

intercity

# DO MORE FOR YOUR CLIENTS

UK Datacentre  
Colocation



# SECURE, RESILIENT, SCALABLE AND FULLY MANAGED ENVIRONMENT ENSURING 24/7 SERVICE AVAILABILITY

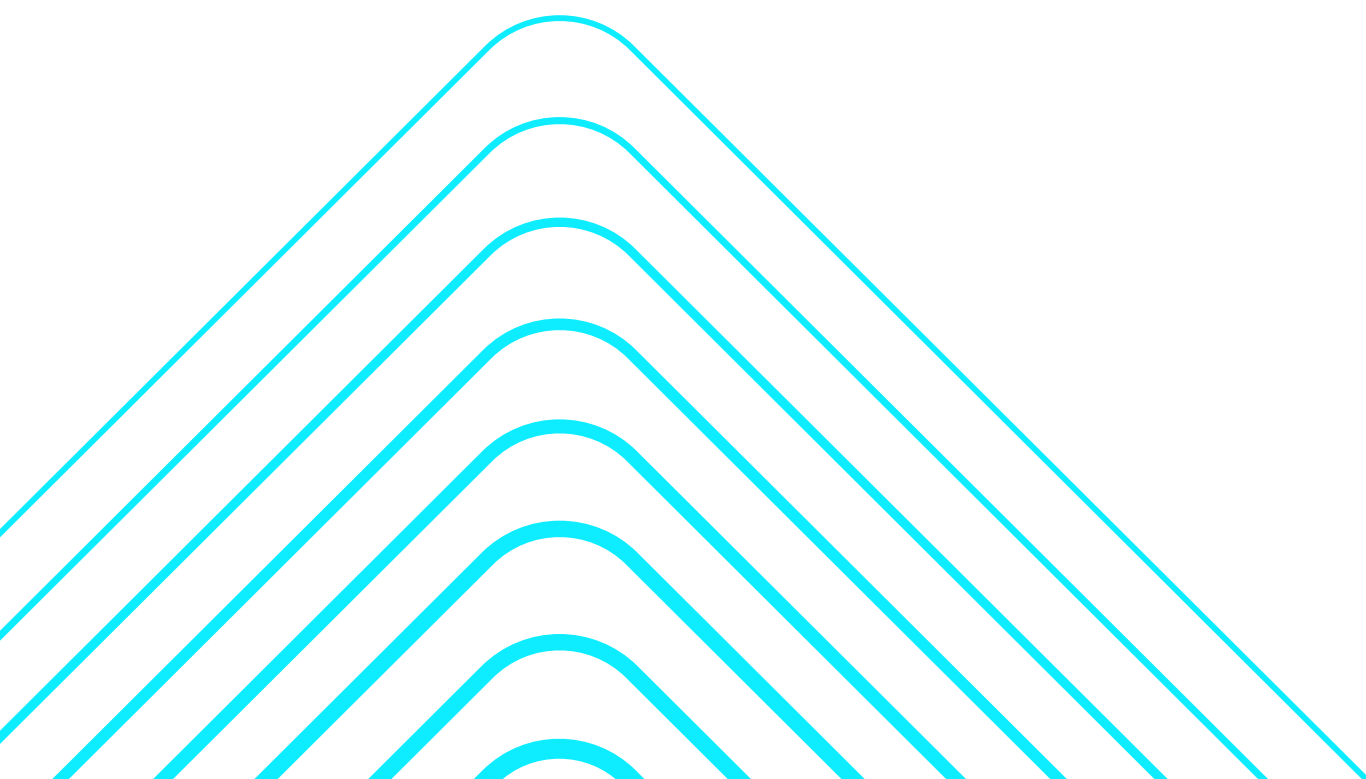
## **Work Together. Work Anywhere. Work Securely.**

Save time, money and help your business work more efficiently by using our flexible hosting services to support the burden of compliance, availability and security.

