



Dedicated Disaster Recovery Center

Blue Hill's 10,000 square foot Disaster Recovery center in Branchburg, NJ was purpose-built for housing and running multiple platforms in a high-availability environment.

Security

The Data Center facility has a digital monitoring and recording system linked to our 24 x 7 monitoring facility and an advanced alarm system, which is regularly maintained and tested. Passive infrared movement detectors are situated in the Data Center and the lobby. Magnetic contact alarms are fitted in all external entry points (two front doors, rear door and roller shutter). Detection of unauthorized entry will cause an audible alarm to ring and a signal will be transmitted to the monitoring service. The security guard carries a personal attack alarm, which if tripped, will generate a silent alarm back to the nearest monitoring station.

Coded door access units control access to the front door. All access to the Data Center is controlled following stringent procedures to ensure that identity is verified, entry is authorized and coordinated, and any visitors performing work in the Data Center are accompanied by Blue Hill personnel. These procedures apply to all personnel, engineers, customers and visitors. The rear of the building is protected by anti-ram raid posts.

Infrastructure

The support infrastructure consists of a management and support LAN that is used to monitor and manage customer environments and a DMZ that houses message consolidation servers. The customer infrastructure is connected via a communications link to a dedicated Firewall port. The Firewall configuration is a Nokia master/slave firewall configuration that is configured to allow the appropriate traffic to the DMZ. The monitoring PC's connect to the platform message consolidation to view and act on the messages reported to the Halcyon Message Management Console. The infrastructure ensures full anonymity between customer configurations and ensures security measures and confidentiality is maintained.



Environmental Features

The Data Center has two air-handling units (AHUs) to maintain the temperature between a minimum of 64 degrees Fahrenheit and a maximum of 72 degrees Fahrenheit. The air-handling units have an audible and visual alarm for immediate detection if a problem occurs with the unit. The air-handling units are remotely monitored from the Operations Bridge. In the event of the failure of one air-handling unit, the additional load will be transferred to the second unit within the Data Center. Annual maintenance is performed on the air-handling units to ensure proper function and dependability.

The fire suppression system provides automatic and manual means for the detection and suppression of fire hazards within the Data Center. Smoke detectors are installed in all peripheral areas (office, lobby and switch room). The Data Center and its associated floor void, has two zones of conventional smoke detectors connected on



an alternate basis. One of the zones is fitted with optical type devices and one with ionization type devices. Both zones must be activated to initiate gas-extinguishing release ('double knock').

The Uninterruptible Power Supply (UPS) provides enough power (160kva) to maintain a maximum load for 20 minutes in the event of a main power failure. The UPS is permanently connected to supply the computer load from the main or generator feed. The UPS also provides smoothing of the power supply from the main or generator. A UPS bypass arrangement allows maintenance of the unit without affecting the computer equipment. In the event of a problem with the UPS, an audible alarm will sound. Quarterly testing and semi-annual maintenance is performed on the UPS to ensure reliability.

The generator provides sufficient power (160kva) to maintain all of the facilities within the Data Center in the event of a main power failure and has an integral 8-hour storage tank. The generator cuts in automatically within 1-minute of electrical failure. Quarterly testing and semi-annual maintenance is performed on the generator to ensure dependability.



The Data Center is flood wired and each distribution board can supply 18 electrical runs. Each customer has a unique electrical run. The distribution boards allow for new customers to be brought online with no disruption to the power supply.

Telecommunication carriers include Verizon Business and Verizon Core. ISP providers include Internap and Lighttower.