



Data Center

The IDEAS Data Center is a state-of-the-art, highly secure facility designed to provide the maximum in security and safety for our clients. The center is operated 24x7, 365 days per year and is hosted by CDW.

CDW has forged elite strategic partnerships with industry leaders Cisco™, IBM™ and Microsoft™, allowing them to deliver powerful, expertly designed solutions more efficiently and cost effectively.

While other companies may boast of varying partnership levels with one or two of these market leaders, CDW is one of only a handful of companies worldwide that has achieved and maintained the highest level of partnership with all three:

- Cisco Systems™ Gold Certified Partner
- IBM™ Premier Business Partner
- Microsoft™ Gold Certified

CDW provides the IDEAS Data Center with Internet connectivity and networking, power, cooling, security, monitoring access to the hardware, door locks and power draw, offsite tape back-up and recovery services.

Data Center Security includes:

- Restricted and controlled pass card entry
- Biometric recognition
- Digital surveillance
- 19 inch private lockable cabinets
- 24x7x365 observations from IDEAS Network Operations Center

Dual uninterruptible power supplies, power conditioning units, and high capacity generators are used. The generators are tested monthly. Multiple fueling contracts are in place for the generators. There are also redundant systems in place for the routers, firewalls and switches. CDW maintains a large and experienced staff of network, systems, application and security engineers.

Additional information about Data Center hosting by CDW can be found at www.cdw.com > Solutions Center



Clarity.
Confidence.
Control.

IDEaS Data Center FAQ

Do you own your data centers or lease them? IDEaS Revenue Optimization has a premier partnership with CDW to provide our complete data center needs. The infrastructure they have developed as a certified Data Center ensures IDEaS' clients the highest levels of security and data protection. The equipment is owned by IDEaS and not shared with other data center customers.

Are the data centers staffed 24 hours a day, seven days a week (24x7)? What staff is on-site? Yes, the IDEaS data centers are staffed 24x7, 365 days per year. On-site support includes network operations center engineers. This team is responsible for ensuring that all hosting operations including hardware, security and communications maintain a fully operational status.

What physical security measures are in the data center?

The physical security measures include:

- Restricted and controlled pass card entry
- Biometric recognition
- Digital surveillance equipment
- Standard 19-inch private lockable cabinets
- 24x7x 365 observations from IDEaS Network Operations Center

Is there redundant power (batteries, generators)? How often are they tested? Each data center has dual uninterruptible power supplies, power conditioning units, and a high capacity diesel generator. The generator is tested monthly. A and B side power is supplied to the racks. ATS (Automatic Transfer Switch) has a full load test yearly. Multiple fueling contracts are in place for the generators.

What cooling and fire suppression systems are available?

Dry pipe fire suppression, VESDA early warning fire detection.

What Disaster Recovery Plans and Policies are in place at the data center? Any business can experience a serious incident which would prevent it from continuing normal operations. IDEaS has a multi-pronged Disaster Recovery Contingency Plan including: (Due to security reasons, exact details and locations cannot be published).

- 1. Back-up:** IDEaS employs a multi-location data back-up and fail over network
- 2. Risk Assessment:** Regular review and audit of our contingency and back-up systems are performed and include:
 - a. Environmental Disasters (i.e. fire, flood, contamination, epidemic, etc.)
 - b. Deliberate Disruption (i.e. terrorism, war, sabotage, theft, arson, etc.)
 - c. Loss of Utilities and Services (power failure, gas/water/oil shortage, communications failure)
 - d. Equipment or System failure (i.e. internal power, cooling, etc.)
 - e. Serious Information Security Incidents (i.e. cyber crime, loss of records, etc.)
 - f. Other Emergency Situations



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For more information on the benefits of Pricing, Forecasting and Optimization visit IDEaS online at

www.ideas.com

