



D A T A C E N T E R

### Introduction

Comprising a base area of 7.000 square meters (over 75,000 square feet), our Tier IV Data Center offers superior performance to millions of users from different telecommunication and ISP operators, in a fully-redundant, fault tolerant and secure environment.

Tiscali Services' Data Center features the latest technologies for service optimization, energy savings, disaster recovery and is currently ISO 9001 certified, and is presently completing ISO 27001 certification.

### Performances

According to Netcraft's 'Most Reliable Hosting Company Survey', Tiscali has been ranked as the Most Reliable Hosting Company five times in the last 24 months (October 2006, December 2006, July 2007, September 2007, February 2008). This award confirms the quick response time of the servers hosted in our IDC and the outstanding quality standards we can guarantee.

Netcraft measures the response times of fifty leading hosting providers' sites, making performance measurements from separate points around the Internet.



### Connectivity

One of our IDC's distinctive features is the close interaction with the network provider, which strengthens the quality of the services provided by our infrastructure. Our IDC is connected to the TiNet international backbone. As part of the Tiscali Group, TiNet is one of the most extensive global IP/MPLS networks worldwide, offering connectivity to Europe, North America and Asia with over 150 peering agreements.

### Proud to be "Tier IV"

Data Centers, are classified using international standards with Tier classification. Our Data Center is fully compliant with the Tier IV classification which is the best level of fault tolerance.

Tier Requirement	Tier IV IDC
Source	System
System component redundancy	N+1
Distribution Paths	1 normal and 1 alternate
Compartmentalization	Yes
Concurrently Mantainable	Yes
Fault Tolerant (single event)	Yes

## Security System

Our Data Center was constructed with security in mind, implementing the most stringent security measures in order to keep customer data safe.

Security against intrusion:

- Public access is strictly forbidden and security personnel are on guard 24x7.
- Limited access permitted and external visitors are guided by us.
- All entrances and common areas are monitored 24x7x365 with closed circuit cameras, with any access being logged and tracked.

The inside of the IDC and all entrances are equipped with alarms.

Security against fire, smoke, flood:

- A Smoke Detection System, composed of 400 analog and 200 laser optical sensors, is installed in every facility.
- In the unlikely event of fire, an advanced fire suppression system with a gas based fire retardant is in place.
- All cables to servers and routing equipment are securely tied down, and cable racks suspended from the ceiling provide dual routes for all cables. In case of fire, packets of data will automatically be routed to a second set of cables.
- A Heat and Water Detection System is installed in every facility.

The Alarm and Detection systems will work even in the case of power outage.



## Refrigeration system

The HVAC (Heat, Ventilation and Air Conditioning) system ensures that all Tiscali servers operate in ideal conditions. In order to maintain a consistently controlled environment, there are fourteen cold water sets, each of 600 kW, cooling Data Center rooms. All of the components in the system are n+1 redundant. This means that if two sets are required, then three are installed. Numerous large-scale redundant pipe systems, channel cold air into the Data Center. Waste heat from the servers is guided upwards through a different system of pipes. To ensure optimum performance, all data floors are maintained at a constant  $22\pm 2^{\circ}\text{C}$  and relative humidity is kept at 40%–65%. Temperature monitors placed throughout the Data Center ensure that we have early warning of any change in conditions.

## Electric system

The Tiscali Data Center was built with 100% power reliability as a key target. It has two 15 KV dedicated and independent electrical lines, one fed from the Italian power network and one from the French one. All servers are fed with 5 conditioned Uninterruptible Power Supplies (UPS) that prevent interruption in case of power failure.

In the event of an extended power outage, one or more of the on-site, two-megawatt diesel generators are capable of supplying enough electricity to power the entire Data Center and office area for an indefinite period of time. These generators are tested weekly and are rigorously maintained.

### About Tiscali Services

Tiscali Services is the IT Engine of the Tiscali Group, providing ISPs with its international experience.

### Our key customers



### Green IT and Social Responsibility

We at Tiscali Services consider our role in the IT industry as part of a global system. We are developing several strategies and undertaking considerable investments to reduce the environmental impact of our infrastructure.

Years ago, Tiscali Services began to employ the most updated servers, which were designed to be more energy-efficient. Furthermore, we select servers with ‘green compliance’ in terms of components, reducing the hazardous or toxic materials involved. Regarding hardware disposal, we are committed with our suppliers (primarily Sun and Fujitsu) to follow a “green policy” by managing the lifecycle of servers through zero-impact disposal of older servers and a replacement with new “green” ones.

### For more information

If you have a specific question about the information contained in this brochure please contact us at

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