

Facility Description

1. Logistics and Setup

All managed services provided to Clients are initiated from a world class datacenter based in the Research Triangle Park (RTP), North Carolina, USA. All remote connections are secure and encrypted for maximum security and reliability.

All personnel and engineering services are provided either onsite throughout India regardless of Client location and remotely from our offices in Hyderabad, India.

2. Description of data center environment including levels of redundancy

The ANI RTP data center has steel mesh reinforced concrete walls rated to withstand 140 mph winds and N+1 redundancy throughout.

a. Electrical (including available wattage /sq. ft. and utility voltage)

Delivery of power to the data center floor is fully redundant and is handled as follows:

- The design load density for computer equipment in watts per square foot is 150 -175 watts per sq. ft.*
- Primary and optional redundant power circuit(s) is provided for each equipment rack as specified.*
- Each power circuit is connected to a separate power distribution unit (PDU).*
- Each PDU is connected to a separate power distribution panel.*
- Each power distribution panel is connected to a separate commercial UPS with battery backup.*
- Each UPS has a redundant UPS supporting the primary systems electrical load.*
- Each UPS has a maintenance by-pass system allowing a UPS to be isolated while commercial and/or generator power is delivered directly to the data center floor.*
- Each UPS is connected to the 480 volt main commercial power supply with full redundancy by a 1.75 megawatt commercial generator.*
- The generator is coupled to the main power bus by automatic and manual transfer switches which move the electrical load from the UPS to the generator.*
- The data center is on a long term contract with the utility company (Progress Energy) for all monitoring, maintenance and support of the power delivery system (UPS, transfer switching & generator).*
- Main bus current monitoring, generator and UPS system monitoring information is pulled from metering package installed at the bus. Progress*

Energy provides maintenance and support services for power delivery from the commercial power feed through the UPS system and their support operation (Enerwise) provides 24 x 7 monitoring, remote management and emergency escalation services including a 2.0 megawatt emergency generator.

b. A/C including water supply

All HVAC units and cooling controls are dedicated for the exclusive use of ANI's customers and the minimum HVAC capacity is N+1. HVAC units contain redundant compressors and pumps. ANI delivers HVAC via a glycol loop as the primary method and also has a backup environment utilizing dry chiller (exchange units) for an additional layer of redundancy.

ANI's HVAC is monitored via SNMP (Ethernet) for all status and alarms and reported in real time to data center's operations group. Temperature and humidity are monitored from probes and sensors above and below the raised floor in the facility and reported in real time to ANI's operations group at the data center. Dry coolers are monitored by temperature gauges and glycol flow through the system is managed by controls and devices at the cooling tower.

c. Fire Suppression

The primary protection is an Inergen Gas system that provides fire suppression above and below the raised floor of the data center. The detectors have fuses that melt at 165 degrees before Inergen will release.

The secondary protection is a dual pre-action dry pipe over-head fire suppression system as required by fire code. The detectors overhead have fuses that melt at 165 degrees in head of sprinkler before releasing water. Pre-action valves are zoned for different areas of the facility and compressed air is in the system at all times.

Both fire suppression systems have preventative maintenance and inspection contracts in place to ensure performance meets ANI and local fire code specifications.

d. Available floor space including floor loading rating (lbs/sf) and raised floor height

- ANI's RTP data center has 15,850 square feet of 18" raised floor data center space with additional options on 32,000 square feet of space.*
- ANI's Raleigh downtown data center has 7800 square feet of space*
- ANI's North Raleigh data center facility has 2200 square feet of space*

e. RFI shielding

The cabinets used by ANI are shielded for minimal EMI/RFI emissions. Customers with devices that emit an unacceptable amount of EMI/RFI are required to provide an enclosure to accommodate their environment.

f. Floor grounding

Yes, the datacenter raised floor area is grounded.

