

Data Center

CHARLOTTE I

TierPoint helps your organization manage risk, drive performance and improve agility. Our state-of-the-art facility, one of seven in the state of North Carolina, is part of a nationwide network of data centers that share our commitment to:

1. Carrier Neutrality and Redundancy

By having many on-net carriers and by supporting cross connects to other carriers, you get access to the Internet bandwidth and connectivity services of your choice.

2. Security and Compliance

Equally important is a company-wide emphasis on security and compliance including the establishment of a national office to define and deploy best practices to serve client needs.

3. Responsiveness and Expertise

All of our data centers are supported by people who are passionate about client success, responsive to unique client requirements and who have the technical expertise and desire to help clients achieve their business goals.

DATA CENTER HIGHLIGHTS

- One of four TierPoint data centers in Charlotte, and seven in North Carolina
- 75,000 sq. ft. of raised floor space across four data centers on campus
- Operating in Charlotte since 2003
- Dark fiber ring between Charlotte facilities
- More than 15 on-net carriers
- 100% uptime SLA
- Charlotte airport power grid (region's #2 priority grid)
- Flexible cloud configurations (private, multi-tenant and hybrid) include products from EMC, NetApp, HP, Cisco and F5

The Charlotte I data center is a safe, secure facility audited under HIPAA, PCI DSS, SSAE-16 SOC I Type II, SOC 2 Type II and SOC 3 standards annually.

Charlotte I Data Center Specifications

Facility

- Building strategically located outside of severe weather and seismic zones
- Building and roof rated to withstand hurricane-force winds
- Full brick, ballistic-resistant walls with no exterior windows
- Facility located on a primary power grid close to local power substation
- 24-in. raised flooring provides static pressure cooling from below to ensure efficient and effective cooling of computer equipment
- Masonry, brick and steel construction
- Leak detection system

Security

- 24-hour physical security includes monitoring of all cameras, door positions and badge access areas
- Lightning protection throughout the perimeter, rooftop and electrical and mechanical support infrastructure
- No external signs or branded advertising of facility location
- Redundant off-site monitoring of all security systems
- Dual mantraps with ballistic rated glass force double verification and provide extra secure data center entry
- Badge and biometric scan required for entrance into data center: Biometric hand scanner verifies individual's unique hand geometry and heat signature before allowing entry

Power

- 2N or System Plus System Power Design
- Power distribution consists of an A and B side methodology with each side of the power infrastructure having the capacity to support full facility load in the event of failure
- All customer cabinets are fed via diverse dual-sourced PDUs
- Redundant 1.5MW diesel generators, regularly tested, for added protection
- More than two days of generator fuel on-site
- Indefinite run time with refueling of generator
- Generators are locked within sound-attenuated enclosures behind locked security fences and monitored by camera

Network

- Carrier neutral with high availability and resilient Internet connectivity
- Multiple diverse feeds to each from separate paths to the building
- TierPoint provided redundant IP bandwidth, available with 10GB connectivity
- TierPoint provided cross connections, of standard media types, to connect customers to the carrier of their choice

Connectivity

On-Net Carriers

- AT&T
- DukeNet
- Level 3
- Time Warner Cable
- TW Telecom
- Verizon
- XO Communications

LEARN MORE

Find out how TierPoint can help you with your cloud, colocation and managed services initiatives.

Call: **844.267.3687**

E-mail: sales@tierpoint.com

Visit: tierpoint.com



ABOUT TIERPOINT

TierPoint is a leading national provider of hybrid IT services that help clients improve response times, drive performance and manage risk. The company offers state-of-the-art cloud, colocation and managed services, backed by 39 highly-redundant, carrier-neutral data centers in 20 markets coast to coast.