We've been in the hosting business since 2006 and completed our latest state-of-the-art Birmingham datacentre in 2019. It is privately owned and ideally situated to accommodate our customers' business-critical server hardware, networks and security infrastructures, whilst also facilitating future growth. It also hosts the delivery platforms for our own Touch range of cloud services, as well as supporting up to 100 customer racks and a 0.5MW power budget.

Designed to Tier 3 specification, our datacentre delivers 99.98% availability which equates to no more than 1.6 hours of downtime per annum, connected by a geographically-diverse network with no single point of failure, based on fibre provided by multiple carriers with separate networks.

Situated within a few minutes walk from Birmingham New Street railway station. This is the only network node of its kind located in the city centre and benefits from on-site parking.



# SECURITY IS A TOP PRIORITY FOR INTERCITY

**We always go above and beyond to ensure that every one of our customers' assets is protected, and that their data remains fully compliant.**

The facility is ISO27001, ISO12000:1 and ISO22301 certified and built to PSN and PCI standards, offering the assurance of secure data storage, in line with key compliance requirements. In addition to this we are certified to Cyber Essentials Plus and can support environments with OFFICIAL/OFFICIAL-SENSITIVE classification.

We offer a core set of hosting service levels designed to meet every requirement. Our technical capabilities and expertise within cloud, security and data centre solutions,

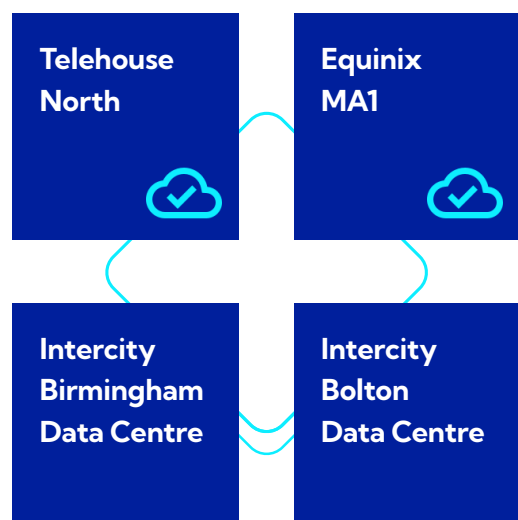
coupled with our long standing security heritage, enable us to provide you with the assurance and reliability that you would expect from a true partnership.

External connectivity is via two major carrier-neutral co-location facilities. Telehouse North in London Docklands is the main hub of the Internet in the UK. Equinix MA1 in Manchester Science Park is the most important UK network node outside of London.

Together, these provide geographically diverse service resilience, which means that our service availability does not depend upon any single location, site or carrier network infrastructure



Enterprise peering provision in Telehouse North and Equinix MA1 afford our customers secure access to LINX, IP transit, carriers, HSCN, BT IP Exchange (for SIP Trunking) and public cloud providers including Amazon Web Services, Microsoft Azure and Google Cloud, enabling interconnects with over 140 private and public services providers.



We host business-critical services for a number of high-profile organisations in the public and private sectors. In support of these we develop, maintain and test our datacentre systems to ensure continuity of service in the event of a disaster or failure. Our infrastructure provides a resilient and robust environment, protecting all critical systems in the event of a significant outage. For example, our offices are interconnected through secure Layer 2 private interconnects, with key internal services replicated between sites to provide resilience and provide instant failover.



**"We wanted a cost-effective solution that would allow us to concentrate on our most important job, caring for patients, while saving space and money. To hold our information in a secure fashion we wanted experts in the field, who we could trust with our critical systems, and we are delighted to be working with Intercity Technology."**

Chief Information Officer,  
Alder Hey & Liverpool Women's NHS Foundation Trusts

**Alder Hey**  
Children's Hospital

**Liverpool Women's**  
NHS Foundation Trust

## **Advanced Physical Security**

The facility in Birmingham is protected by advanced physical security measures which include external and internal CCTV systems monitoring the perimeter of the buildings. All CCTV is visible to Intercity Technology Security Operations Centre (ISOC) engineers 24x7 and recorded in digital format.

