

# MSx Datacenter Solutions



TPx operates seven geographically diverse SSAE 18 facilities. Colocation is an efficient, economical way to ensure that your IT systems, applications, and data are available 24/7/365.

## SSAE 18 accountability

External auditing provides verifiable peace of mind. TPx's SSAE 18 datacenter designation means our controls, organization structure, administrative processes, environmental security, system backups and system operations have been successfully audited. We undergo annual audits by an independent, nationally recognized firm to assure customer systems and data are protected.

## Facility redundancy

Protect your network availability according to leading industry standards. TPx's datacenters are protected with multiple layers of redundancy delivering a high performance tier that ensures mission critical demands. All critical infrastructure

— power access, cooling, and data paths — is redundant, operating in parallel, protected configuration

## Save on infrastructure

Third party local-loop access is expensive, offers limited capacity, lacks physical diversity, and offers limited scalability. Our datacenters and carrier-grade facilities offer scalable bandwidth solutions that provide increased connectivity at a manageable price point.

## Maximize your uptime

Keep your business critical applications accessible. TPx has physically redundant fiber optic network paths from multiple network carriers terminating at our datacenters, which guarantee a minimum of 99.999% network availability.



## Meet regulatory compliance

Colocating your IT systems in a TPx datacenter, particularly an SSAE 18 facility, can help your company achieve compliance with Sarbanes/Oxley, HIPAA, FED banking regulations, Payment Card Industry and other stringent standards.

## Remote assistance

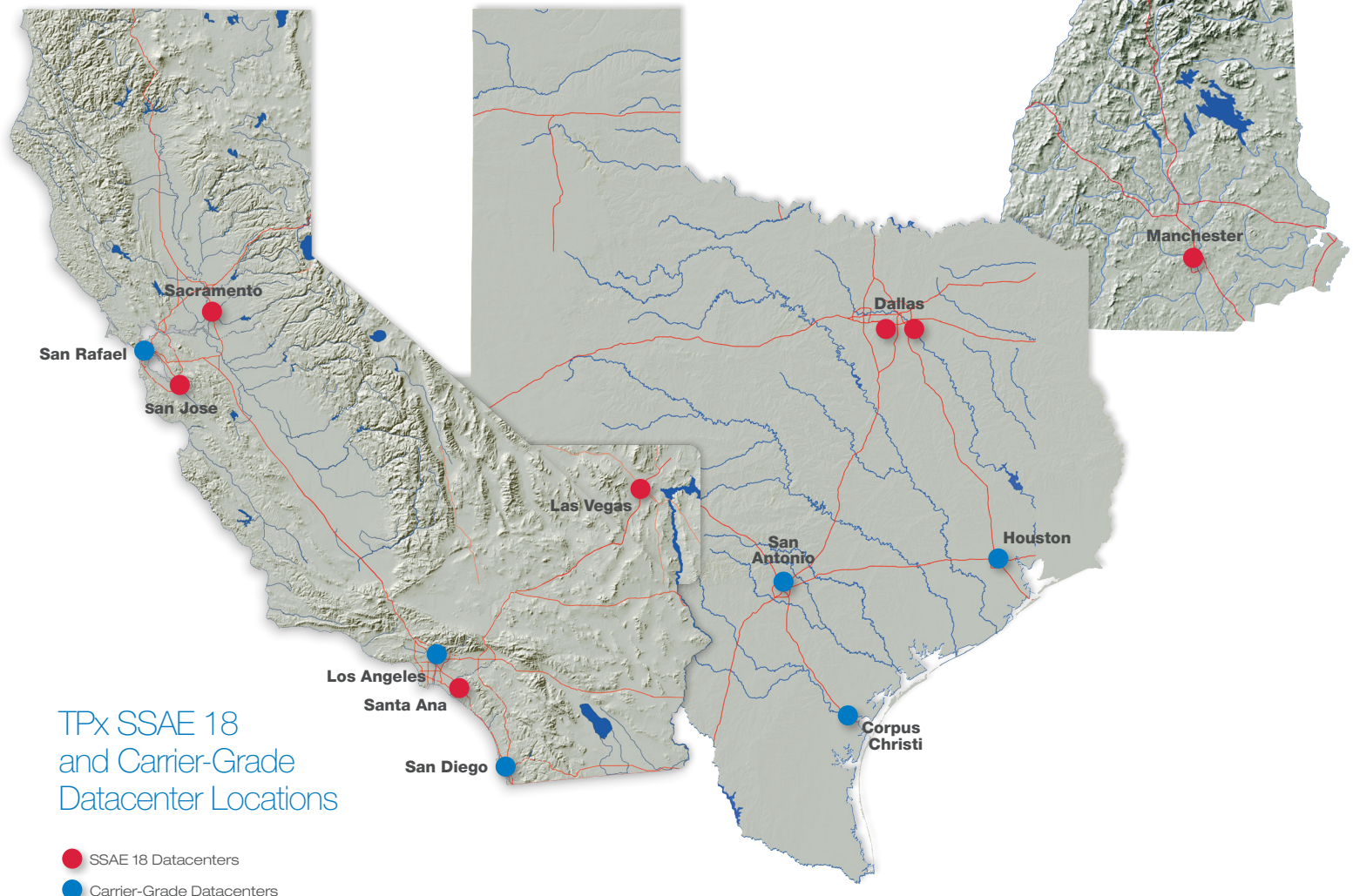
TPx's Remote Hands service gives you the peace of mind you need when you've colocated your critical data operations. One call or email to our support center gets you connected with a highly skilled technician who will call you, walk over to your equipment and perform these regularly needed tasks:

- Visual confirmations
- Reboots
- Basic command programming
- Modular media swaps
- Rack-and-stack
- Establish remote desktop connections, e.g. WebEx/remote access session establishment

Remote Hands service is there for you 24/7/365. We guarantee our rapid response times so you don't have to wonder when you'll get a call that help is at hand.

## KEY FEATURES

- Flexible bandwidth and connectivity options include Ethernet up to GigE or fiber, OC, DS3, T1 data/PRI and POTS
- Access to high capacity Internet or Private MPLS bandwidth directly into TPx's IP network
- 24/7/365 support and access
- Multi-entrance fiber connectivity
- N+1 power access, cooling and networking
- Active video surveillance monitoring system
- Full HVAC and humidity environmental control
- VESDA monitored pre-action fire suppression
- Wide range of power and bandwidth options
- Partial and full cabinets and cages
- "Warm Hands" on-site support
- Customer workspace available



Technology Deployed

24/7/365 Datacenter Management	TPx trained and experienced staff manage the datacenter operations 24/7/365. Staff is also available for local “smart hands” support.	■
Guaranteed 99.99% Network Availability	Physically redundant fiber network paths and a financially backed SLA.	■
Security and Compliance	Continuous endpoint security monitoring and analytics using AI, network analysis, and behavioral analysis to quickly identify and automatically mitigate advanced cyber threats.	■
Geographic Redundancy	TPx operates seven datacenters around the country to provide geographic fault tolerance.	■
Facility Redundancy	All critical infrastructure — power, cooling, and network paths — is redundant to ensure high performance and availability.	■
Customer Workspace Available	Workspace for customers is available in designated areas with our datacenters when disaster strikes your business.	■
Multiple Space Options	Choose from a flexible range of space options from partial racks to full cabinets.	■
		Included with service ■