3. Description of telecommunications infrastructure including levels of redundancy

ANI data center has SONET connections with dual points of underground entry with the following providers:

- *AT&T/Bellsouth*
- *Time Warner Cable*
- *Time Warner Telecom*
- *Telcove/Level 3*
- *Verizon Business*
- *Progress Telecom*
 - *Embarq*
 - *Sprint*
 - *MCI/UUNET (Legacy)*
 - *Madison River*
 - *DukeNet*
 - *Others*

4. Description of shared vs. dedicated resources including floor space, electrical, HVAC, network, etc.

All primary infrastructure resources are dedicated to ANI's customer base (redundant UPS, fully meshed network, fire prevention system, etc... All cabinet(s)/cage/suite in the data center are secured as follows;

- *Cabinets are fully enclosed and the front and back doors utilize combination locks for additional security.*
- *All cages have a sliding entry gate with a combination lock for additional security. Fully enclosed lockable cabinets may be placed in a cage for additional security.*
- *In some cases custom suites are provided requiring a proxy card and unique PIN combination to gain access.*

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Customer power circuits are provisioned from power distribution units on dedicated circuit breakers sized in accordance with customers contracted circuit type.

The exterior of the building, all points of ingress/egress, the office space and the data center floor are monitored by digital video cameras with a live feed to the 24x7 staffed on-site operations center and a redundant live feed to a 2nd operations center also staffed 24x7. All video is recorded and retained.

5. Vendor internal network environment including levels of redundancy

See item 6 below.

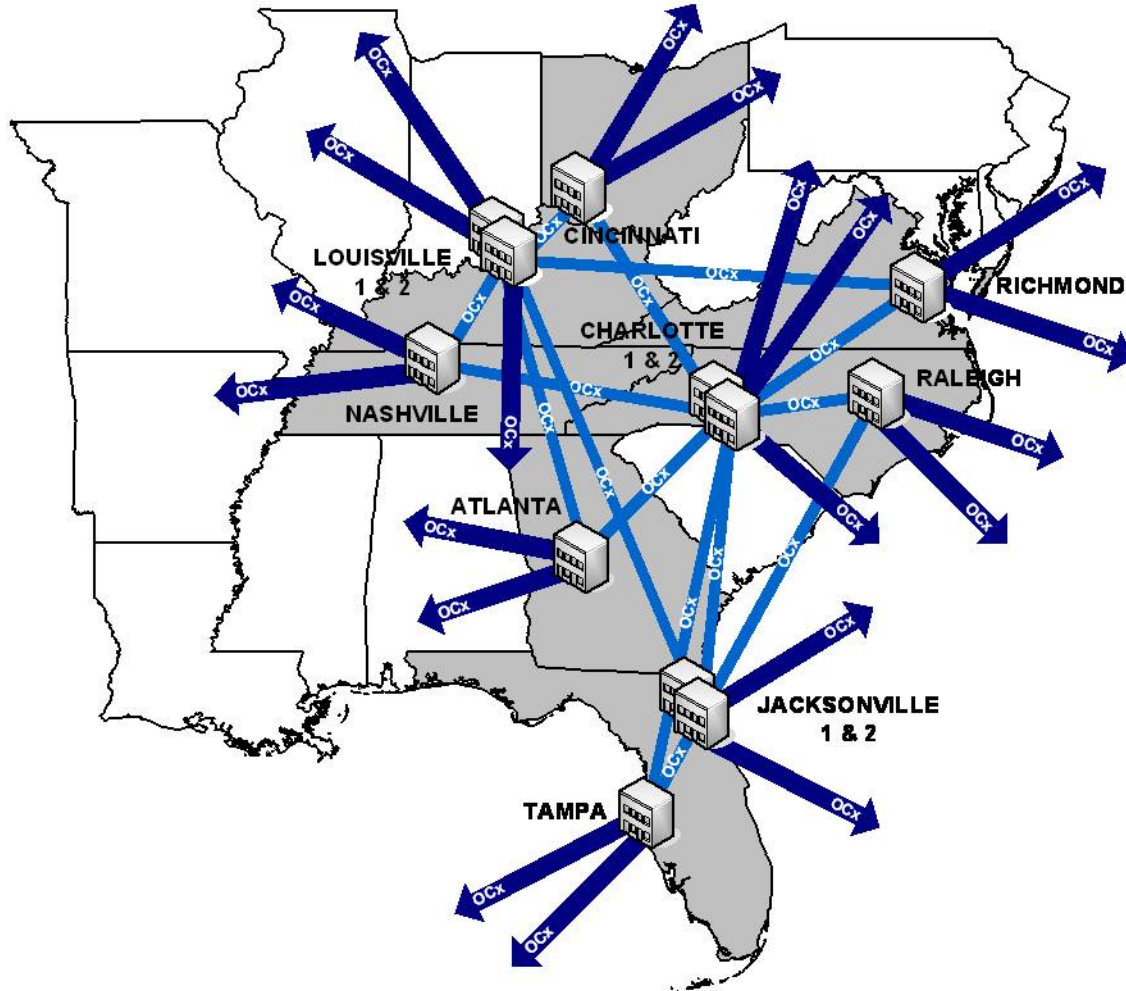
6. Internet environment including levels of redundancy

