

## IT Support (UK) Ltd – Website Hosting Services

### Datacentre

UK Datacentre located in Maidstone  
150,000 sq ft total size  
Office space available on standby or dedicated DR use  
Meeting rooms and showers  
On-site Satellite Farm/Earth Station offering bespoke up-link  
Licensed restaurant plus 24 hour vending

### Facility Security

A secure centre, within a secure site  
Physical security include fencing and entrance barriers to all boundaries  
24/7/365 manned and patrolled external security  
Centrally controlled access system recorded, logged and audited  
The Datacentre is protected by an isolated Card and Pin combination  
Both the site and the Datacentre have independent Infra Red CCTV  
A full motion detection system covers the data floors  
Data rooms and suites are separate locked areas within the Datacentre  
Security systems are linked to our sophisticated central building system

### Power Infrastructure

N+1 UPS resilience, 2N+1 is achievable for dual power racks  
Automatically activated diesel generators with priority refueling contracts  
Highest availability, modular, decentralized parallel architecture  
'On-Line' design for zero interruption during power-fail  
Full system monitoring and automated self-diagnostics  
Full UPS chassis by-pass can be achieved without interrupting load  
Twin EDF grid feeds  
Three on site sub-stations  
Almost unlimited power per rack  
Critical SLA's on power provision  
Zero interruption during power-fail

### Connectivity and Bandwidth

10GB Level 3  
10GB NTT  
10GB Atrato Full Routes and Extensive Peering  
10GB 4D-DC full routes from:

- Telecom Italia / Seabone
- Hurricane Electric

10GB LINX  
10GB LonAP  
2GB EDGE-IX  
1GB AMS-IX

#### Via Virgin Media:

Cable&Wireless  
Tiscali  
Global Crossing  
AboveNet  
Level 3

#### Via Netrino UK:

10GB – BT  
10GB – Ask4  
10GB – Janet  
4GB – OPAL