

At Your Service



Colocation Services

Count on Peak 10 to deliver reliable, scalable solutions and high touch services that address your current and future IT needs.

Redundancies, environmental controls and scalability to meet uptime and growth needs

Multiple physical and operational security features and protocols

On-site technical experts 24/7/365

With Peak 10's compliance-grade colocation services, you get the benefits of our network of enterprise-class data centers — from industry-leading technologies and equipment to our no-fail, best-in-class network. Cost effective, reliable and agile, Peak 10 colocation services are tailored to meet your unique needs today and tomorrow.

You Can Have It All.

Maximize your existing technology investments and better meet your current and future technology requirements with Peak 10 colocation services. Comprised of facilities, network, power and IP address space, Peak 10 colocation services are designed to easily scale and adapt to your company's changing business needs, enabling your organization to increase agility, lower costs, improve performance and focus internal resources on their core competencies — all while maintaining 24/7 uptime, access and security.

Colocation services are provided through Peak 10's network of SSAE 16 audited, enterprise-class data centers, giving you the benefits of compliance-grade security and performance. All our data centers adhere to proven and structured processes and procedures that ensure your technology assets are available and secure.

Strategically located throughout the U.S., Peak 10 data centers serve customers of all sizes in local markets, across the nation and throughout the world. We are continually upgrading and expanding our current facilities and branching out to

new markets to help ensure we can deliver the high-quality colocation services our customers expect and be where they need us to be.

Audited and Audit-Ready

Peak 10 data centers are assessed annually by independent third-party auditors to ensure our policies, procedures and controls meet a variety of regulatory requirements and industry standards including PCI DSS and HIPAA/HITECH. Peak 10 also self-certifies compliance with the US-EU Safe Harbor Framework, and is audit ready to help you meet any number of other regulatory requirements.

Colocation Your Way

Peak 10 colocation services can be tailored to your specific needs. That includes rack, cabinet and cage space — or any combination of them — that can be configured to your specifications. A wide range of power and network options



are available, and additional space, power and bandwidth can be arranged quickly to ensure we can accommodate your growth and changing needs.

Services such as remote hands and media rotation are available to further ease the burden on your IT staff. In addition, Peak 10 offers a broad spectrum of managed services to further meet your unique business requirements. They include server management and monitoring, managed security, application support, device management and data protection.

Peak 10 can also your need for both proximity and geographic diversity with multiple data center locations in key U.S. markets. We're continually updating and expanding to ensure we are where our customers need us to be.

Regardless of whether you are collocating some or all of your IT assets with Peak 10, you are assured of maximum uptime and reliability that is backed by our industry-leading service level agreements.



Data Center Details

Every Peak 10 data center is commissioned individually by an independent quality assurance and engineering team. The qualification process applies key standards for mission-critical data center facilities including ANSI/TIA-942 and other standards established by ASHRAE, NFPA and critical infrastructure manufacturers.

On-site Expertise

Every Peak 10 data center houses a technical assistance centers (TAC) manned by Peak 10 experts 24/7/365 to help ensure equipment and/ or critical applications are always up and running, immediately accessible and secure. Peak 10 employs a comprehensive training program to help ensure our data center personnel are trained in all aspects of data center operations and security. Solutions engineers are also available to work with customers to architect tailored solutions that best meet their needs.

In addition, all Peak 10 markets are staffed by a general manager and director of service delivery. They are empowered to make decisions at the local level to best serve customers. There are no multiple layers of red tape to wade through.

Top-level Security

All Peak 10 data center facilities incorporate multiple physical and operational security features and protocols. Among them are:

- Combination lock cabinets
- 24/7/365 monitored video surveillance with video stored for review for non-repudiation
- Alarmed and monitored perimeter doors
- Door event alarming in which auto tickets and texts are sent to staff if abnormal door events occur
- Visitor sign-in via iPad, in which a visitor's driver's license is scanned, the visitor quickly verified and placed into a database before printing the visitor badge
- Package tracking, which allows the Technical Assistance Center (TAC) to record receipt of customer packages into a database and track their storage locations

Leading-edge Technology

Peak 10 maintains strong alliances with industry-leading technology companies and manufacturers to help ensure that our data centers incorporate best-in-breed technologies and equipment. All equipment is subject to rigorous testing, regularly monitored for performance and undergoes both preventive and regular maintenance.