ANI's fully meshed network (pictured below) utilizes multiple carriers, diversifies the carriers at each individual location and each data center is cross connected with at least two other facilities to prevent a failure by any single carrier from impacting our ability to continue operations.

7. Security Features

- *Biometric fingerprint readers*
- *Card/PIN access*
- *Combination lock cabinets*
- *24x7x365 monitored video surveillance*
- *Motion/vibration detectors*

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ANI offers Internet access via a fully meshed, fiber only network consisting of nineteen (19) separate connections with seven (7) Tier 1 Internet Service Providers (ISPs). All connections are OC-3 at minimum:

- *Level 3*
- *MCI/UUNET/Verizon Business*
- *Qwest*
- *AT&T*
- *XO*
- *Time Warner Telecom*
- *SAVVIS*

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In addition to the above, the RTP data center has the following telecommunications service providers currently installed with dual ingress/egress fiber capability:

- **Progress Telecom (Level 3) – OC-192**
 - Copper or fiber services available
- **Level 3 (Telcove)**
 - Up to 10 GigE single handoff Metro Ethernet, native backbone service at the data center facility
- **Verizon Business**
 - Copper and Fiber up to OC-48
- **BellSouth**
 - Copper or fiber service up to 100 Mbps Metro Ethernet upgradeable to GigE
- **Time Warner Telecom**
 - Copper or fiber service up to GigE Metro Ethernet
- **Time Warner Cable**
 - Fiber up to 100 Mbps Metro Ethernet

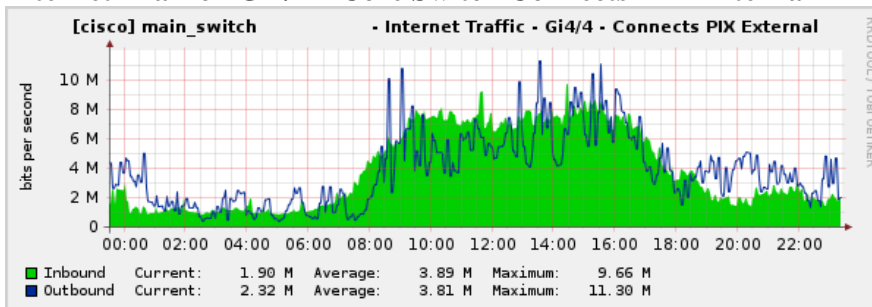
8. Annual downtime due to site

ANI's datacenter maintains 99.999% uptime.

