



COMPANY OVERVIEW



servercentral[®]
Your Data Belongs Here

Managed Services

Properly managing your company's IT infrastructure is a challenge that requires years of experience, expertise, and the ability to adapt to every unique situation. Keeping up with new hardware trends, security threats, and a growing company is resource intensive, not to mention expensive.

ServerCentral Managed Services will adapt to the needs of your IT operations and manage them all for you. Our industry certified technical staff is equipped with the tools, the hardware, and the know-how to keep your infrastructure running flawlessly.

Firewalls

ServerCentral Firewall Services take a proactive rather than reactive approach to data security. We have robust and flexible service levels tailored to not only suit the needs of your business, but exceed them. Together, we'll collaborate on the most effective security posture for your environment and implement it for you.

Network Attached Storage

ServerCentral Network Attached Storage (NAS) Services allow you to back up your information onto an easily accessible, enterprise-class storage platform, without any management overhead or special staff requirements. All hardware is located on a private connection, inaccessible to the public, with 24/7 monitoring. Our NAS Services provide a highly secure and scalable storage solution to ensure the complete protection of your data.

Monitoring and Reporting

ServerCentral Monitoring and Reporting Services utilize industry-standard software that checks system compliance from multiple data centers to provide accurate, instantaneous notification of any potential service-impacting conditions to the Network Operations Center (NOC) staff. Alerts are processed by on-site technicians who begin immediate triage and issue resolution.

Backup and Restore

ServerCentral Backup and Restore Services offer completely managed and automated full, incremental, and differential backups that ensure the dependability of your data. We'll collaborate with you to develop an optimized backup and restore strategy that protects the full integrity of your data should it suffer disaster, deletion, or corruption.

Managed Network

ServerCentral engineers will work with you to determine your best platform and network architecture, and then provide switch installation, configuration, management, monitoring, and upgrades that both improve network performance and simplify management in a cost-effective manner.

Load Balancing


ServerCentral Load Balancing Services distribute service requests among multiple servers to prevent overwhelmed or underperforming servers from returning slow content or errors.

Remote Hands

ServerCentral Remote Hands Services dedicate one or more of our 24/7 technicians to diagnose, troubleshoot, and repair your equipment per ticket request. Remote Hands are supported by on-site industry certified technicians and Senior System Administrators to facilitate advanced requests, as well as spare networking parts for quick emergency repairs or replacements.

Data Center Migration

ServerCentral Data Center Migration Services assist with the design, plan, installation, testing and maintenance of data center relocations, providing your business team with a worry-free migration of your physical assets and data.

 servercentral[®] For more information, call 888-875-4804, email sales@servercentral.com, visit www.servercentral.com, or follow us online at the channels below.



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Who We Are

Headquartered in Chicago, ServerCentral is an industry-leading data center solutions provider specializing in infrastructure colocation, IP networking, cloud computing, and managed services. Our strategically-located worldwide facilities allow us to serve a diverse roster of clients, from enterprise Fortune 500 companies, to online retailers, small businesses and more.

With our personalized services, 24/7 on-site technical support, and secure design strategy, ServerCentral knows how to keep your critical IT infrastructure running smoothly.



Core Strengths

ServerCentral provides unwavering commitment to ensuring our customers benefit from strong colocation or data recovery services. We provide industry-leading excellence in:

- ✓ On-Demand Capacity
- ✓ Flexible Connectivity
- ✓ Customer Service
- ✓ Redundancy
- ✓ Scalability
- ✓ Financial Stability

Other providers often compromise in one or more of the above criteria to remain competitive. But ServerCentral never cuts corners. Instead, we differentiate ourselves by offering flexible, creative solutions engineered to meet your requirements.

Type 2 SSAE 16 SOC 1 Audit Certified

ServerCentral participates in an annual third-party Type 2 SSAE 16 SOC 1 audit, reinforcing its position among the world's elite data center operators. The audit evaluates ServerCentral's processes, policies, procedures, and operational activities and validates optimal standards regarding security, availability, and operating integrity.



By completing this SSAE 16 audit certification, ServerCentral is better able to serve enterprise financial, healthcare, government, and other organizations who are required to substantiate adequate oversight of their service providers for compliance with PCI, HIPAA, and SOX hosting standards.



