



## Power

Power Supplied from 720 KVA Transformer System

Natural Gas and Diesel Generators Provide 850 KVA of Emergency Power

Liebert UPS System Provides 375 KVA of Conditioned Power

High-Availability Power Runs Offer Diverse Power Paths at the Server Level

## Network

Cisco Powered OTNet™ Network Provides Secure and Resilient Internet Connections

High-Availability Network Utilizes Multiple Internet Service Provider Feeds

Redundant Gigabit Network Provides Capacity On-Demand

Private Gigabit Connection for Data Replication to Secondary Online Tech Data Center

## Data Center

Dry Pipe Fire Suppression System with a Double Interlock Pre-action Design

Multiple Levels of Physical Security with Two-Factor Authentication to Gain Data Center Floor Access

24x7x365 Video Surveillance Using 8 Cameras to Record Activity

All Critical Equipment is N+1, with Full Redundancy Across Core Network and Security Systems

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# Ann Arbor Data Center Overview

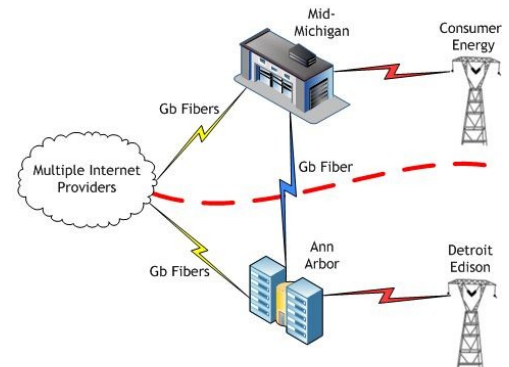
**Michigan's premier Managed Data Center Operator.** Online Tech helps our clients manage their growing IT demand through our highly secure and reliable data centers. We offer a full range of colocation, dedicated server hosting, and managed services for clients in the Great Lakes Region and throughout North America.

**Why use a data center in Michigan?** Our clients benefit not only from the unique separation of our data centers sitting across different power grids but also the geographic benefits of having our data centers located in Michigan. Benefits include:

- the lowest frequency and severity of natural disasters in the nation
- a well-educated workforce with an outstanding network of universities
- lower labor, utility, and operations costs than East or West coast data center providers

**Industry leaders trust Online Tech to ensure their servers are always available.** Online Tech was incorporated in 1994 as one of Michigan's first Internet Service Providers (ISP). In July, 2003, Online Tech was acquired by new owners who made significant investments in data center and network infrastructure to make Online Tech Michigan's largest managed data center company. Since then, Online Tech's management team has positioned the company to win in Colocation, Managed Servers, and Private Cloud Computing Services. Clients choose Online Tech for high security, reliability, service responsiveness, and flexibility for their IT projects.

**The Ann Arbor data center offers a premier location for production or disaster recovery server hosting.** The Ann Arbor data center is located in Ann Arbor, Michigan, with close proximity to major highways, airports, and the University of Michigan. The facility includes 7,500 square feet of 12" raised floor data center area, high availability fiber Internet connectivity, and high availability power and cooling systems. The Ann Arbor data center also offers geographic separation from Online Tech's Mid-Michigan data center, providing diversified utility and network feeds to fulfill objectives of disaster recovery projects.



Multiple power grid feeds, redundant networks, seamless DR and offsite backup

## SAS-70 Type II certified data center.

The SAS-70 certification process includes an in-depth audit of the effectiveness of a Online Tech's internal controls. A SAS-70 Type II audit is very important to companies in the US that are required to comply with the terms of SOX, PCI, and HIPAA guidelines. Online Tech's SAS-70 Type II audit process offers all Online Tech clients the following competitive benefits and assurances that:

- The internal controls within the data center are in place, suitably designed, operating effectively
- Physical data center, server/hardware access, and IT infrastructure is secure
- The data center's control policies and procedures have been audited by an independent third party
- Customer data is safe, allowing businesses to further retain, attract, and build their business



