



# vCLOUD SERVICES



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Virtual Tech offers competitive pricing on vCloud hosted services at our world class Tier 4 data centre facility fully equipped with redundant power, cooling, internet connectivity and provides all the security requirements expected from a facility of this nature.

Virtual Tech uses best of breed hardware and software encompassing Cisco, Citrix, HP, IBM, Microsoft and VMware.

Virtual Guard 24/7 provides around the clock monitoring and alerting for your hosted service, allowing our Virtual Guard Technical Agents to provide proactive problem prevention and resolution.

Our Virtual Guard Technical Agents each have over 10 years experience in the field, fully certified and always available, ensuring that you and your hosted services are online and in safe hands.



## POWER

Virtual Tech’s service provides a robust power infrastructure with the highest level of reliability. The data centre facility provides a minimum N+1 redundancy for every power system, delivering the highest level of uptime availability to our customers.

Our Uninterruptable Power Supply (UPS) system prevents power spikes, surges, and brownouts while redundant backup diesel generators provide additional fuel to keep the data centre powered up in the event that the public utility fails. The entire electrical system has built-in redundancy to ensure continuous operation.

### Monitoring Support

Using the data centre proprietary automated telemetric systems and Virtual Guard 24/7, our Virtual Guard Technincal agents can monitor all power system components from within the data centre or even from a remote location. This allows them to respond to any situation our threat rapidly.

### SPECIFICATIONS

AC and DC raceways with 2N distribution

AC power delivery via redundant UPS systems with generator back-up

48 hours worth of generator fuel and contracts with multiple fuel providers

Isolation K factor transformers used for 480 volt UPS to 208/120 volt. K factor of K20

DC system fuse/breaker protection; 48 volt delivery via distribution fuse/breaker panels

## COOLING

As demand for power and cooling continues to increase, the state-of-the-art Heating/Ventilation/Air Conditioning (HVAC) system in our data centre is a key feature of the premium infrastructure.

### Redundant HVAC

The data centre is designed with a robust HVAC system to provide stable air flow, temperature and humidity for equipment operation. To minimize downtime due to equipment failure, all major equipment in the HVAC system is deigned with a minimum of N+2 redundancy and back-up generators to provide additional protection for customer operations.

### A REPRESENTATIVE COOLING SYSTEM AT OUR DATA CENTER INCLUDES THE FOLLOWING:

13,652 BTUH per cabinet

Six (6) condenser pumps

Six (6) 750-ton centrifugal chillers

Six (6) cooling towers

Six (6) variable primary chilled water pumps

24 air handling units in the colocation area



### FIRE DETECTION AND SUPPRESSION

The data centre is constructed with cutting-edge fire detection and suppression systems that limit the potential for damage in the event of a fire. Key features of the fire detection and suppression system include:

\*Multi-zoned, dry-type, double-interlock pre-action fire suppression system

Laser-based Very Early Smoke Detection Apparatus (VESDA)

\*Zoned, gaseous based fire extinguishing system

Dual alarms (heat and/or smoke) activation

\* varies by location

### FLOOD CONTROL \*

The data centre is built above sea-level with no basements and have the following flood control features to ensure that, in the event of a flood, equipment damages is minimized and and/or prevented:

Tightly sealed conduits

Drainage/evacuation systems

Moisture barriers on exterior walls

Moisture detection sensors

Dedicated pump rooms

### EARTHQUAKE

Where seismic risk exists, structural systems at the data centers meet or exceed seismic data design requirements of local building codes for lateral seismic design forces. Equipment and non-structural components, including cabinets, are anchored and braced.

### PHYSICAL SECURITY

The physical security at the data center is one of our highest operational priorities. Each data centre utilizes an array of security equipment, techniques, and procedures to control, monitor, and record access to the facility, including customer cage areas.

All areas of the data centre are monitored and recorded using CCTV, and all access points are controlled. Every data centre is staffed with 24-hour security officers to augment physical security features, providing financial-grade protection of your mission-critical Internet operations.

Visitors are screened upon entry to verify identity, and in shared situations, escorted to appropriate locations. Access history is recorded for audit by customers, as needed.

#### SECURITY FEATURES

On-site security 24x365

Bullet Resistant Protection

All doors, including cages, secured with biometric hand geometry readers

Vehicle protection devices

Kinetic locks on all closed cabinets

CCTV integrated with access control and alarm system

Colocation and Critical IBX areas have window-less exteriors

Motion-detection for lighting

CCTV digital camera coverage of the entire center, including cages, with detailed surveillance and audit logs

Equipment check upon arrival

Shipping and receiving area walled off from colocation areas.



### COLOCATION SPACE

Our industry-leading team of technical experts has configured some of the most complex data centres installations imaginable. Our customers rely on us to recommend cages and suites that meet their requirements for physical security and power usage. All cabinet locations are engineered with direct access to the data distribution system to allow quickly deployable interconnections at any speed or media type.

#### Cages and Suites

Private and shared cages are configured with cable distribution systems, dual AC and DC power distribution raceways, and anonymous cabinets (individually locked if necessary). Private and shared suites are also available at select locations providing a customized area that is fully enclosed with solid partitions.

#### Cage Access and Security

All shared and private cage/suite areas are equipped with security cameras, biometric hand geometry readers, and individually locked cabinets (upon request). Cage/Suite access histories and configurations are compiled and are available for audit.

#### Cabinets

With the increasing power requirements of today's technology, high-power density configurations are critical to information-driven businesses. Our customers look to us to configure cabinet and racking solutions that maximize their power usage and heat dissipation. Customers can choose from standard cabinet offerings or can elect to use cabinets or racks of their choosing provided they meet the data centre engineering specifications.