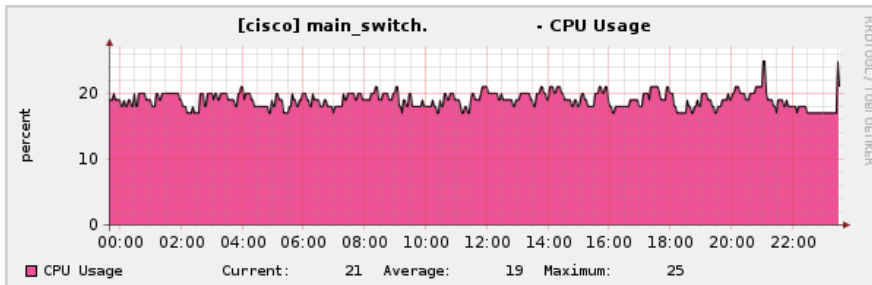
9. AEGIS Remote Monitoring, Asset Management, Intrusion Detection and Prevention

This is a sampling of types of monitoring AEGIS can do. We can customize any device for any type of packet and process analysis.

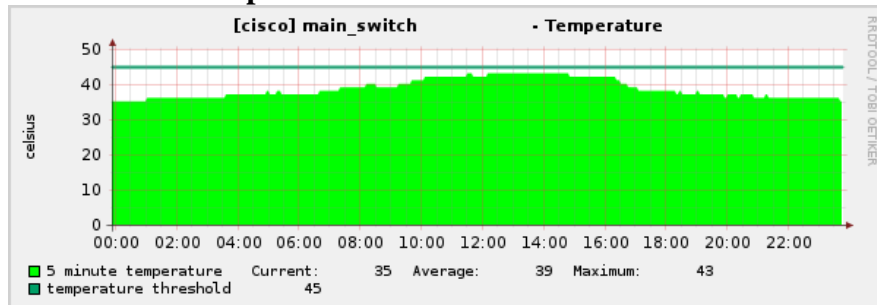
Internet Traffic - Gi4/4 – Core Switch Connects PIX External