Environmental Controls and Redundancy

Designed for efficiency and cost savings, Peak 10 data centers incorporate cooling solutions that ensure consistent temperature and humidity levels at all times to protect mission critical technology. In addition, critical facility components (i.e. UPS and cooling systems) throughout Peak 10 data centers are redundant. This allows regular preventive maintenance to be performed on the equipment with no impact to the customer. Environmental control and redundancy features include:

- Controlled temperature and humidity via HVAC units
- Redundant backup power via multiple UPSs
- Multiple CRAC units
- Fire suppression
- Multiple local and regional vendor contracts
- Geographic diversity/redundancy via other Peak 10 data centers
- Redundant network infrastructure
- N+1 UPS systems
- Raised floor cooling with cold aisle containment to help reduce energy costs

Peak 10 also employs a number of energy efficiency best practices. The tactics vary from data center to data center but include:

- Variable-frequency drives (VFDs) on the air-cooled chillers to improve their efficiency by reducing the rotational speed of a compressor in response to off-peak, lower-load conditions. This reduced rotational speed means the



compressor does not have to work as hard, so the chiller consumes far less power during off-peak conditions.

- Air conditioning units equipped with unloaders to provide four-step capacity control, allowing the units to run at as low as 25% capacity.
- Simple data center enhancements such as strip doors and floor tile cuts fitted with “cold-lock” air locks to maintain a high level of air conditioning efficiency.
- The use of rack blanking panels to eliminate gaps in the server racks and create a contained server rack environment, which helps increase usable cooling unit capacity and maximize the effectiveness and efficiency of the cooling infrastructure.
- The installation of UPS systems rated at 90% plus efficiency.
- Computational fluid dynamics (CFD) analysis to track where cold air losses occur.
- Leveraging virtualization technology to reduce the number of physical servers and resulting power consumption needed to run our IT infrastructure.
- Cardboard recycling. We recycle all of the boxes for our equipment as well as our customers’ to ensure they don’t end up in the garbage.

Network

The Peak 10 network was built to meet or exceed commercial telecommunications standards worldwide for availability, integrity and confidentiality. It incorporates redundancy to ensure reliable connectivity and maximum uptime with no single-point data transmission bottlenecks to or from the data center. Peak 10 data centers are equipped with best-in-class network features, including:

- All Cisco network
- Network optimization for dead path protection
- Diverse fiber entry points
- Internet/network access options – 10, 100, 1000Mb/s connectivity
- Redundant Internet with multiple Tier 1 providers
- Multiple 10 Gigabit connections

The Peak 10 network backbone consists of a multi-carrier, redundant configuration to ensure there is no single point-of-failure. Peak 10’s local fiber connectivity features a minimum of two fiber providers with dual-entry points at each facility providing a minimum GigE connection into the facility. All of the sites have numerous Tier 1 IP providers and are interconnected via a private mesh network.

Network services include Internet access, DNS hosting and private transport network services.

Internet Access

Peak 10 Internet access solutions provide the flexibility and scalability necessary to manage expanding communications and data requirements. We leverage flow control protocol (FCP) devices to ensure automated and best routing for maximum possible performance over the Internet.

Peak 10 DNS Service

Peak 10’s enterprise-class DNS hosting service, UltraDNS® powered by Neustar, provides holistic protection against distributed denial-of-service (DDoS) attacks. UltraDNS® is less vulnerable to hijacking, spoofing or viruses and includes

DNSSEC support to combat phishing. The high-performance service offers 100% uptime; fast, accurate query responses; and extreme scalability.