## **Secure Access**

All access to the building is controlled, with data centre access via a biometric access control system, protected by an alarm and monitored by CCTV. We archive events from the alarm, CCTV footage and access control systems for a minimum of three months and they can be accessed on request. The facility also boasts a secure viewing area to support customer visits and escorted access can be arranged. Being located within our own premises, 24x7 cover options provide further confidence that there will always be someone available to assist if needed. Photography not permitted within the data centre without prior approval.

## **Built-in Redundancy**

Environmental controls include built-in redundancy, providing confidence that you will get the best performance from your hosted equipment. Service continuity is further assured through resilient power and high-bandwidth internet connectivity, meaning business-critical systems will continue to operate normally even in a disaster situation.





The datacentre has VESDA 2 fire detection and an inert gas fire suppression system. The site is not subject to flooding or at risk from flash floods and there are no overhead power cables or tall structures nearby.

Located alongside the hosting facility is our dedicated 24x7 operation centre, from which we can deliver all of our managed IT services. This provides efficiencies and cost savings for your business.

These services are underpinned by our own ServiceAlert™ management solution which delivers an SLA-backed response to alerts. Bespoke requirements that go beyond our standard co-location and complex service offerings are available, with tailor-made solutions designed to meet the specific needs of your business.

## Hosting options



**Co-location Hosting** is our entry-level service, providing a compliant platform for infrastructure in a highly resilient and secure environment. Disaster Recovery is enhanced with dual Internet feeds and in-built redundancy measures such as back-up power and environmental controls.



**Complex Hosting** offers more than just a remote environment to host equipment. Tailored to suit your business, enhanced benefits include data back-up and recovery, load balancing and clustering to ensure continuous high performance and availability of service.



**Bespoke Hosting** is a fully customised service meeting virtually any requirement. We deliver services which are compliant, scalable and secure, regardless of the size or complexity of the organisation's infrastructure.



# DATA CENTRE SPECIFICATIONS

Location	Birmingham City Centre
Classification	Tier 3
Capacity	100 Racks
Hosting Area	136m <sup>2</sup>
Rack Space	42U, 20U or 10U dedicated enclosures
Rack Space	42U – dual feed, 12-way PDU 20U – dual feed, 6-way PDU 10U – single feed, 6-way PDU
Power Allocation	42U – 8A/2kW up to 10kW 20U – 4A/1kW up to 5kW 10U – 2A/500W up to 2kW
UPS Architecture	Dual redundant system to each rack
Backup Generator	Scalable to 3 generators
Aircon Architecture	Hot aisle with redundant, direct expansion cooling
Physical Security	Security desk and counter Biometric access control
24/7 Access	☑
Airlock Entry	☑
Secure Viewing	☑
LED Lighting	☑
Raised Flooring	☑
Secure Storage	☑
Internet Connection	Resilient dual homed
Internet Connectivity	10Mbps to 1Gbps (or more)
Public Cloud Access	via resilient peering at Telehouse North and Equinix MA1

	Colocation	Complex
Firewall		☑
IDP		☑
Backup		☑
Remote Access		☑
Internet Bandwidth	☑	☑
Backup	As standard, further details on request	
Remote Access	POA	
Internet Bandwidth	From 3 months	

## Our certifications



ISO 27001  
Information  
Security



ISO 9001  
Quality  
Management



ISO 14001  
Environmental  
Management



ISO 20000:1  
Service  
Management



ISO 22301  
Business  
Continuity



Safe  
Contractor  
Approved



INVESTORS  
IN PEOPLE



intercity

# WHAT NEXT?

Our Birmingham data centre has the all the capacity, flexibility and efficiency to support your business needs.

To meet our team and take a guided tour of our Birmingham data centre, contact us on 0808 500 1436 or email [info@intercity.technology](mailto:info@intercity.technology)

