

Data Center Facility

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DESK

365SupportDesk operates a highly secure data center facility in Branchburg, NJ, with state-of-the-art physical components and redundant network offerings. The specifically designed data center with fireproof construction operates on a 24/7/365 basis. With built-in redundancy for added operational reliability, including standby diesel generation system, UPS backup, fire protection, and minimum of n+1 air-cooling systems.



Multi-Layered Security

The 365SupportDesk data center maintains strict security procedures in compliance with SAS 70 guidelines, and feature a 24/7/365 security and digitally recorded, continuous video surveillance security cameras to monitor every egress and ingress point of the facility. All visitors enter through the main entrance of the data center facility where they are checked into the main desk and logged. The facility is secured through restricted card key access control. This sophisticated proximity card reader system is installed throughout the facility to limit and control access to secure areas. Key card badges are activated allowing specific rights of access to the data center areas for authorized personnel. All visitors are required to be escorted by 365SupportDesk personnel. Entrances to the data center are always locked and only accessible by assigned card key holders. The night operations staff follows strict security guidelines and contact information for emergency authorities

Redundant Central Office IP

Connectivity is served by multiple ISP carriers, including Verizon Business and AT&T. The Verizon business connection is a dedicated fiber connection to the Verizon Sonnet ring providing almost limitless bandwidth, Internet access and redundancy. Fully redundant ingress and egress Internet access is provided through the use of Border Gateway Protocol (BGP) across all providers. BGP is a routing protocol used to exchange routing information across the Internet. It makes it possible for ISP's to connect to each other and for end-users to connect to more than one ISP automatically. BGP is designed to deal with a network the size of the Internet, and successfully handle multiple connections to unrelated routing domains. The BGP solution at 365SupportDesk provides clients with automatic dual and redundant paths via IP.

Managed Services

Remote Infrastructure Management (RIM) ensures 24x7 access, monitoring, and management of the infrastructure that supports your mission-critical business applications. Our Network Operations Centers provide extensive redundancy and failover safeguards to ensure that your network never falters. Our IT Operations excellence combines ITIL based practices into daily operations to increase both performance and quality while driving sustainable improvement of your IT infrastructure operations.

Help Desk Services reduce the cost and complexity of service management with a single point of accountability and approach. 365SupportDesk consolidates responsibility for vendor management and service delivery across your entire technology stack, including hardware, networks, and applications. And with our service management processes, 365SupportDesk ensures consistent service levels and provides transparency to outcomes.

Power / UPS:

- Dual utility feeders
- Standby generator
- UPS system
- N+1 Cooling

- "Smart Card" Entry System
- Digital Security Cameras (Color)
- Security (24 x 7)



Carrier Connectivity:

- Verizon Bandwidth
- Multiple OC-12 connected to Elmsford Megahubs

- Other Vendors
- AT&T, Sprint

SAS 70 Type II Compliance