### VIRTUAL WORK SPACE

Virtual work Space is an infrastructure solution that allows customers to deploy mission-critical operations, equipment, and personnel within the data centre. Virtual work Space is designed to provide our customers with non-cage space within, or in close proximity to, our data centre. These units are designed to support 24-hour operation centres and/or storage depots for equipment or part replacements.

#### Your Operation Center

Virtual work Space is designed for comfort and functionality. Users can share numerous data centre amenities, including conference rooms, bathrooms, kitchenette, break-room, and use of faxing and copy services.

#### VIRTUAL WORK SPACE SPECIFICATIONS

Multiple AC power supply circuits

Cutting-edge environmental support systems

Highly sensitive security control systems, similar to the security found throughout our data centers

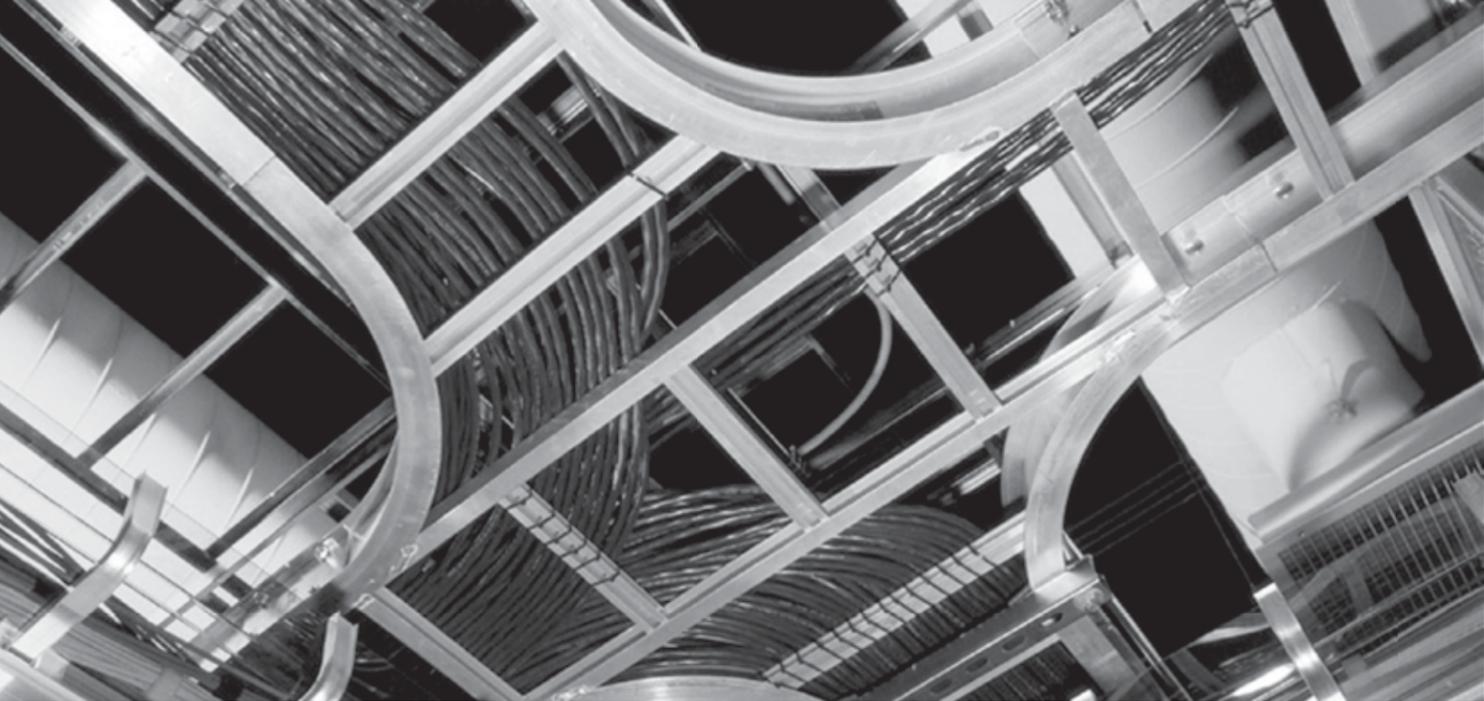
Multiple, redundant UPS-protected power circuits with generator backup available upon request

Smoke detection units, fire suppression systems, customer-operated environmental control

Biometric hand-geometry scanners, and tightly controlled customer access via a security lobby with an intricate, interlocked mantrap system

Standard cross connects

POTS service, via a shared cable tray



### VIRTUAL GUARD 24/7 SUPPORT

Virtual Tech prides itself on a “no queue, no voicemail” policy, giving you direct telephone access to our Virtual Guard Technical Agents and Subject Matter Experts at our NOCC. Meaning your technical issues, no matter how big or small, are dealt with professionally and promptly.

Virtual Guard Support includes a remote, 24/7/365 Early Warning System designed to alert organisations to issues with their IT systems before they turn into problems affecting business productivity based on the principle of proactive problem prevention. Virtual Guard helps maximise system uptime and keep your hosted infrastructure running smoothly. This is achieved through predefined metric alerting and our Virtual Guard Technical Agents continuously monitor your servers and infrastructure at our Network Operations and Control Centre (NOCC).

### VIRTUAL HANDS

Trough our Virtual Hands services, Virtual Tech is able to offer clients intelligent assistance for remote management, installations and troubleshooting of equipment.

## CONTACT

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