



RALEIGH

Our state-of-the-art Raleigh facility, located in the heart of North Carolina's research and technology hub, 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 Raleigh facility has the IT professionals, security specifications, and resilient infrastructure designed to meet your needs.

Our Commitment

Carrier Neutrality and Redundancy

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

Security

With 24x7x365 security, our Raleigh 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, our Raleigh facility is one of over 40 facilities that deliver secure, reliable and connected infrastructure solutions.

Compliance

Our Raleigh 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

With multiple, diverse feeds via separate paths into the facility, you can achieve high performance and low latency.

Reliability

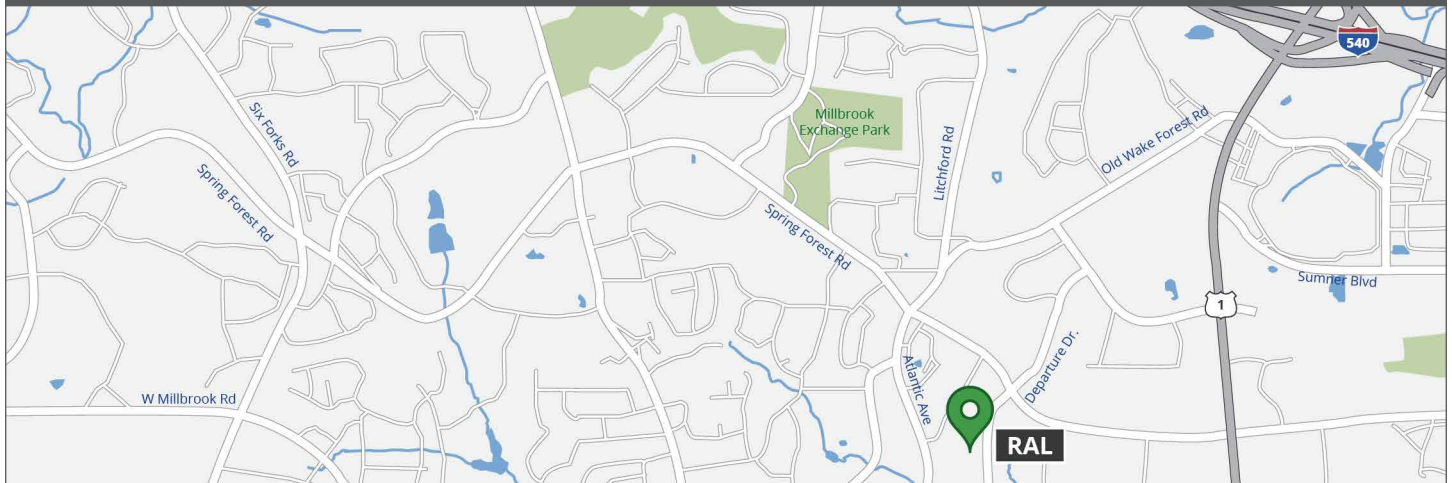
Our building is rated to withstand hurricane-force winds and is strategically located outside of severe weather and seismic zones. Your business-critical applications are backed by a 100% SLA guarantee, supported by a team of cloud certified IT professionals.

*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.

Raleigh (RAL)

Space	Facility Size	40,000 square feet of data center space
	Deployments	Cabinets, cages and customizable suites
	Power Availability	2N - Alternating Current Distribution
	Business Continuity Seating	700+ square feet of business continuity workspace
	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 10/100Gbps Wave connection to RTP
	Cloud On Ramps	CCX for up to 1Gbps dedicated connections to AWS, Azure, CTL, Megaport or PCCW
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 by 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	Nine redundant 2,500kW generators with 30K gallons of fuel storage on site
	Uptime	100% Uptime SLA
	Operations	24x7 Technical Support via Remote Hands
	UPS / PDU / RPP	True 2N UPS redundancy in each electrical system
	Mechanical	N+2 Redundancy on Chiller Plant. Minimum of N+1 on CRACs and CRAHs
	BMS Controls	Monitoring and control of all HVAC and electrical systems
Structure	Raised Floor / Clearance	40,000 square feet of data center space w/ minimum of 24" height
	Loading Dock	Exterior 4' Dock Height
	Hardened Exterior	Concrete and Steel Construction
	Staging Area / Receiving	Equipment Staging Area and Receiving Cage
Efficiency	Cooling	Minimum of N+1 HVAC
	Electrical	2N electrical system with dual high-efficiency UPS system
	Life Safety	Dual Interlock Dry Pipe Preaction Sprinkler & FM200 system
	Utility Power	Pad mounted 3,360kVA transformer for Utility 1; 3,750kVA transformer for Utility 2
	Monitoring	Monitoring and Control of Critical Systems and Environmental

Raleigh (RAL) - 5301 Departure Drive, Raleigh, NC 27616



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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