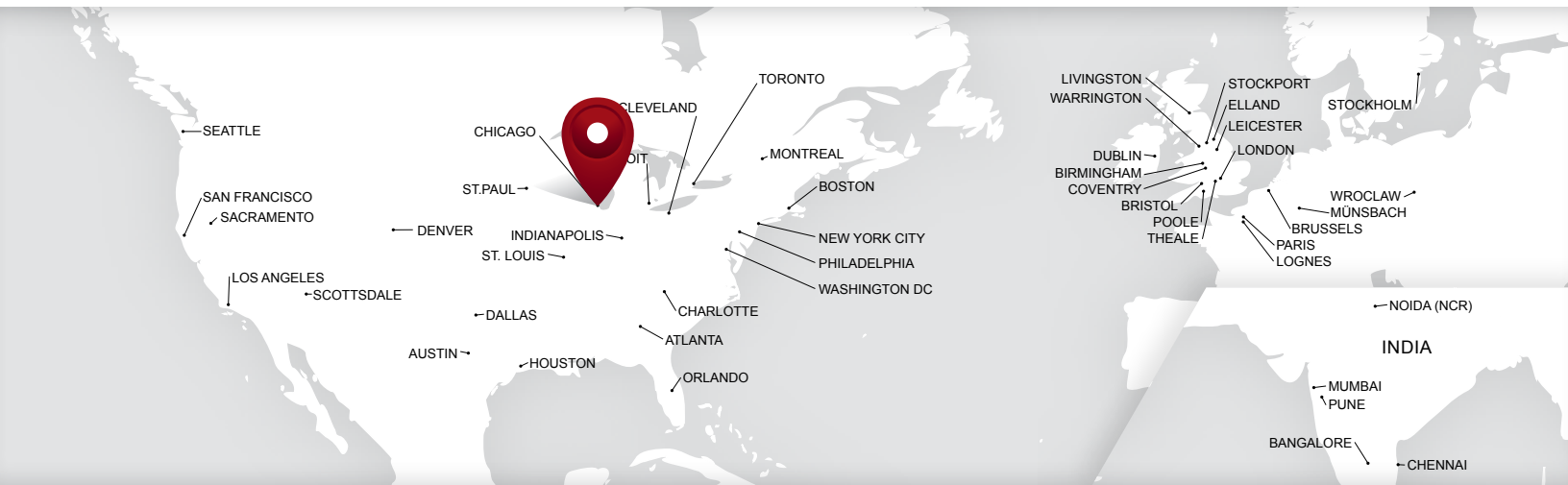# Chicago, IL

Sungard Availability Services is a leading provider of critical production and recovery services to global enterprise customers. Sungard AS partners with customers to understand their business needs and provide IT solutions tailored to help them achieve their desired business outcomes. Leveraging more than 30 years of experience and a global network of facilities worldwide, Sungard AS supports a wide range of data center and IT infrastructure, cloud and applications services that help customers manage complex IT, adapt quickly and build resiliency and availability by keeping mission-critical information and applications up and running.

Services provided:

- **Colocation:** Provides fully redundant, high-performance data center facilities across the world — supported by highly experienced and responsive IT operations personnel. Colocation services range from high-quality conditioned space, power, and network access to managed colocation including monitoring, security, and data backup services. We tailor these solutions to your needs and scale them as your business grows.

- **Managed IT Services:** A comprehensive portfolio of fully managed, adaptable and cost effective application hosting services leverage our enterprise-class infrastructure, IT availability capabilities, and application expertise. Our managed IT services include application management, managed servers, managed security, storage and data protection, and network services deployed in both dedicated and cloud-based models.

SUNGARD
**AVAILABILITY
SERVICES**®

FACILITY FACT SHEET

Chicago, IL

Building features
- 44,520 sq. ft. facility size
- 26,000 sq. ft. raised floor
- Full interior loading dock
- Annual ISO and SSAE16 audits
- Ladder rack system
- 18-inch deep, bolt down stringer system
- Cabinets grounded independent of raised floor system
- 9 feet 6 inches ceiling height
- Loading capacity: 625 pounds per sq. ft.

Environmental controls
- Split System – DX (Direct Exchange) system
- (24) 30-ton Liebert air conditioning (CRAC) units, 720 tons cooling capacity
- VESDA (Very Early Smoke Detection Apparatus)
- Intelligent addressable detectors and initiating devices
- DataTrax monitoring system monitors all CRAC units, electrical and mechanical infrastructure, utility power, ATS, UPS, and PDUs for various alarm conditions, temperature, humidity and other potential alarm conditions
- Pre-action sprinkler system

Physical security
- ISO/IEC 27001:2013 certification
- Interior and exterior facility monitored by state-certified security personnel
- State-of-the-art security system
- Card access systems
- (34) Closed circuit television camera (CCTV) systems
- Digital Video Recorders (DVR) with minimum 30 day retention
- Exterior doors monitored and alarmed
- PIN required to access raised floor area

Connectivity
- Meshed, multi-vendor internet transit connectivity
- Multiple ILEC and CLEC access providers
- Diverse path long haul access (public and private)
- Diverse fiber entry and intra-building fiber paths
- Redundant internal network distribution platforms
- Dual customer physical handoffs (copper, single-mode and multi-mode fiber)
- Private production and recovery MPLS backbone access dedicated to Sungard AS subscriber traffic
- Recovery-centric on-demand network service suite supporting a broad range of TDM and IP services
- Integrated monitoring and management systems for comprehensive fault identification and remediation

Power management
- (2) diverse 12 kV ComEd electrical feeds
- (2) ComEd service transformers
- (2) redundant automatic throw over switches
- (6) Liebert 675 kW modules
- 2,025 kW total capacity
- A/B power source capability
- (6) strings of wet cell UPS batteries, 60 batteries in each string
- (22) Liebert Power Distribution Units
- (2) Cummins diesel generators (1,750 kW and 1,500 kW), redundant fuel pumps, 8,000 gallon diesel storage tank

For more information on all of our facilities visit www.sungardas.com/datacenters.

About Sungard Availability Services
Sungard Availability Services is a leading provider of critical production and recovery services to global enterprise companies. Sungard AS partners with customers across the globe to understand their business needs and provide production and recovery services tailored to help them achieve their desired business outcomes. To learn more, visit **www.sungardas.com** or call 1-888-270-3657.

Trademark information

Connect with Us