



CHICAGO - WEST

Located in an attractive, low-risk area for natural disasters, and just 15 miles from downtown Chicago, our Chicago - West facility 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. Our facility includes carrier neutral, resilient 10Gb Internet connectivity with high availability.

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 their 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

Located just five miles from O'Hare Int'l Airport, our Chicago - West facility is part of one of the largest and most geographically diverse footprints in the nation. We deliver secure, reliable and connected infrastructure solutions.

Compliance

Our Chicago - West 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 Chicago - West facility.

Reliability

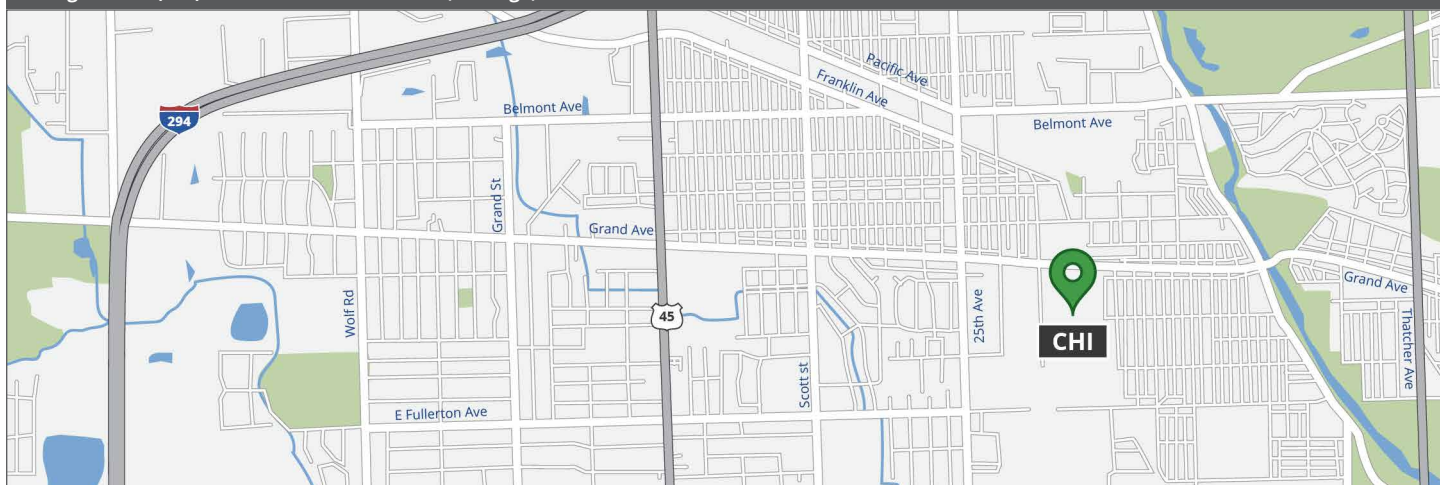
Your business critical applications are backed by a 100% uptime SLA guarantee, supported by a local and dedicated team of IT professionals who are focused on delivering consistent and superior performance.

*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.

Chicago - West (CHI)

Space	Facility Size	89,000 total square feet
	Deployments	Cabinets, cages and suites
	Power Availability	AC
	On Site Support (EOC / SOC)	24x7x365 on site support, security personnel
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 Chicago-Polk DC and Cermak Carrier Hotel
	Cloud On Ramps	CCX for up to 1Gbps dedicated connections to AWS, Azure, CTL, Megaport or Zayo
	Access	Secure two-factor authentication including biometric systems
Security	Cameras / Video Surveillance	CCTV surveillance, with a minimum 90 days of retention
	Security Officers / On-site Personnel	24x7x365 electronic and daytime security qualified personnel
	Compliance	SSAE 18 SOC 2 Type II, PCI-DSS, GLBA, HIPAA, ITAR and EU-US
	Utilities	2N A-side and B-side power distribution design
Reliability / Critical Systems	Generators / Fuel Storage	2 x 2MW diesel generator on-site, 4,000 gallon tanks
	Uptime	100% Uptime SLA
	Operations	24x7 Remote Hands technical support
	UPS / PDU / RPP	UPS redundancy in each electrical system
	Mechanical	N+2 redundancy on HVAC units
	BMS Controls	Monitoring of all HVAC and electrical systems
	Raised Floor / Clearance	15,000+ sq. ft. of raised flooring
Structure	Loading Dock	Exterior 25' dock height
	Hardened Exterior	Concrete/Steel construction
	Staging Area / Receiving	Staging area
	Cooling	N+1 HVAC Chiller Plant, N+2 CRAHs
Efficiency	Electrical	Electrical system with dual UPS system
	Life Safety	Preaction sprinkler
	Utility Power	3000A 3P/4W 208 system
	Monitoring	Monitoring and BMS temperature & humidity monitoring

Chicago - West (CHI) - 9333 West Grand Avenue, Chicago, IL 60131



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

