⬤t tierpoint

Data Center

RALEIGH

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

- Multiple power feeds from separate sub-stations
- One of six (6) interconnected TierPoint Data Centers in NC
- Fully 2N Designed and Commissioned for all systems
- 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 over 40 interconnected data centers nationwide
- Dedicated, local compliance team to help our customers meet regulatory compliance needs

The Raleigh data center is a safe, secure facility audited under SSAE 18 SOC 2 Type II, PCI-DSS1*, 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 Data Center Specifications

Facility

- 48,600 total sq. ft. with 33,400 sq. ft. gross raised floor space
- Building strategically located outside of severe weather and seismic zones
- Building is rated to withstand hurricane-force winds
- Ballistics-resistant walls, doors and windows
- 24- to 36-in. raised floor rated to support 1,500 lbs. per sq. ft.
- Masonry and steel construction
- Hurricane wind-rated roof
- Leak detection systems throughout the facility

Security

- Lightning protection throughout the perimeter, rooftop and electrical and mechanical support infrastructure
- Entrance requires badge or security entry
- 24-hour security monitors all cameras, door positions and badge access areas
- Redundant off-site monitoring of all security systems
- Cameras on each doorway
- 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

- 2N or System Plus System Power design
- Redundant utility transformers, generators, Automatic Transfer Switches (ATSs), main switch panels, UPSs and PDUs
- 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
- Redundant 2MW diesel generators are regularly tested for added protection
- 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 Communications
- DukeNet
- MCNC/NCREN
- Spectrum
- 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.

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Raleigh | 5301 Departure Drive | Raleigh, NC 27616

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