

Specifications

Power:

- Electrical service supplied by two power grids
- Redundant Power Distribution Units (PDU)
- Distributed-redundant UPS systems
- Redundant 2MW backup diesel generators
- Electrical distribution system capable of making static, uninterrupted transfers

Fire-Suppression:

- Dry-pipe, pre-actioned fire-suppression systems
- Network-monitored, fully addressable fire alarm system with central station monitoring and fire department notification

Air Conditioning:

- Redundant 20-ton Liebert HVAC air handlers
- N+1 redundant chillers
- Environmental system with emergency generator power backup
- Raised floor with at least 18" airflow space

Call Management Center:

- 24 x 365 support by customer service representatives, technicians and engineers
- 24 x 365 proactive systems maintenance
- Multi-tiered escalation procedures that ensure swift resolution of issues

Security:

- 24 x 365 guard service
- Facility access monitored by proximity readers and biometric security controls
- Surveillance of premises using more than 75 video cameras
- Restricted access to Internet Data Center
- Automatic police notification
- Motion sensors

For more information about managed hosting services, call Cervalis at **866-602-2020** or visit our Web site at **www.cervalis.com**

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 Stamford, CT 06905
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CERVALIS HIGH-TOUCH CARE

- *Monitoring Options* - 24 x 365 proactive monitoring with comprehensive reporting options
- *Installation Options* - modular process with customer implementation review
- *Security Options* - firewalls, backups, reboot and intrusion detection services

THE CERVALIS ADVANTAGE

- Redundant Network Infrastructure
- Rapid Deployment
- State-of-the-art Security Controls
- Redundant Power Distribution Feeds
- World-Class Customer Service



A New Breed of Internet Data Center

Cervalis' new multi-million dollar state-of-the-art facility is equipped with industry-leading hardware, software and communications equipment. The 70,000-square-foot building is located in Dutchess County, New York, which is centrally located to provide easy access to major metropolitan businesses. This site is comprised of 40,000 square feet of data center space. Cervalis also has data center capabilities at its corporate headquarters in Stamford, Connecticut. The capabilities of both locations are designed to support the needs of businesses that rely on the Internet for mission-critical operations.

Power Supply

Our Internet Data Centers (IDC) are designed with true N+1 redundancy—at any time each component is connected with multiple power and networking connections. The IDC power design is based on multiple and fully divergent power substations, N+1 Uninterruptible Power Supply (UPS), N+1 generator back-up, and N+1 generator feeds to the building.

Network Connectivity

The data center has a highly scalable, fully redundant, secure network design that provides our customers with superior service and Internet connectivity solutions. The facility is served by multiple carriers

and Internet service providers for network connectivity redundancy. Divergent routes and multiple connections in networking cable plant, via multi-homed SONET rings, ensure true N+1 redundancy. Our self-healing wide area network and fully redundant, high-speed local area network infrastructure (Fast Ethernet/Gigabit Ethernet) provide our customers with a network solution that is secure, highly reliable and has virtually limitless scalability.

Physical Security

Cervalis' integrated security approach ensures that your equipment and data are protected at all times. At the building's perimeter, security personnel monitor controlled access. Throughout the state-of-the-art facility, surveillance cameras, motion sensors and biometric identification systems create a fortress-like environment.

Operations

Cervalis' data center staff monitors your connectivity and performance, Internet and database server operations with state-of-the-art Network Operations Centers (NOC) 24 hours a day, 365 days a year. Customers benefit from our advanced network management and reporting capabilities, as well as 24 x 365 onsite technical support. This high-touch care enables Cervalis to resolve IT concerns before they become customer service issues.

HOSTING ON A higher LEVEL

Cervalis alliance partners:



The Cervalis Advantage

Combining world-class customer support with the technology you need to scale complex environments in a timely, secure and cost-effective manner is our specialty. Immediate establishment of reliable service, seamless integration and speed-to-market are vital to moving your business to a higher level.

