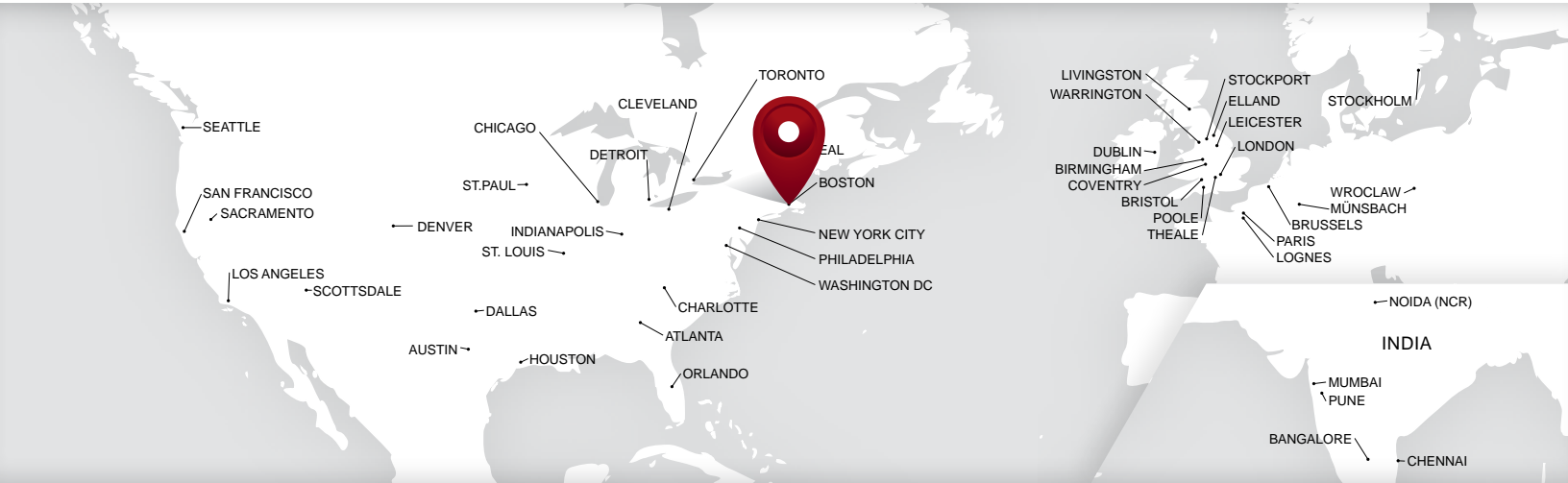


Boston, MA

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.

Boston, MA

Building features

- 62,622 sq. ft. of total facility space
- 25,032 sq. ft. of raised DC floor space

Environmental controls

- Environmental heat reject system consists of (32) individual units for a total of 730 tons of air and has dual compressors for increased control and diversity
- Units are located within the raised floor area and equipped with IR humidifiers and dehumidifiers
- Units maintain an average space temperature of 68°F at 45% relative humidity
- Air filtration is accomplished by pre-filters and high efficiency air filters; power redundancy and generator back up
- HVAC units monitored via Building Monitoring System (BMS) for high and low temperatures and humidity, loss of airflow or clogged filtration, and compressor or fan failure
- Environmental control alarms are connected to the main security panel

Physical security

- ISO/IEC 27001:2013 certification
- State-of-the-art system, trained security personnel, and over (32) closed circuit television (CCTV) with 64 cameras across facility
- Access doors are monitored and alarmed for tamper protection
- Visitors required to sign in at security desk and given a visitors badge. The security personnel will log all authorized visitors into our automated building access tracking database. Visitors will be escorted through the data center facilities at all times with an authorized Sungard AS representative

- Security staffed Monday through Friday
- CCTV system records and monitors activity inside and outside facilities; outside cameras designed with motion sensors

Connectivity

- (4) Internet Feeds, provided by (3) carriers; Sprint 2 Gig feeds, Verizon Business (1) Gig feed, and AT&T (1) Gig feed. All of these are multipath, and bidirectional
- Lighttower Dark Fiber, with access to the Sungard AS network

Power management

- Dual 13.2kv utility feeds, Dual 13.2kv substations, 480v 4,000 amp distribution system and emergency power generation system
- 13.2kv utility feeds provided by NSTAR; 13.2kv distribution systems switch gear tied together by an automatic tie breaker
- (2) Utility substations allow step down voltage to 480v with 4,000 amps and provide TVSS (Transient surge protection) per USS
- Power Distribution Units (PDU), static switches, Uninterruptible Power Supplies (UPS), and a Utility Service Bus (USB) continue the diverse distributed system
- Emergency power generation system consists of (2) closed transition Automatic Transfer Switches (ATS), Emergency Service Bus (ESB), and redundant diesel generation

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.

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