



JACKSONVILLE

TierPoint's Jacksonville data center is part of over 40 facilities across the US with guaranteed exceptional performance and low latency connections. Here to help your organization manage risk, drive performance and improve agility, 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 — our state-of-the-art facility has the IT professionals, security specifications, and resilient infrastructure designed to meet your business needs.

Our Commitment

Carrier Neutrality and Redundancy

With multiple on-premises carriers, and cross connects to other carriers, you get access to the Internet bandwidth and connectivity of your choice.

Security

With 24x7x365 security, our Jacksonville facility is monitored around the clock by on-site engineers and security systems. And our highly trained teams adhere to well-documented security processes.

Responsiveness and Expertise

Our data centers are supported by IT professionals focused on client success, responsiveness to client requirements, and who have the expertise and desire to help you achieve your 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

With one of the largest and most geographically diverse footprints in the nation, we deliver secure, reliable and connected infrastructure solutions.

Compliance

Our Jacksonville 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.

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 Jacksonville facility.

Reliability

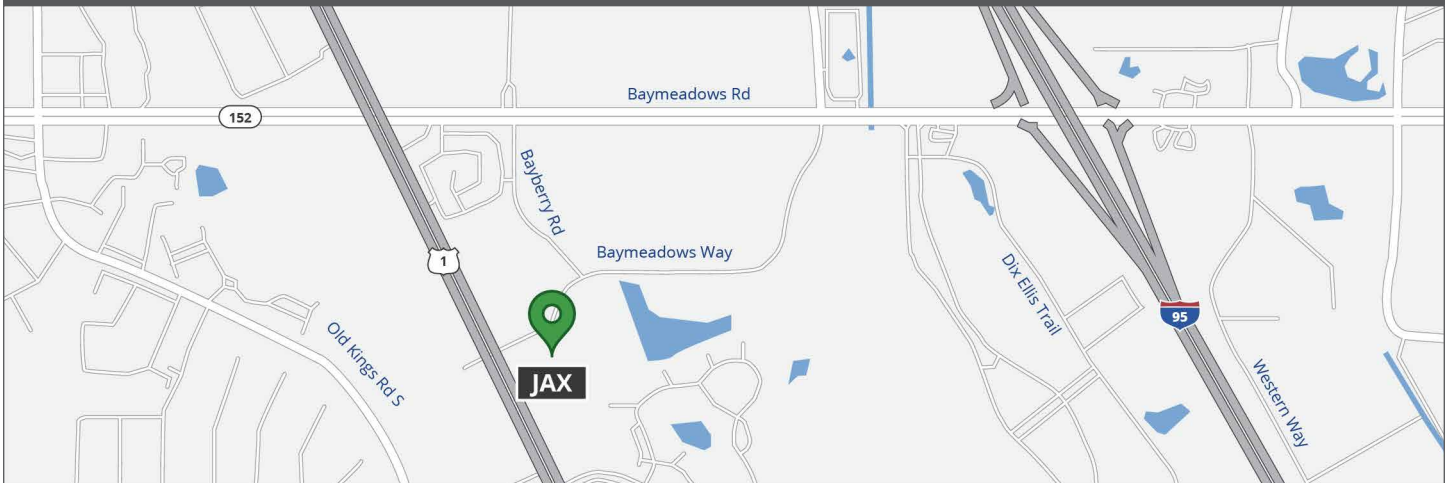
With 15-inch reinforced concrete walls, our Jacksonville facility is designed to always be up and running. And your business applications are backed by a 100% uptime Service Level Agreement guarantee and supported by a local team of cloud certified IT professionals.

*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.

Jacksonville (JAX)

Space	Facility Size	120,000+ square feet of data center space
	Deployments	Cabinets, cages and customizable suites
	Power Availability	AC
	Business Continuity Seating	11,000+ sq. ft. of business continuity workspace; 18,000 sq. ft. of build to suit
	On Site Support (EOC / SOC)	24x7x365 on-site support
Connectivity	Diversity	Diverse POEs, MDFs, and IDF's
	Carrier Availability	See our carrier list located at: connectpoint.tierpoint.com
	Cross Connects	Fiber, copper and coaxial
	Interfacility	ICX for up to 1Gbps Layer 2 connection from JAX to any of our 40+ data centers
	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 surveillance, 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	1 - 2,000kW and 1 - 1,500kW generators with 5K gallons of fuel storage on site
	Uptime	100% Uptime SLA
	Operations	24x7 Remote Hands technical support
	UPS / PDU / RPP	True 2N UPS redundancy in each electrical system
	Mechanical	N+1 redundancy on HVAC units
	BMS Controls	Monitoring of all HVAC and electrical systems
Structure	Raised Floor / Clearance	17,000+ square feet gross raised floor space; 22,000 square feet of raised floor expansion space
	Loading Dock	Exterior 4' dock height
	Hardened Exterior	Concrete and steel construction
	Staging Area / Receiving	Staging area and receiving cage
Efficiency	Cooling	N+1 HVAC
	Electrical	2N electrical system with dual high-efficiency UPS system
	Life Safety	Preaction sprinkler
	Utility Power	Pad mounted 2,000kVA transformer for Utility 1; 2,500kVA transformer for Utility 2
	Monitoring	Monitoring and BMS temperature & humidity monitoring w/ Ignition System

Jacksonville (JAX) - 8324 Baymeadows Way, Jacksonville, FL 32256



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.

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