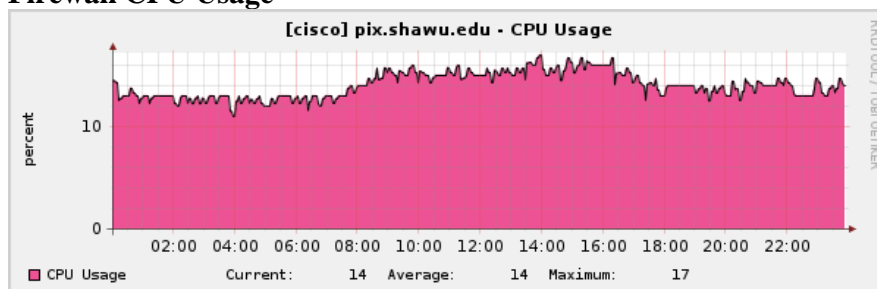
Core Switch CPU Utilization



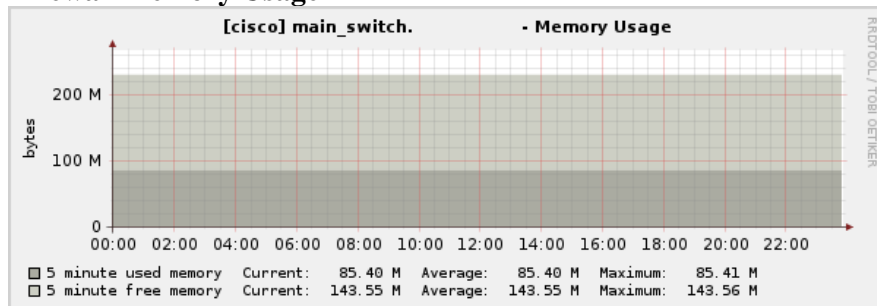
Core Switch Temperature



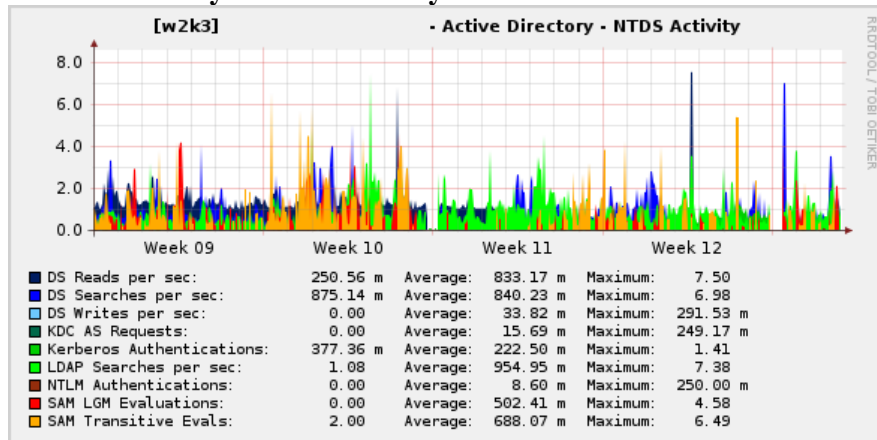
Firewall CPU Usage



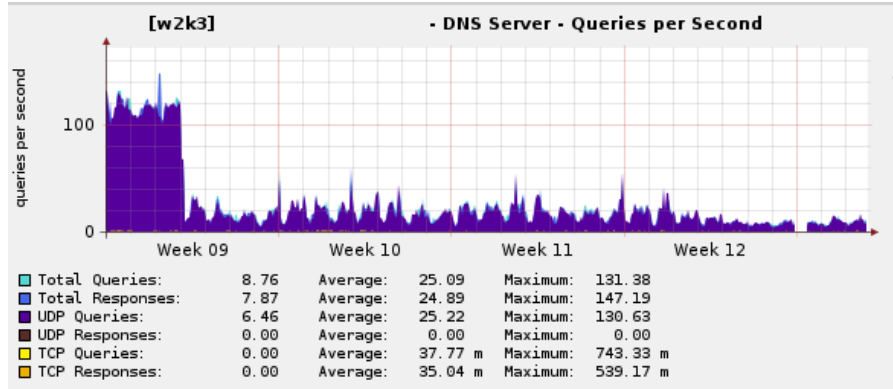
Firewall memory Usage