Features include:

- Industry-leading DNS platform
- Powered by one of the largest, global DNS networks using BGP and IP Anycast
- Nameserver segmentation for greater security and protection from DDoS attack impact across the network.
- DNSSEC and IPv6 compliant
- SSAE 16, Type-2 compliant
- Secure web-based DNS management portal

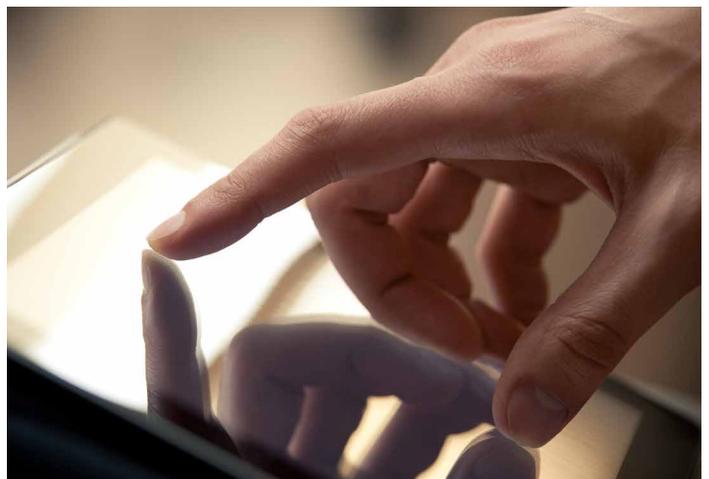
Private Transport Network

Peak 10’s private network services can be used to carry data, video and voice services together over the same connection. Services do not traverse the public Internet and are not shared services, providing both security and reliability. Peak 10 private network services include Virtual Private Line (VPL), a routed service and Ethernet Private Line (EPL), a bridged service. Peak 10 also offers Level 3’s Cloud Connect Solutions - Ethernet, a private network service that combines the benefits of the public Internet infrastructure (public networks) with the inherent benefits of a private network infrastructure, providing a “best of both worlds” solution for network circuit provisioning.

Move to the Cloud

Peak 10’s network of data centers also support our enterprise-class, HIPAA- and PCI-compliant cloud infrastructure. If you’re interested in adding cloud services to your IT outsourcing mix or creating a hybrid cloud strategy, Peak 10 has you covered.

Built with advanced technology at the network, compute and storage levels, Peak 10’s cloud infrastructure incorporates industry-leading virtualization technologies deployed on Cisco’s Unified Computing System™ (UCS) to offer maximum availability. Whether you’re interested in public, private, recovery or hybrid cloud services, Peak 10 can help you architect the right solution.





Wait, There's More.

Disaster- and Recovery-ready

All Peak 10 data centers have tested storm and emergency preparedness plans and multi-faced recovery plans in place to help minimize service disruptions and ensure continued operations. For customers subscribed to the Peak 10 Recovery Cloud, a Disaster Recovery as a Service (DRaaS) solution, data is replicated and synchronized to secondary data centers. In the event that a primary data center fails, all operations over to the secondary data centers.

Other DR services and amenities include:

- Multiple equipment procurement options
- Hot/warm/cold site recovery solutions
- Customer workstations with wired/ wireless Internet access

Learn More About Peak 10 Colocation Services

You can also [contact us](#) for a free consultation with a Peak 10 Solutioneer at (866) 473-2510. Or, use the

[Contact Us form](#) at www.peak10.com



About Peak 10

Peak 10 provides IT infrastructure solutions that ensure the 24/7/365 availability and security of our customers' critical data and applications. Customer-centric and cost-competitive, Peak 10 solutions are designed to scale and adapt to customers' changing business needs, enabling them to increase agility, lower costs, improve performance and focus internal resources on their core competencies — all while maintaining uptime, access and security.



Data Center & Network Services



Cloud Services



Managed Services

