

# TruStack Data Centre

Many challenges exist when delivering services from a hosted environment as businesses become highly dependent on the availability of their systems. This means that even small 'outages' can have a serious impact on their business.

As such, it is vital that any hosting provider is able to provide a suitable environment which can offer their clients a cost-effective, highly available environment that is conducive to the continual smooth operation of the infrastructure housed there.

TruStack has an environment which supports the many different types of hosting services required.



## Colocation Services

For companies who want to use our colocation data centre services, there are many great benefits to take advantage of. Whether it is to replicate infrastructure and use as a disaster recovery site or taking your full business to the cloud just isn't right for you. By renting rack space in our data centre you have peace of mind that your equipment is secure and safe should the worst happen. Other benefits include;

- Highly competitive U space and power pricing
- Exceptional reliability
- Predictable fixed cost pricing
- Easy scalability



## IaaS

IaaS or infrastructure as a Service is TruStack's offering that allows customers to utilise the infrastructure that we federate out. It not only means that it is managed by TruStack, but also allows customers to flex up or down depending on their needs. Other benefits include;

- Fed, watered and maintained by TruStack
- Cost savings - Can be consumed on a per VM basis
- Improved Disaster Recovery
- Provides a viable alternative to AWS or Azure



## Connectivity

We can offer from our Data Centre highly resilient and competitive pricing on onward internet and connectivity.

- Redundant Internet network connections for high-speed connectivity
- Dedicated/Private Leased Line and IP/VPN links
- Connectivity and the reliability of the network are monitored 24/7



## HBOSS

HBOSS is TruStack's offsite back-up solution. The classic 3-2-1 backup strategy simply states that you should have 3 copies of your data (your production data and 2 backup copies) on two different media types with one copy off-site for disaster recovery. Some of the key benefits of using our HBOSS system include;

- Increased security and reliability
- Easy Installation
- Seamless backups
- Hybrid ownership model
- Seamless intergration with your onpremise Veeam solution

# TruStack Data Centre Features



## Power

- 3 x 250 KVA generators which are serviced, started and ran on a monthly basis. They are covered by a 24/7 support contract with a 2 hour on site SLA
- 3 x 8-hour diesel day tanks under each generator plus a 7000 litre tank which is topped up monthly
- N+1 20 KVA units running in parallel with the data centre suite
- UPS units are monitored continuously with a 4 hour SLA and 24/7 Support Contract

## Physical Environment

- N+1 Air Conditioned, humidity and temperature controlled environment
- G55 fire suppression system maintained quarterly including Hosting centre integrity testing annually
- 24/7 facilities monitoring

## Security

- 24/7 security guard and CCTV camera surveillance. Once inside the building, access to the Hosting Centre is by key-card where all activity is logged

## Cybersecurity

- Access to systems and applications are protected by resilient clustered Firewall/VPN's
- 2-layer Anti-Virus protection measures are in place
- User access to systems is facilitated by VPN access – Both Site-to-Site and Client-to-Site complemented by 2-factor authenticated access for remote desktop/laptop users
- 24x7 systems monitoring



## Support

- Highly trained, experienced staff provide a range of support services ranging from remote/intelligent hands to installation, configuration, support and hardware maintenance (Inc. operating systems, monitoring, change management, data backups together with antivirus & Perimeter Security protection etc.)
- IT Support and Hardware Maintenance support services within a SLA based framework ensures a stable operational ICT infrastructure, with minimal downtime through effective systems monitoring, alerting, fault call management and problem resolution, results in high levels of customer satisfaction