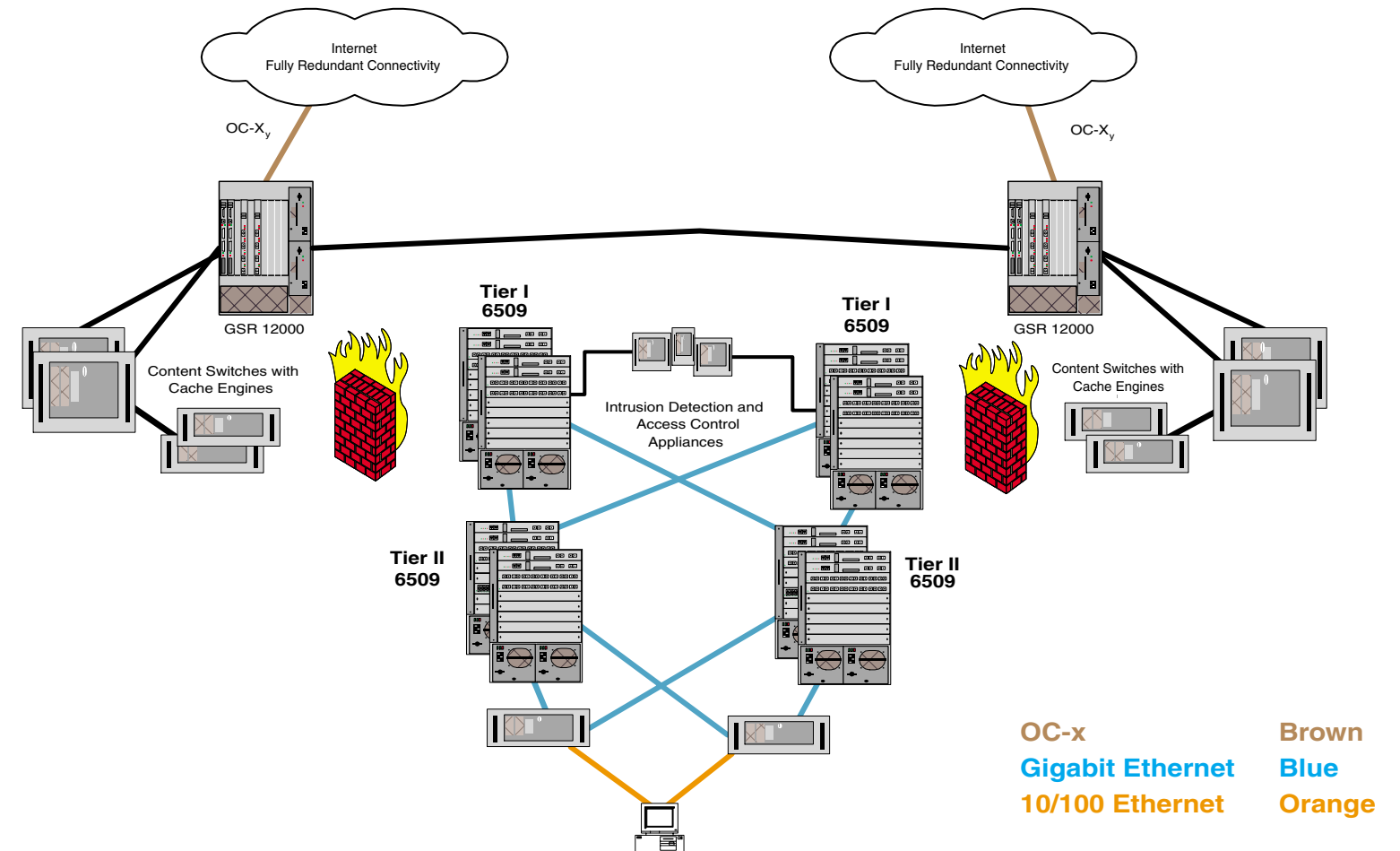
We strive to exceed your expectations by not only addressing your IT infrastructure needs, but also making your overall experience a positive one. Cervalis customers can take advantage of our fully enclosed VIP suites to match their unique privacy and security needs.

The data center is also equipped with a 480-square-foot training and seminar room with a modular design to accommodate multifunctional activities. Other capabilities include teleconferencing and multiple network connectivity lines for voice and data, which are all maintained and managed by Cervalis' training department.

To complement these offerings and ensure a complete customer experience, Cervalis provides an unprecedented level of customer service. Our high-touch approach is used throughout the company—from our customer service representatives to our account executives and engineers.



Cervalis Internet Data Center Network Layout



Network Management

Cervalis proactively manages a large and sophisticated network infrastructure, allowing customers to focus on core business and application issues. Situated within Cervalis' highly secure Internet Data Center, the Network Operations Center (NOC) provides proactive network monitoring and fault resolution 24 x 365 according to the ISO standard for Fault, Configuration, Accounting, Performance and Security (FCAPS) management. Through comprehensive Service Level Agreements (SLA) with our customers, Cervalis assures the highest level of customer satisfaction by continuously monitoring and fine-tuning performance, processes and procedures. In addition to

standard monthly reports, customers have an option to view performance statistics and remotely manage their resources. Employing these processes to accurately monitor, analyze and report trends, significantly increases the value of the customer's investment.

By utilizing Computer Associates' neural network Neugent technology, Cervalis analyzes performance trends and makes appropriate recommendations. Performance data is analyzed by Neugents in the context of historical events, to identify patterns, establish predictions and alert managers when thresholds are exceeded and/or major trends are established.