

## Data Center

# CHARLOTTE - NORTH MYERS

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

- 7,600 sq. ft. gross raised data center floor
- Charlotte presence established in 2003
- Dark fiber ring between Charlotte facilities
- 10 on-net carriers
- 100% uptime SLA
- Charlotte hospital power grid (region's #1 priority grid)
- Financial district fiber interconnect
- Strategically located outside of severe weather and seismic zones, building and roof are rated to withstand hurricane-force winds

**The Charlotte - North Myers 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.

# Charlotte - North Myers Data Center Specifications

## Facility

- 7,600 sq. ft. of raised data center floor
- Building strategically located outside of severe weather and seismic zones
- Building is rated to withstand hurricane-force winds
- Full brick ballistic-resistant walls with no exterior windows
- 24-in. raised floor provides static pressure cooling from below to ensure efficient and effective cooling of computer equipment
- Masonry, brick and steel construction
- Hurricane wind-rated roof
- Leak detection system

## Security

- 24-hour physical security staff monitors 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
- 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

- True 2N UPS redundancy in each electrical system, with A-side and B-side power distribution
- 810kW power capacity
- Fully redundant 2MW diesel generators, regularly tested, for added protection
- More than two days of generator power on-site
- Facility located on primary power grid close to local power substation

## Network

- Carrier neutral, 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 provides cross connections, of standard media types, to connect customers to the carrier of their choice

## Connectivity

### On-net carriers

- |                    |                     |
|--------------------|---------------------|
| • AT&T             | • Verizon           |
| • Century Link     | • Windstream        |
| • Charter Spectrum | • XO Communications |
| • Cogent           | • Zayo              |
| • Crown Castle     |                     |
| • Palmetto Net     |                     |

## 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](mailto:sales@tierpoint.com)

Visit: [tierpoint.com](http://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.