ensure they are ready in the event they are needed.

Generator power is activated automatically in the event of a utility failure by the transfer switch. The data center load is maintained by the UPS units with at least 15 minutes of capacity, however this is not necessary as the generator is active and up to speed within 10 seconds of a power failure.

Cooling

Environmental processing systems include redundant Liebert Precision 22 ton up flow air conditioning units. Temperature and humidity are precisely regulated year round to ensure optimal equipment reliability. Each unit contains independent compressors and cooling loops to further enhance fault tolerance and reliability. Air filtration systems actively remove foreign particulates from circulation and cycle the entire data center air supply in a matter of minutes.