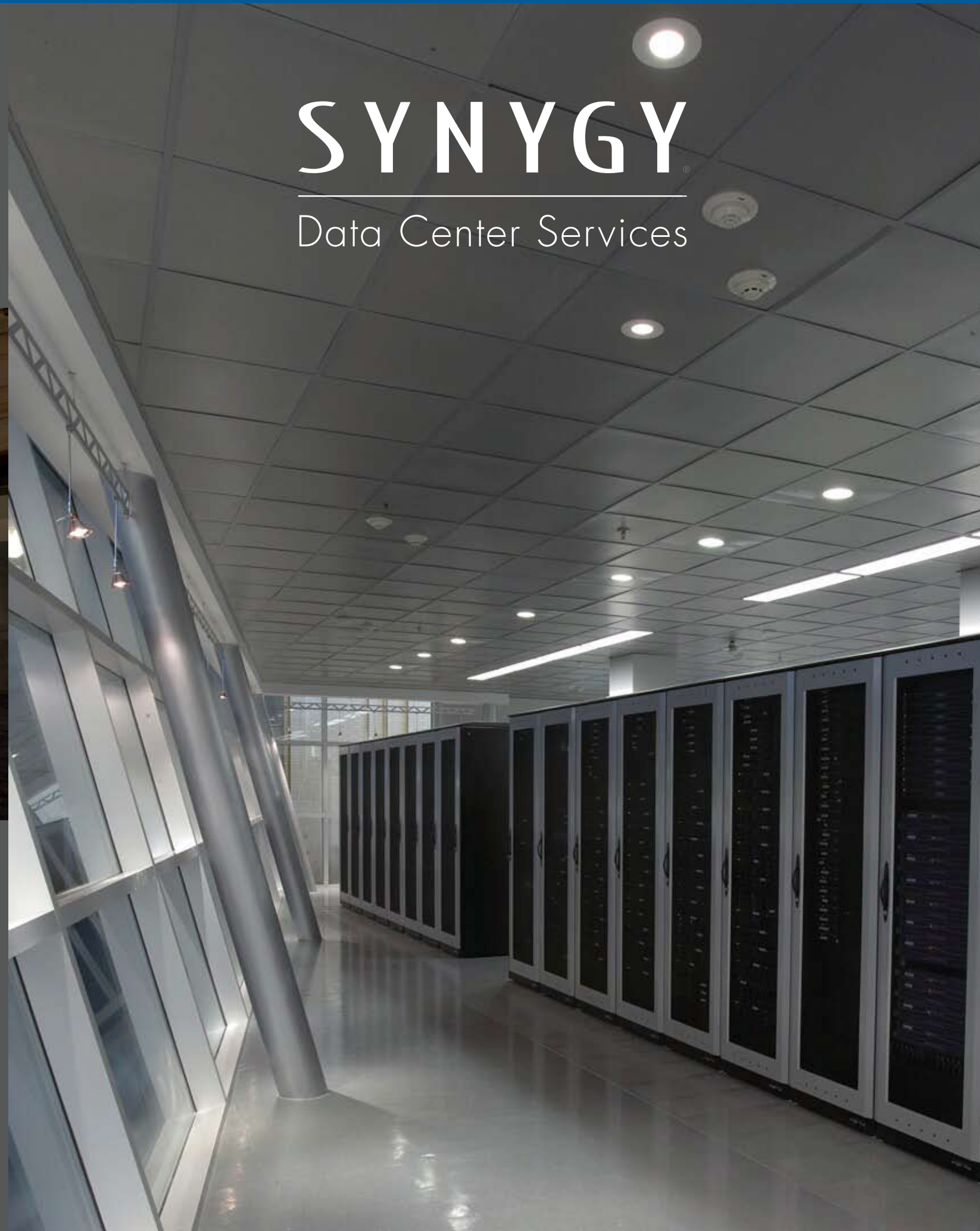


SYNYGY[®]

Data Center Services



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Synogy Data Center

Synogy's new, state of the art data center provides a highly scalable environment with a fault tolerant design. The data center is conveniently located south of Philadelphia near the intersection of Routes 95 and 495, and is easy to get to from Delaware, New Jersey, and eastern Pennsylvania.

