

DISASTER RECOVERY DATA CENTER (DC) CHECKLIST

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|--|----------|--|--|--|
| Proven Industry Experience | | | | |
| Cloud and data center (DC) provider with 5-plus years of experience | ✓ | | | |
| Customer base includes multiple Fortune 500 operations | ✓ | | | |
| Multiple DC sites in geographically diverse locations for true disaster recovery strategy | ✓ | | | |
| DC can provide customer references and positive testimonials | ✓ | | | |
| Data Center Location and Facility | | | | |
| Disaster recovery site located in an area sufficiently separated from primary DC location. Distance should be no less than 50 miles | ✓ | | | |
| DC located outside of flood zone to avoid impacts from severe weather such as hurricanes | ✓ | | | |
| DC is sufficiently distanced from major airports, government buildings, banks, refineries, nuclear, military & intelligence facilities, dams, bridges, large malls etc | ✓ | | | |
| Ground floor building for easy access during disasters | ✓ | | | |
| DC provides ample temporary workspace to use in the event of a crisis or if customer's regular workspace is inaccessible or out of service | ✓ | | | |
| 24 x 7 Customer access - ability to work overnight & weekends without DC notification in the event of a disaster | ✓ | | | |
| DC offers a variety of disaster recovery services including physical, cloud and hybrid infrastructure solutions | ✓ | | | |
| DC offers back-up services with ability for customer to manage restores and back-up settings through a self-service portal | ✓ | | | |
| Data Center Certifications / Audits / Controls | | | | |
| SOC compliant - audit reports provided | ✓ | | | |
| Cloud-based Disaster Recovery Services | | | | |
| Cloud provider has multiple locations with high-speed inter-connects for dedicated, geographically redundant cloud-based disaster recovery strategy | ✓ | | | |
| Data protection and resource reservations available | ✓ | | | |
| Semi-annual cloud recovery testing | ✓ | | | |
| 100% guaranteed uptime service level agreement (SLA) | ✓ | | | |
| Data Center Power Redundancy | | | | |
| DC provides complete long-term power redundancy and back-up UPS systems | ✓ | | | |
| Ability to provide A & B power feeds for redundancy | ✓ | | | |
| Entire facility backed by on-site diesel generators in the event of area/regional power outage | ✓ | | | |
| Generators are tested weekly and load tested at least quarterly | ✓ | | | |
| 24-hour on-site generator fuel capacity and unlimited capacity with existing fuel contracts | ✓ | | | |
| Generators supported by 15 min call back, 4 hour on-site support | ✓ | | | |
| UPS systems supported by 15 min call back, 4 hour on-site support, biannual battery check | ✓ | | | |
| A 100% power service level agreement (SLA) | ✓ | | | |

| Data Center Network Redundancy | | | | |
|---|---|--|--|--|
| Redundant core and edge network infrastructure with carrier-grade Cisco hardware | ✓ | | | |
| Performance based network with private VLANs and 10/100/1000 mbps redundant network drop availability using HSRP or VRRP | ✓ | | | |
| 24 x 7 support contracts with network gear vendors (e.g. Cisco SmartNET) | ✓ | | | |
| Carrier-neutral facility with access to the fiber provider of your choice | ✓ | | | |
| Multiple Internet providers utilizing diverse entrances for redundancy | ✓ | | | |
| Network redundancy to minimize the impact of a fiber cut or carrier issue | ✓ | | | |
| Direct connections to up to 5 network providers | ✓ | | | |
| 100% Network uptime service level agreement (SLA) | ✓ | | | |
| Data Center Environment Redundancy | | | | |
| Environmental controls such as heating, cooling and ventilation are monitored at all times | ✓ | | | |
| Fully redundant (N+1) cooling systems | ✓ | | | |
| Air-conditioning systems equipped with adequate excess capacity to permit failure of certain components, such as a compressor | ✓ | | | |
| DC humidification/de-humidification systems | ✓ | | | |
| Quarterly checks on smoke and fire suppression systems | ✓ | | | |
| Water sensors in the data center floor | ✓ | | | |
| A 100% SLA guaranteeing environment including humidity and temperature | ✓ | | | |
| Data Center Security Redundancy | | | | |
| DC ensures all security measures are in place, even in the event of a disaster | ✓ | | | |
| All DC employees and contractors undergo criminal background checks & are subject to random drug screening | ✓ | | | |
| Physical DC security measures including badge, PIN and biometric access control | ✓ | | | |
| On-site digital video camera surveillance | ✓ | | | |
| All cabinets are lockable and cages are built with 5 sides including top | ✓ | | | |
| 24/7/365 On-site Support | | | | |
| Technicians on-site 24 x 7 | ✓ | | | |
| Skilled engineers with multiple industry certifications | ✓ | | | |
| 15-minute guaranteed reboot time | ✓ | | | |
| No premium charge for after-hours tech support/remote hands | ✓ | | | |
| Tech support billed in 15 minute increments | ✓ | | | |
| On-site NOC monitors all facility alarms, tickets, customer support as well as local news and weather | ✓ | | | |
| Extra Amenities | | | | |
| On-site war room/disaster recovery space to accommodate staff in the event of a disaster | ✓ | | | |
| Free use of wireless while in the building for laptops, etc | ✓ | | | |
| Free use of crash cart (KVM) to service your equipment so you don't have to use valuable rack space to store your own | ✓ | | | |
| Free use of workspace / conference rooms when working on-site | ✓ | | | |
| Free use of secured shipping/receiving services to hold your equipment when it is arriving or leaving. Support for large truck and 18 wheelers for palletized equipment | ✓ | | | |