

Data Center

RALEIGH-CARY

TierPoint helps your organization manage risk, drive performance and improve agility. Our state-of-the-art facility, located in the heart of North Carolina's research and technology hub, is part of a nationwide network of data centers with a shared 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 industry standard 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

- Redundant and paralleled UPS systems, emergency generator and ATS to support critical load
- All customer cabinets are fed via diverse PDUs
- One of six (6) interconnected TierPoint Data Centers in NC
- 24x7 security and technical operations, providing high-touch hands-and-eyes support
- 100% SLA for facility, power and network
- Leading hybrid IT data center providing connectivity to a variety of cloud options
- Ability to provide DR solutions (DRaaS) to all of our interconnected data centers nationwide
- Dedicated, local compliance team to help our customers meet regulatory compliance needs

The Raleigh-Cary data center is a safe, secure facility audited under SSAE 18 SOC 2 Type II, PCI-DSS*, GLBA and HIPAA standards annually and is ITAR and EU-US Privacy Shield registered.

* PCI-DSS – Certification on PCI-DSS Requirement 9 & 12 (Physical Security and Information Security Policies) on data center (colocation) services. Colocation provides secure space, power, and environmental controls for merchants and service providers, some of which fall under PCI compliance. No logical access to any customer systems that may contain cardholder data.

Raleigh-Cary Data Center Specifications

Facility

- 16,100 total sq. ft. with 4,100 sq. ft. gross raised floor space
- Building strategically located outside of severe weather and seismic zones
- Building is rated to withstand hurricane-force winds
- Ballistic-resistant walls, doors and windows
- Masonry and steel construction
- Leak detection system

Security

- 24x7x365 electronic and physical security
- Two-factor authentication, including the use of biometric scanners
- Lightning protection throughout the perimeter, rooftop and electrical and mechanical support infrastructure
- Entrance requires badge or security entry
- Redundant off-site monitoring

of all security systems

- CCTV surveillance, with a minimum of 90 days of retention
- Access to the data center requires two-factor authentication consisting of biometric hand scan and security code
- Sensor-driven cameras watching every door, aisle, cage and cabinet and other secure support rooms

Power

- Redundant and paralleled UPS systems, emergency generator, and ATS to support critical load
- All customer cabinets are fed via diverse PDUs
- Emergency generator, regularly tested, for added protection
- Indefinite run time with refueling
- Critical functions are remotely monitored within data center

Network

- Carrier-neutral, high availability and resilient Internet connectivity
- Multiple feeds to each building from separate paths
- 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
- CenturyLink
- Charter Spectrum
- ITC Deltacom
- MCI
- Sprint
- Windstream

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

With a unique combination of secure, connected data center and cloud solutions at the edge of the internet, TierPoint specializes in meeting enterprises where they are on their journey to IT transformation. TierPoint has one of the largest customer bases in the industry, with approximately 5,000 clients ranging from the public to private sectors, from small businesses to Fortune 500 enterprises. TierPoint also has one of the largest and most geographically diversified footprints in the nation, with over 40 world-class, edge capable data centers in 20 markets and 8 multi-tenant cloud pods, connected by a coast-to-coast network. Led by a proven management team, TierPoint's highly experienced IT professionals offer a comprehensive solution portfolio of private, multitenant, hyperscale, and hybrid cloud, plus colocation, disaster recovery, security and other managed IT services.