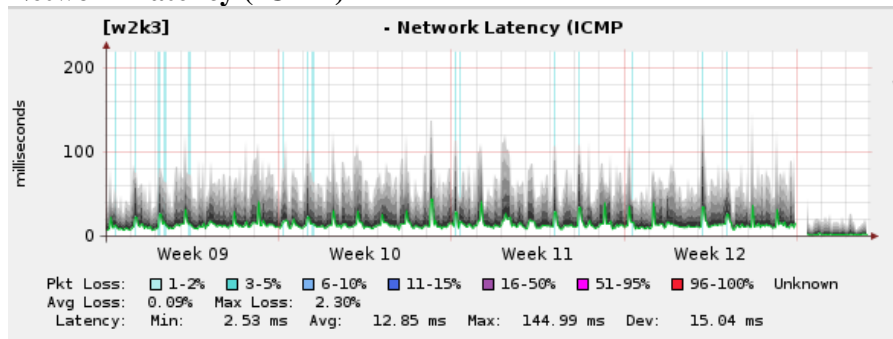
Active Directory - NTDS Activity



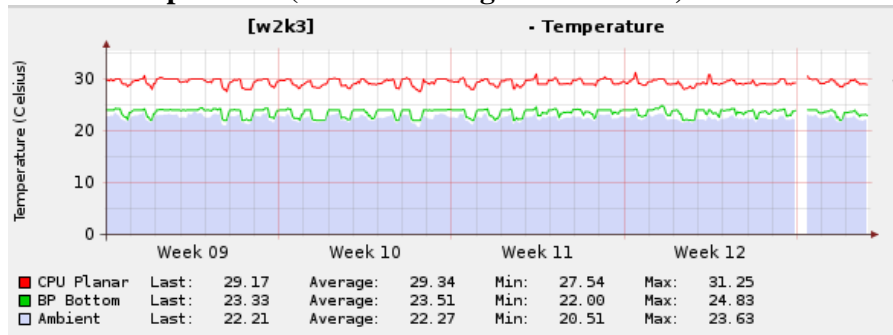
DNS Server Utilization



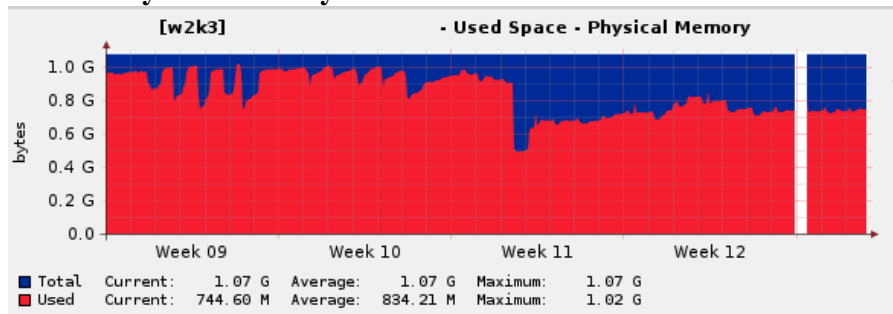
Network Latency (ICMP)



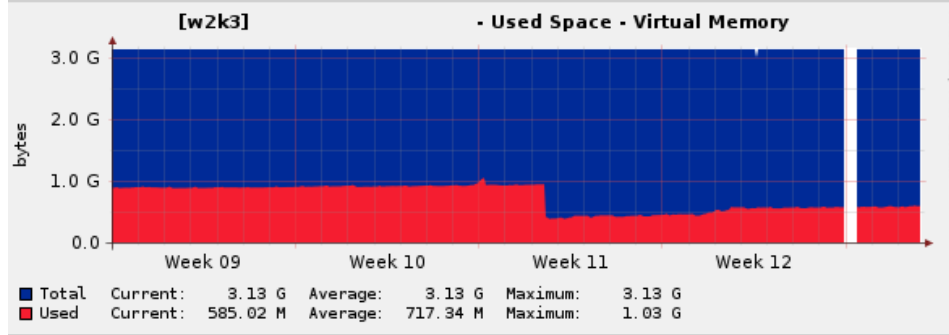
Server Temperature (Dell PowerEdge 1750 Probes)



