

 Austin, Texas

# Austin Data Center

## Benefits



### Performance that raises the bar

We offer a 2N 825 kVA UPS system with multiple redundant power distribution paths to give you performance that raises the bar.



### Superior network and cooling

Top network providers have diverse underground entry points into the data center. Additionally, a fully redundant cooling system with 288 tons of capacity.



### Your satisfaction is guaranteed

We have enough confidence in everything we do to offer our customers a 100% satisfaction guarantee, as well as a 100% SLA for power, bandwidth and network services availability.



### Local teams deliver expert service

Our dedicated, local staff of trained engineers helps maintain uptime through remote hands capabilities, ticket tracking, event notification and more.

## The Total Package for Perfect Data Storage

With 7,519 square feet of raised floor, the Austin data center features fully redundant UPS power equipment, in addition to an energy efficient cooling system with capacity to keep the most demanding environments cool. But we know that technology alone is not enough to make an outstanding data center. Our local engineers and service staff are experts in running data centers. This means your mission critical data is always available

## Why Texas?

ViaWest is committed to keeping your infrastructure fully operational and constantly connected through high- capacity network access via fiber optic telecommunication carriers. Texas is an ideal location, situated in a region with a humid, sub-tropical climate free from natural disasters such as hurricanes and earthquakes. You gain access to a competitive regulatory environment with a low tax burden and the third highest percentage of metro private sector job growth in the country according to The Business Journal.

In 2013, ViaWest was named one of the Best Places to Work in Texas by Texas Monthly, the Texas Association of Business (TAB), the Texas State Council of the Society for Human Resource Management (TSC- SHRM) and Best Companies Group.

# Austin Data Center Technical Specs

<b>Space Options</b>	<ul style="list-style-type: none"> <li>» 7,519 square feet raised floor</li> <li>» Private suites and cages</li> <li>» Unit level-available in full and half cabinet increments</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>» 24x7 access via dual factor authentication</li> <li>» Monitored security cameras</li> <li>» Power delivery, generator and diesel fuel infrastructure maintained and under 24x7 surveillance</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>» ViaWest has a dual-standard SSAE 16 and ISAE 3402 Service Organization Control (SOC) 1 Type II, SOC 2 Type II, and SOC 3 reports covering each of ViaWest's data centers to include operations, policies and procedures, and physical and environmental security controls. ViaWest also has facility-specific PCI and HIPAA compliance reports for physical security and information security policies. ViaWest enables businesses to become compliant in the Financial, Healthcare and Federal industries that require regulatory authority of PCI DSS, HIPAA, FISMA, NIST 800-53 and ITAR standards. Additionally, ViaWest annually registers its adherence to the US-EU Safe Harbor Privacy framework</li> </ul>
<b>Fire Detection and Suppression</b>	<ul style="list-style-type: none"> <li>» Certified data center smoke detection system</li> <li>» Dual interlock pre-action dry pipe sprinkler system</li> <li>» Clean agent fire extinguishers placed throughout the facility</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>» A and B source power circuit delivery capabilities</li> <li>» 480 Volt Utility Power Feed on Austin's reliable downtown grid</li> <li>» 1.4 Megawatt diesel power generation capacity</li> <li>» 1100 gallon diesel fuel supply</li> <li>» Automatic power switching</li> <li>» 825 kVA UPS system capacity</li> <li>» Redundant battery strings</li> <li>» Multiple redundant power distribution paths</li> <li>» Branch Circuit Monitoring System</li> </ul>
<b>HVAC &amp; Environmental Design</b>	<ul style="list-style-type: none"> <li>» 288 tons of redundant cooling capacity</li> <li>» Anti-static raised flooring with designated cable runs and cooled air delivery</li> <li>» Hot aisle/cold aisle configuration</li> <li>» Fully cabled for typical customer applications</li> </ul>
<b>Network</b>	<ul style="list-style-type: none"> <li>» Multiple redundant fiber optic telecommunication networks delivered via Telcordia/Bellcore standards with diverse conduit and entrance facilities</li> <li>» Telecommunications services available with capacity ranging from T1 to multiple OC192</li> <li>» Ethernet services available from 5 Mbps to multiple 10 Gbps</li> </ul>
<b>ViaWest's Technical Assistant Center (V-TAC)</b>	<ul style="list-style-type: none"> <li>» Single point of contact for all technical support needs for all remote calls</li> <li>» 24x7 experienced TAC support engineers available remotely</li> </ul>
<b>Local Data Center Support Teams</b>	<ul style="list-style-type: none"> <li>» On location data center technicians (first responders &amp; remote hands)</li> <li>» All physical entry, environmental, power &amp; networks monitored real-time</li> </ul>