

# Data Centers at a Glance



mindSHIFT provides SAS 70 Type II managed hosting and collocation services in six secure, geographically diverse data centers:

Elk Grove, Illinois	Somerville, Massachusetts	Minneapolis, Minnesota
Commack, New York	Philadelphia, Pennsylvania	Ashburn, Virginia

Our 24/7/365 support and enterprise-class infrastructure helps to ensure that your data is safe, secure, backed up and available.

## SAS 70 Type II Compliant

SAS 70 is an internationally recognized auditing standard. SAS 70 Type II compliance gives you confidence that we follow rigorous standards for controls and safeguards when hosting or processing your data. The standard covers nine specific areas, including network monitoring, customer service, data backup, change management, deployment and physical security.

## Physical Security

Access to the data centers is restricted to authorized personnel by two-factor authentication, including biometric scanners. Entrances and common areas are monitored 24/7 via closed-circuit cameras. Clients requiring physical access to their equipment must comply with security checks and policies before their staff can be permitted into the data centers.

## Regulated Environment

Redundancy is built into the heating and cooling systems to maintain a consistent and optimal environment in the data centers. Cabinets are individually monitored to manage heat, humidity and power consumption. State-of-the-art design is utilized to optimize cooling and power requirements.

## Redundant Power

On-site redundant power sources include uninterruptible power supplies (UPS) and backup generators, including on-site fuel supplies. Generators and failover systems are regularly tested to help ensure a seamless cutover in the event of a grid failure or other electrical emergency. Generator power is activated automatically via transfer switch, in the event of a grid failure.

## Enterprise-grade Infrastructure and Backbone

Our data centers feature Cisco multilevel architecture with redundant fiber optic connections from multiple Tier 1 carriers. This enables us to provision a variety of mindSHIFT-managed dedicated circuits, including Gigabit Ethernet (GigE) connections.

## Support

The Network Operations Center (NOC) is staffed 24/7/365 by help desk Level I and Level II technicians. Pre-defined escalation procedures help to ensure that issues are addressed efficiently and brought to resolution quickly.

**For more details, contact the mindSHIFT sales and support team today.**

## Summary

- **Network Operations Center (NOC) staffed 24/7/365 with help desk Level I and Level II Support**
- **SAS 70 Type II compliant service**
- **Carrier diversity via multiple Tier 1 providers**
- **Redundant backup diesel generators, including including on-site fuel supplies**
- **Flexible power solutions**
- **N+1 HVAC**
- **N+1 UPS**
- **N+1 power distribution units (PDU)**
- **Perimeter security and zoned access control security system**
- **Full network tape backup services, offsite storage, and disaster recovery**
- **Backup services, off-site storage and disaster recovery solutions**



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