The facility is situated in a former electric power plant that was built in 1917. Transformed into a modern office complex between 2001 through 2005, the ornate and massive concrete and brick building has truly stood the test of time. The data center is located securely in the interior of Turbine Hall, a room the size of a football field with six foot thick walls and a 100 foot high ceiling. It was engineered by Syska Hennesy Group and designed by Hillier Architects, and its first month of operation was in June of 2005.

Fault Tolerant Design and Support

The entire facility was built to provide maximum uptime for critical applications. This was incorporated into the initial construction phase and continues to be supported today. The entire system is designed to withstand component failure and to stay operational through regular maintenance or upgrade processes—so you can be assured your applications will keep working right through whatever problems arise. A backup diesel generator and 3,000 gallon fuel supply is on hand to keep your applications working during periods of extended outage.

Ongoing maintenance and support by certified specialists keep each system and piece of equipment in top condition. From top to bottom, our focus is on the highest possible standard of availability.

Data and Internet Connectivity

Our data center is serviced by various carriers, providing you with a blended, burstable, high speed connection to the Internet. This offers you highly reliable and scalable service, along with:

- multiple data pathways to the building
- single mode and multimode fiber access paths from the main building DMARC
- copper pathways from the main building DMARC are also available
- option of having the carrier of your choice come directly into our facility

Backup Data Center

In addition to our main data facility, we offer hosting space in our backup data center. While not as large, it offers many of the same amenities of our main data center. In the event of a regional emergency, it is located a safe distance away, yet close enough to be supported with the same resources.

In addition to redundant power and cooling at our backup data center, both data centers are connected by high speed fiber. This enables you to physically separate your servers but logically keep them on the same network.



Power, Cooling, and Fire Protection

The data center is designed to meet the most demanding requirements for power and cooling:

- each rack enclosure is allocated up to 5.7 kW of usable electrical power, which is roughly equivalent to three 120v 20 amp dedicated circuits (208v 3 phase power)
- the data center is designed in a standard hot/cold aisle layout
- cooling is provided by N+1 fault tolerant Liebert computer room air conditioners
- the plenum sits under an 18" raised floor
- high capacity air flow grates are used to meet the cooling requirements of high performance servers

Fire safety is provided by FE 25 gas supported by a pre-action dry pipe system. Each zone is isolated to further reduce the possibility of a false alarm or harm to the computer systems in the case of a true emergency.

Security and Auditing

The data center has multiple zones of varying security levels enforced by the following systems:

- security cameras
- card reader access
- locked individual data cabinets
- card reader access to each cabinet (optional)
- access to the building guarded 24x7

Audits are performed on a regular basis to ensure compliance and adherence at or above industry standards, such as SAS 70 and ISO 17799/27001. We also adhere to regulatory privacy scrutiny (e.g. HIPAA & GLBA). Altogether, you can be assured that access to your hardware and data is limited to only authorized personnel.

Additional Services

In addition to standard services, we offer an array of managed services that comprise anything from remote hands to fully managed services. You can leverage Synogy's experience supporting hosted applications for over the past decade, along with the skills and knowledge that come with supporting an IT network that spans three continents. We offer the following value-added services:

- engineering and networking design
- security setup and managed firewall
- software installation
- hardware, parts supply, and emergency repairs
- disaster recovery planning, supplemental work, and testing
- backup services
- tape storage (onsite and/or offsite)
- voice over IP telephony (VoIP)
- international data connectivity
- international video conferencing
- other services are available upon request

Technical Specifications

- power feed: 120/208v 3-phase
- rack enclosures: 44U (84" high x 24" wide x 42" deep)
- 18" raised floor
- fiber or copper delivered to each rack
- high flow cooling grates
- hot/cold aisle cooling design
- cooling system designed to support 5.7 kW of power per rack
- multiple and diverse data paths into the building
- 3,000 gallon backup fuel tank (provides 72 hours run time)
- FE 25 fire suppression with pre-action dry pipe system

Leveraging Synogy's data center infrastructure and global data center operations staff, Synogy can craft a solution to meet your unique needs.

For more information and to schedule a tour of the facility, contact us at hosting@synogy.com or 610-494-3300 x7026.