



Data Center Solutions

*Delivering a High Availability Environment
at OneNeck's Tempe Facility*

call (480) 315-3000, or visit us on the web at www.OneNeck.com

OneNeck offers an alternative to investing in your own data center and operations facilities. Instead of building and staffing a data center, you can use OneNeck's facilities to lower operating expenses, reduce capital expenditures and decrease the time it takes to accomplish your IT goals. You can deploy solutions faster and scale your requirements as needed.

Our data center solutions span a wide spectrum, including:

- IP Connectivity
- Co-Location
- Disaster Recovery
- Managed Security
- Remote Monitoring
- Managed e-Mail/Applications
- Fully Managed & Hosted IT Environment



OneNeck Ranked No. 1
ERP Management Outsourcer
by the Black Book of Outsourcing
Three Years in a Row!

We offer flexible solutions that allow you to meet your technology challenges. You determine the extent to which you maintain ownership of the technical environment we manage. You choose whether to own your hardware, use OneNeck's hardware, or any combination of the two.

When it comes to providing reliability, you can trust your data operations to OneNeck. Because we've deployed stringent policies and procedures based on the industry leading ITIL (Information Technology Infrastructure Library) best practices, we're able to guarantee system availability at levels among the highest in the industry. In addition to the most advanced technologies, expert technical staff and industrial grade facilities, our impressive track record creates customer peace-of-mind.

- 1000+ days of uninterrupted power maintained by OneNeck Data Centers
- 99.99% guaranteed network uptime available with select service levels
- 20 million SPAM emails stopped at OneNeck's network border in the past year

- 0 enterprise-level failures – OneNeck guarantees system availability levels among the highest in the industry
- 100% guaranteed coverage by trained IT professionals 24/7/365

INDUSTRIAL GRADE ENVIRONMENTS ENGINEERED FOR MAXIMUM PERFORMANCE

We designed our data center for optimal management and operation of comprehensive information technology solutions. We incorporated industrial grade environmental systems to minimize risks from electrical power failure, fire, water damage, acts of nature, and unauthorized access.

The OneNeck data center houses the most advanced and dependable technologies, systems and experts, including:

- **Physical Facilities (Power and Cooling)**
 - 10,000 sq. ft. of 12" raised flooring with forced air cooling/environment control
 - 110 tons of climate control via five HVAC units
 - Dedicated city provided power transformers for data center separate of the building
 - Separate A and B power grids fed by redundant inverters
 - Power system protected by dual redundant on-site generator and battery back-up system
- **Physical Facility (Security, Layout and Fire Control)**
 - Dry pipe fire suppression system with heat and smoke detectors in the sub flooring
 - Sub flooring water detection system
 - Physical security system with card access and digital CCTV monitoring/logging
 - Strict cable management and unique cable identification control for ease of troubleshooting
 - Centralized KVM stations for ease of access to the consoles of each server/device for administration
- **The Network**
 - Redundant separate fiber paths provided by tier 1 carriers into the facility
 - Redundant Internet connectivity from tier 1 providers including Time Warner, Qwest, AT&T and Global Crossing (via Limelight)
 - Redundant core, distribution and access layer networking via gigabit fiber for stability and service reliability
 - 99.9% or available 99.99% network and support services uptime guaranteed

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■ Network and System Security

- Comprehensive Intrusion Detection System (IDS) with custom redundant firewalls for each customer's virtual network allows for custom firewall rule sets for every customer environment
- Monitoring system with external notifications of server/service failure
- Server network connectivity of no less than 100 mbps with 1 and 10 gbps options
- 24/7 maintenance of the server hardware with on-site N+1 hot spare hardware

■ Data Center Solutions Operations Team

- All server environments are monitored and managed from our Network Operations Center (NOC) and customers are provided with online access to metrics reporting
- Highly qualified team of professionals to service our customers
- Strength in optimizing diverse technologies
- List of supported technologies grows every week

■ Technical Support Helpdesk

- 24/7 access to team of technology experts ready to troubleshoot any issues
- Industry best practices managed by ITIL-certified professionals
- Get a "Live Voice," not a machine when you need it
- End-user customer care and expert-to-expert service

PROVIDING THE SAFEST ENVIRONMENT FOR YOUR BUSINESS CRITICAL IT OPERATIONS

We have built our data center and network to be self-healing with minimum single points of failure. At the points where failure risk is most critical, we have installed enterprise-level fault-tolerant systems.

Our facility adheres to strict environmental controls for air handling, temperature and humidity levels. Fire detection and suppression systems are integrated into the facility infrastructure to ensure the highest levels of protection. Our enhanced security measures include an unmarked, fully hardened building with external and internal controlled access.

High availability and redundant telecommunications connectivity to the facility provides broadband throughput to the Internet and all wide area service providers. This telecommunications infrastructure allows us to offer a wide variety of connectivity solutions and alternatives for customer access to their computing resources.

In addition to our ITIL best practices, OneNeck completes a comprehensive third-party examination for a SAS 70 Type II certification each year. This certification audit ensures OneNeck's specific control objectives are appropriately designed and functioning. As a result, we're well qualified to help our customers report on their internal controls and meet Section 404 of Sarbanes-Oxley requirements.

Your business requires reliable IT systems for a variety of business operations; from back-end accounting programs, to mission-critical applications like e-mail, to customer-facing technologies like your Web site. With already-stretched IT budgets and limited IT resources, your staff is taxed daily to fully ensure the security and availability of your existing systems, leaving no room to implement new high-value systems.

"If we would have tried to establish our own IT systems, create a help desk, roll out servers and racks, and administer and manage the systems and applications, it would have been very costly in terms of our people's time. You trust your legal issues to lawyers and let accountants handle the books. It makes sense to do the same for your IT systems. We choose to let professionals handle our computers, ensuring data integrity and network security."

OneNeck has created highly-efficient solutions to these challenges by leveraging our state-of-the-art Data Centers. Plus, our technical experts use highly-automated technology to manage and proactively maintain your IT systems. This winning combination allows your company to save money, access best-of-breed technologies, and focus more on your strategic IT goals. And that all boils down to a significant competitive advantage.

For more information contact:

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