COLOCATION | DEDICATED SERVERS | PRIVATE CLOUD



## SAS-70 Type II

Fully Audited for Effectiveness of Internal Controls

First Data Center in Michigan to Complete SAS-70 Audit for Two Data Centers

Allows for Compliance with PCI DSS, HIPAA, and SOX Regulations

Currently Operating Under SSAE 16 Standards

## Cooling Capacity

Over 120 Tons of Cooling Capacity with Full Redundancy

Heat is Mitigated by a 12" Raised-Floor, 10' Finished Ceiling, and Hot/Cold Aisles

## 24x7 Support

Online Tech Support Technicians Are Available 24x7x365 to Assist Clients with their IT Projects

Online Tech Always Provides a Live Person to Answer Your Support Questions

Fix-before-fail management

Daily monitoring of server status (onsite and offsite), and server disk space/memory

Daily monitoring of backups, including shared storage space

For more information on our private cloud, colocation, and dedicated server offerings, visit us at:

[www.onlinetech.com](http://www.onlinetech.com)



# Ann Arbor Data Center Specifications

Facility	<ul style="list-style-type: none"> <li>Built in 1996, the building is 10,500 sq. ft., with 7,500 sq. ft. of raised floor space</li> <li>Single story, concrete, steel, cinder block, and aluminum building, with a dryvit exterior; in close proximity of road, air, and rail transportation</li> <li>10' finished ceiling, with 12" raised floor data center area</li> <li>All critical equipment is N+1, or fully redundant. Spare parts and maintenance contracts in place for critical infrastructure</li> </ul>
Security	<ul style="list-style-type: none"> <li>Electronic card door access controls, with numeric code authentication</li> <li>Client restricted and controlled access to the colocation space</li> <li>Power equipment, network infrastructure, and network operations equipment are segregated in locked rooms or cages with no customer access</li> <li>8 interior cameras for video surveillance and remote monitoring</li> </ul>
Fire Suppression	<ul style="list-style-type: none"> <li>Dry pipe sprinkler system with double interlock pre-action zoned valve control</li> <li>Fenwall fire, smoke, dust, and subfloor water leak detection systems</li> <li>24x7x365 monitoring of building and environmental alarms</li> </ul>
Electrical	<ul style="list-style-type: none"> <li>720 KVA transformer utility feed, using 5 Liebert 3-phase power distribution units</li> <li>Liebert 225 KVA, and Liebert 150 KVA UPS battery backup systems provide 100% clean and conditioned power</li> <li>Cummins/Onan 500 KVA diesel generator with 30-hour capacity until refueled; 500 gallons of diesel fuel stored onsite in an underground tank</li> <li>Cummins/Onan 350 KVA natural gas generator with unlimited power capacity; connected to utility gas supply</li> <li>All generators are tested and maintained on a regular weekly and monthly schedule</li> </ul>
Cooling and HVAC	<ul style="list-style-type: none"> <li>Over 120 tons of cooling capacity, with Liebert air handlers; N+1 cooling is maintained</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>Gigabit Everywhere - Online Tech's data centers are interconnected with dedicated gigabit fiber - providing an ideal solution for clients that need high speed data transmission between their production and disaster recovery environments</li> </ul>
Network	<ul style="list-style-type: none"> <li>Multiple Gigabit fiber from different providers supply network access to the Ann Arbor Data Center</li> <li>100% Cisco Production Network - dual, redundant Cisco network core routers and network switches deliver a high availability network directly to your servers</li> <li>100% Redundancy - OTNet™ core routers, switches and paths to the Internet are fully redundant with automatic failover to multiple Internet Service Providers</li> <li>Client Isolation - VLAN configuration isolates each client from all other client's equipment</li> <li>All customers are protected with hardware-based firewall services</li> </ul>
Dedicated Servers	<ul style="list-style-type: none"> <li>Dedicated servers with operating system management, patching, and monitoring</li> </ul>
Managed Services	<ul style="list-style-type: none"> <li>OTMonitor™, OTManage™, OTBackup™, OTStorage™, Security, and Rack &amp; Stack</li> </ul>



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