Get Back To Running Your Core Business

ServerCentral Infrastructure Colocation removes the time and capital expenditures of building out or managing a primary or supplementary data center. Infrastructure colocation can quickly add space, server capacity, or application upgrades to your data center operations. With your IT and communications operating in our safe and secure facilities, your equipment will always be cared for by our expert engineers, giving you the freedom to focus on what really matters—running your core business.

State-of-the-Art Facilities

ServerCentral offers facilities in six locations, in five major metro areas, across three continents. Each facility was strategically chosen to ensure not only the highest design standards for redundancy, security, and engineering, but for ease of access to diverse carriers and metro fiber routing.

Reliability - Guaranteed

Fully equipped with redundant systems and multiple power distribution paths, each of our facilities surpass Tier III ratings. In other words, your equipment will always be powered in its optimal operating environment. Our industry-leading 100% uptime service level agreements (SLAs) on power and bandwidth guarantee against costly downtime.



Diesel generator systems supply standby power.

24/7 Physical Security and Safety

Security is one of your top priorities – so we've made it one of ours. With potent security at all facilities, there's no need to worry about unauthorized equipment access. Each data center claims over six levels of physical access security, including video surveillance, proximity card readers, biometric authentication, and more – all of which is backed by 24/7 on-site security and technical staffing.

24/7 On-Site Technical Support

At ServerCentral, our goal is to provide superior customer service. We offer rapid response times and easy 24/7 access to our on-site, industry certified technicians to diagnose, troubleshoot, and repair equipment. For advanced requests, we staff senior IP engineering and system administrators around the clock. On-site part depots in our Chicago facilities help avoid timely parts procurement so that our staff can immediately swap out any failing equipment in an emergency. Trouble tickets receive immediate response and resolution.



On-site, industry certified technical staff monitor and inspect data center facilities 24/7.



A Private Global IP Network

ServerCentral Network Services are unparalleled in the world of networking. We are one of few data center solutions providers to also operate one of the largest privately held IP networks in the world (by traffic volume), with over 40 Points-of-Presence (POPs) in 24 markets throughout North America, Europe and Asia.

Network Services include:

- **Data Transport** - private and secure transport circuit linking any locations with our network via our MPLS-enabled architecture.
- **IP Transit** - provides stability, routing policy control, and IP packet filtering without compromising performance.
- **IPv6 Services** - 100% native dual-stack (IPv4 and IPv6) network built on its carrier-class routing to provide IPv6 services seamlessly alongside existing IPv4 services.

Rich Peering Relationships

By facilitating hundreds of private peering sessions with dynamic content and access networks, we can access your destination network and bypass intermediary transit providers to directly deliver your data to its final destination in milliseconds.

Redundancy

ServerCentral operates redundant network nodes in all POPs. With multiple 10 gigabit connections to both carriers and the ServerCentral backbone, each of our facilities provides the rock-solid reliability our customers require.

We're so confident in our network that we offer a 100% network uptime SLA. Our customers don't tolerate downtime or high latency — and neither do we.



Cloud Infrastructures That Meet Your Needs

ServerCentral understands the complexities of moving your infrastructure into the Cloud. We provide cloud services that meet your unique cloud computing requirements, ensure a smooth deployment, and provide maximum performance and scalability. Backed by industry-leading 100% uptime SLAs, our services and support preserve the reliability and security of your data in the cloud.



Dedicated Private Cloud (DPC)

ServerCentral Dedicated Private Cloud (DPC) Services offer you a truly private cloud service that is run from your equipment and connected only to your networks and storage. No other cloud users will be shared across any of your resources. Our DPC Services are custom designed to run all of your specific business applications safely and securely, while offering a critical level of data security not possible in public clouds.

High Performance Cloud (HPC)

ServerCentral High Performance Cloud (HPC) Services offer you the ability to securely run your networks and applications across a shared virtual cloud that minimizes costs and deployment times. Offering a fully customizable interface, you can skin the virtual machine interface with your images, logos, and company name. This allows you to brand your company transparently over our cloud portal, while extending the quality of your services through our powerful platform.

Both ServerCentral DPC and HPC Services are powerful enough to migrate live services and avoid show-stopping downtime.

