RALEIGH - RTP

TierPoint's state-of-the-art Raleigh - RTP data center is one of over 40 facilities across the US and part of a network with guaranteed exceptional performance and low latency connections. We are a trusted provider to thousands of customers across all industries. Whether you need a server rack, a full cabinet, or a suite of customized managed services — we have the IT professionals, security specifications, and resilient infrastructure designed to meet your business needs.

Our Commitment

Carrier Neutrality and Redundancy
By having multiple on-net carriers and supporting cross connects to other carriers, you get access to the Internet bandwidth and connectivity services of your choice.

Security
With a company-wide emphasis on security and compliance, our team adheres to strict, well-documented security processes.

Responsiveness and Expertise
All of our data centers are supported by passionate IT professionals focused on client success, responsiveness to client requirements, and who have the technical expertise and desire to help you achieve your business goals.

Scalability
At TierPoint we scale with you. All our data centers are built to meet growing demands for Disaster Recovery, cloud services, and managed services.

Our Facility

National Reach
One of five interconnected data centers in NC, our Raleigh - RTP facility is part of the largest and most geographically diverse footprints in the nation.

Low Latency
Achieve high performance and low latency by having your critical infrastructure closer to your employees and end-users, with colocation options in our Raleigh - RTP facility.

Reliable
Your business critical applications are backed by a 100% uptime Service Level Agreement guarantee, supported by a local and dedicated team of IT professionals who are focused on delivering consistent and superior performance.
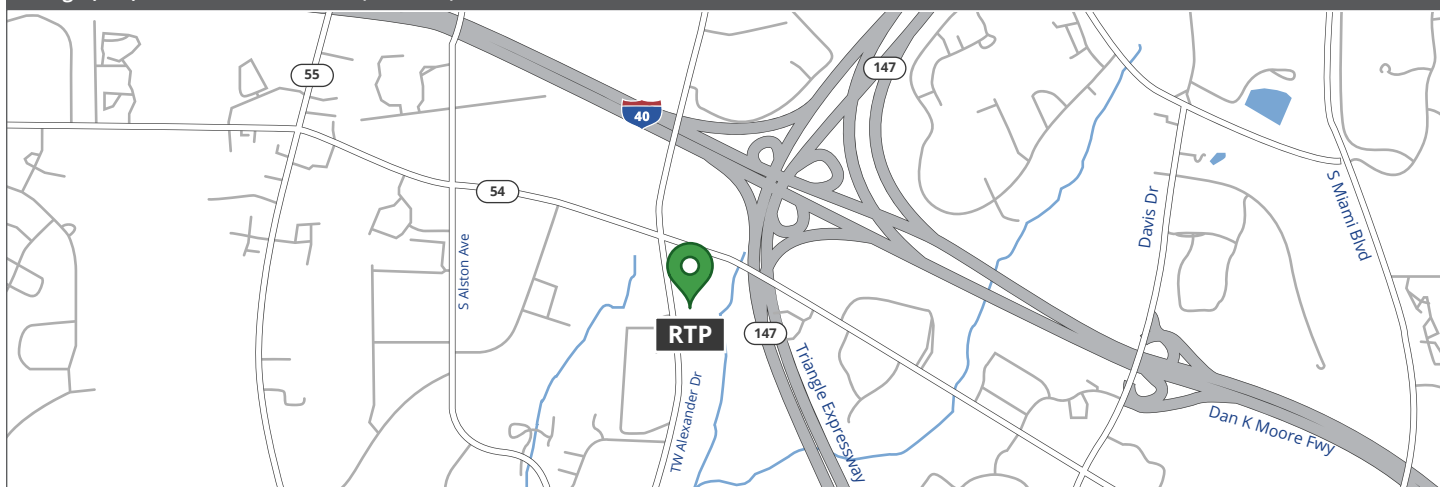
Compliance
Our Raleigh - RTP facility is audited under SSAE 18 SOC 2 Type II, PCI-DSS*, GLBA and HIPAA standards annually and is ITAR and EU-US Privacy Shield registered.

*PCI-DSS Attestation of Compliance on Requirements 9 & 12 (Physical Security and Information Security Policies) on data center (colocation) services. Colocation provides secure space, power and environmental controls for merchants and service providers, some of which fall under PCI compliance. No logical access to any customer systems that may contain cardholder data.

Raleigh (RTP)		
Space	Facility Size	70,000 square feet of data center space
	Deployments	Cabinets, cages and customizable suites
	Power Availability	AC
	On Site Support (EOC / SOC)	24x7x365 on-site support
Connectivity	Diversity	Diverse POEs, MDFs, and IDFs
	Carrier Availability	See our carrier list located at: connectpoint.tierpoint.com
	Cross Connects	Fiber, copper, and coaxial
	Interfacility	ICX for up to 10/100Gbps Wave connection to RAL
	Cloud On Ramps	CCX for up to 1Gbps dedicated connections to AWS, Azure or CTL
Security	Access	Secure two-factor authentication including biometric systems
	Cameras / Video Surveillance	CCTV survelliance, with a minimum 90 days of retention
	Security Officers / On-site Personnel	24x7x365 electronic and on-site security qualified personnel
	Compliance	SSAE 18 SOC 2 Type II, PCI-DSS, GLBA, HIPAA, ITAR and EU-US
Reliability / Critical Systems	Utilities	2N A-side and B-side power distribution design
	Generators / Fuel Storage	Four 2 Megawatt generators each with a 4000 gal diesel belly tank (2N Configuration)
	Uptime	100% Uptime SLA
	Operations	24x7 Remote Hands technical support
	UPS / PDU / RPP	True 2N UPS redundancy in each electrical system
	Mechanical	2N redundancy on HVAC units
	BMS Controls	Monitoring of all facility infrastructure to include HVAC and electrical systems
Structure	Raised Floor / Clearance	34,000 square feet gross raised floor space
	Loading Dock	Two Loading Docks w/ 5000 lb lifts at each
	Hardened Exterior	Concrete and steel construction
	Staging Area / Receiving	Receiving/Staging area as well as a separate secure storage
Efficiency	Cooling	2N Mechanical Systems
	Electrical	True 2N electrical system to include dual high-efficiency UPS system
	Life Safety	Dual-Interlock Zoned Preaction Sprinkler System
	Utility Power	Pad mounted 2500kVA transformer for DC100; 2500kVA transformer for DC200
	Monitoring	BMS temperature & humidity monitoring w/ Eco-Struxureware by Schneider

Raleigh (RTP) - 99 TW Alexander Drive, Durham, NC 27709

Learn More
Find out how TierPoint can help with your cloud, colocation and managed services initiatives.

Call **844.267.3687**
Email **sales@tierpoint.com**
Visit **tierpoint.com**

About TierPoint

A leading national provider of hybrid IT solutions, TierPoint helps organizations drive performance and manage risk. No U.S. provider comes close to matching TierPoint's unique combination of thousands of clients; more than 40 edge-capable data centers and 8 multitenant cloud pods coast to coast; and a comprehensive portfolio of cloud solutions, colocation, disaster recovery, security and other managed IT services. With white-glove customer service, TierPoint professionals customize and manage agile solutions that address each client's unique needs.

tierpoint.com