

DATA CENTER OVERVIEW

ITX operates six data centers around the world providing maximum availability and maximum security of your data, including Rochester, NY (2), Stanford, CA, Chicago, IL, Seoul, Korea, and London, England. Our central facility in Rochester, NY is one of the the most advanced in the country. With multiple connections to the internet, including two physically redundant routes, fire suppression systems, power reserves, and security features like hand scanning technology and security guards on-site at all times—you can be sure your data is both protected and available.

Central Facility

The Frontier CyberCenter is a fault-tolerant facility built for Zero downtime, ensuring that your backup is not interrupted by equipment bottlenecks, failures or unforeseen disasters. From the fully redundant power supplies, fire suppression and HVAC of our building infrastructure, to the redundant routers in our network architecture, to the self healing SONET network that provides internet access, your mission critical information is secure.

Building Construction

- Ramming ballards protect the building exterior from vehicles
- Reinforced concrete walls and no outside windows protect the building interior
- Enclosed cabling throughout the facility
- Located on the first floor of a controlled access, multi-story building
- NEBS compliant – stringent Network Equipment Building Standards set by the telecom industry

Internal Network Redundancy

- Two Cisco 12000 Gigabit routers equipped with Hot Standby Router Protocol for full redundancy.
- Four fully redundant Cisco Catalyst switches provide survivability and traffic distribution throughout the CyberCenter network.

Fire Suppression

- Laser sniffers identify environmental changes (heat, smoke, etc) to prevent fires before they happen
- FM 200 fire suppression suffocates flames, protecting employees and preventing equipment damage

Security

- Ten surveillance cameras outside of the building
- 83 surveillance cameras inside the building with 30-day storage and retrieval
- Key card entry to the building. Photo ID required
- Security guard behind bulletproof glass and roving security guard
- Sign-in at security desk
- Man Trap before entering facility
- Key code entry to facility
- Biometric hand scanner entry to server farm
- Locked cages and racks with key code entry

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Monitoring

- Conducted 24/7/365 by technicians located at our Network Operations Center (NOC)
- Ping tests are performed to verify the server presence. Capable of remotely e\re-booting each server
- HTTP tests are performed to verify the availability of an IP address
- Customer inbound and outbound traffic is measured every 5 minutes using SNMP
- Network traffic and peering arrangements are monitored. Facility monitoring tracks changes in the environment (fire detectors, HVAC) and power supply