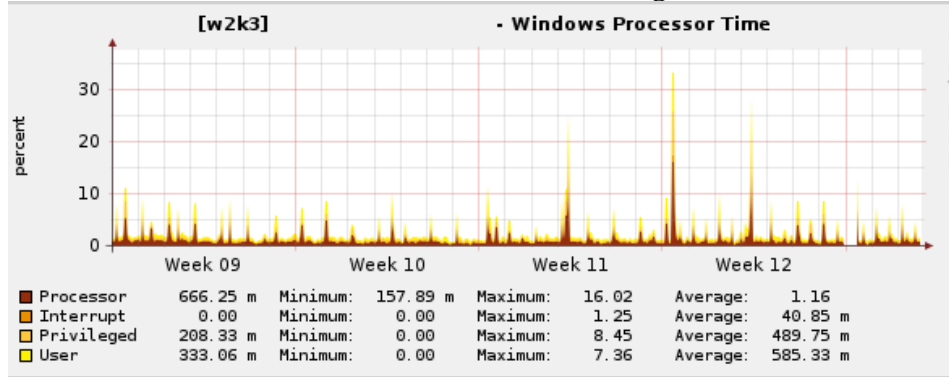
Server Physical Memory Utilization



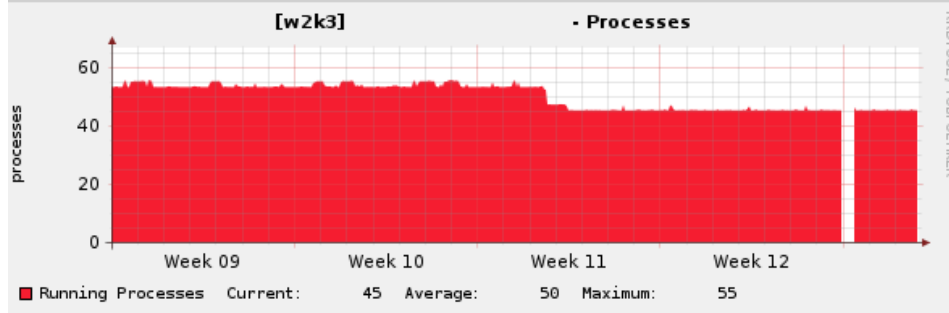
Server Virtual Memory Utilization



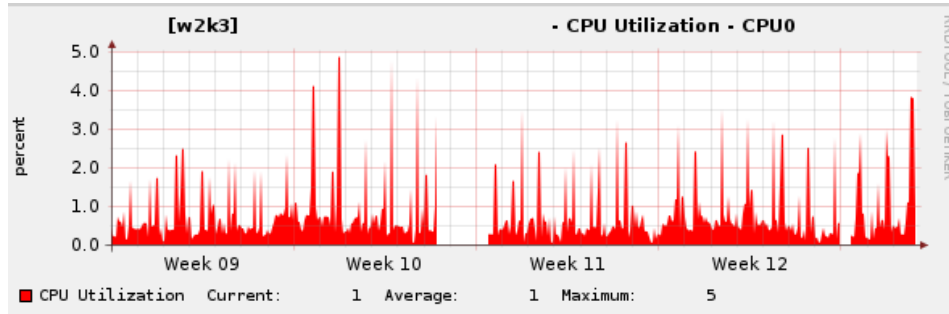
Server Windows Processor Time (Total CPU Usage)



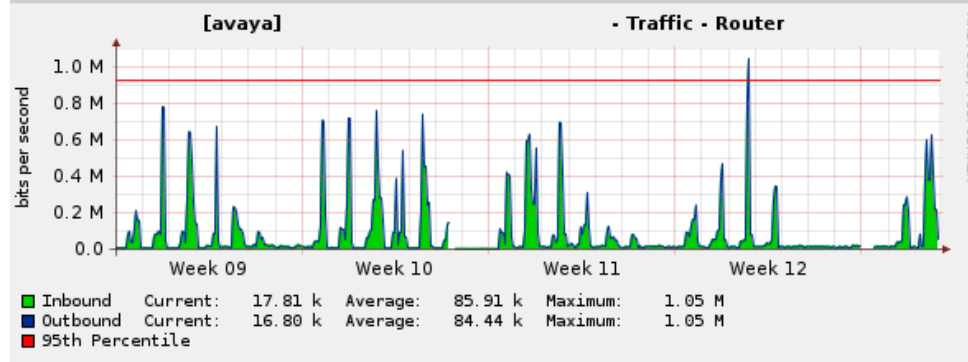
Server Running Processes



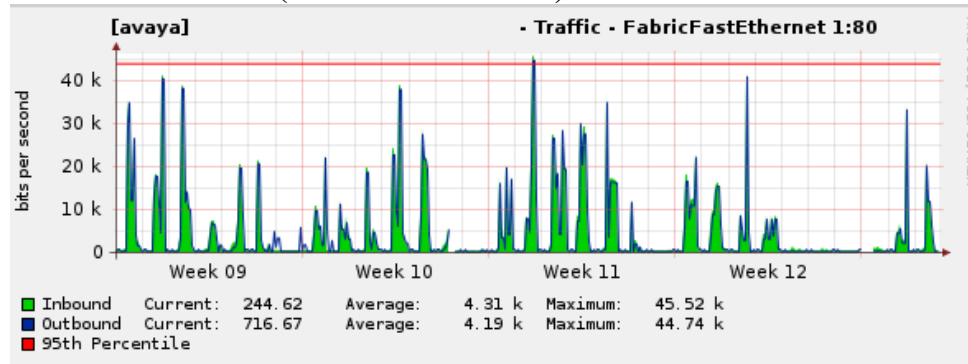
Server CPU Utilization



Network Utilization (Total Routed Traffic)



Network Utilization (Voice VLAN Traffic)



Network Utilization (Data VLAN Traffic)

