

Data Center

CHARLOTTE - ROSE LAKE

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

- 18,000 total sq. ft. with 14,100 sq. ft. gross raised floor space
- Operating in Charlotte since 2003
- Dark fiber ring between Charlotte facilities
- 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, HPE, Cisco and F5
- Strategically located outside of severe weather and seismic zones, building and roof are rated to withstand hurricane-force winds

The Charlotte Rose Lake 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 Rose Lake Data Center Specifications

Facility

- 18,000 total sq. ft. with 14,100 sq. ft. gross raised floor space
- 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
- CenturyLink
- Charter Spectrum
- Verizon
- Windstream
- 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

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.