



## Data Centre/Colocation FAQs

### Q. What is a Data Centre?

A: A Data Centre is a facility used to house computer systems and associated components, such as telecommunications and storage systems.

### Q. What is Colocation?

A: Colocation refers to the practice of renting space in a Data Centre to store and maintain computer hardware and systems.

### Q. Why should I use a Data Centre/Colocation solution?

A: Data Centre/Colocation solutions offer enhanced security, reliable uptime, scalability, optimal environmental conditions, fast connectivity, and cost-effectiveness, as well as expert support and amenities.

### Q. What security measures are in place to protect my data and systems?

A: Our state-of-the-art security measures include video surveillance, swipe card access to your dedicated space, and redundant systems to protect against physical and cyber threats.

### Q. What connectivity options are available?

A: We offer multiple high-speed Internet connections, POTS (plain old telephone service), redundant switching, and multiple Fibre optic connections with diverse paths from the colo facility for increased network reliability.

### Q. What amenities are available?

A: Our Data Centre provides easy access, free parking, 24/7 fob control, workstations, and restroom facilities on-site.

#### Q. How scalable is the solution?

A: Our Colocation solutions are scalable for growing businesses, allowing you to easily add or upgrade hardware to meet your changing needs as your business grows.

#### Q. How reliable is the uptime?

A: Our redundant systems and backup power generators ensure your hardware and systems are always available and functioning properly, providing reliable uptime.

#### Q. What support options are available?

A: Our in-house experts assist with hardware installation, maintenance, and troubleshooting, providing expert support and saving you time and resources.

#### Q. How cost-effective is colocation compared to building and maintaining my own Data Centre?

A: Renting rack space can be more cost-effective than building and maintaining your own data centre, saving you money on infrastructure costs.

#### Q. What kind of hardware can I store in a Data Centre?

A: Our Data Centre solutions are designed to accommodate a wide range of hardware, including servers, storage devices, networking equipment, and more. Our team can work with you to determine the best solution for your specific needs.

#### Q. What kind of support do you offer for hardware installation and maintenance?

A: Our team of experts can provide assistance with hardware installation, maintenance, and troubleshooting. We offer both remote and on-site support options to help ensure your hardware is functioning properly and to minimize downtime.

#### Q. How do I access my hardware and systems in the Data Centre?

A: We offer swipe card access to your dedicated space, which allows you to physically access your hardware and systems. We also offer remote access options, including secure VPN and TLS connections, to allow you to access your systems from anywhere.

#### Q. Can I customize my colocation solution?

A: Yes, we offer customizable colocation solutions to meet your specific needs. From quarter, half, and full rack space options to customized power and cooling options, we can work with you to design a solution that fits your unique requirements.

Q. What kind of environmental controls are in place to ensure my hardware is functioning properly?

A: Our Data Centre maintains optimal temperature and humidity levels with redundant HVAC systems, raised floor applications, and fire suppression systems. This helps to ensure your hardware is functioning properly and to minimize the risk of hardware failure.

Q. How do you ensure reliable uptime?

A: We use redundant systems and backup power generators to ensure reliable uptime. This means that even in the event of a power outage or other disruption, your hardware and systems will remain available and functioning properly.

Q. How do you ensure fast and reliable connectivity?

A: We offer multiple high-speed internet connections, including both shared and dedicated options, to ensure fast and reliable connectivity. We also offer a range of network connectivity solutions, including TLS, IP VPN, MPLS, and Private WAN, to help you achieve your connectivity goals.

Q. How do I get started with your Data Centre/Colocation solutions?

A: Simply contact us to speak with one of our experts about your needs and requirements. We can provide a consultation and work with you to design a customized solution that meets your needs and fits your budget.