

Reliance Globalcom Colocation Services

Different organisations have different hosting needs like supporting internal mission critical applications, serving external customer demands or expanding market reach. Reliance Globalcom's Co-location Service provides the optimal environment to house and operate business critical applications & equipment.

Reliance Globalcom's hosting sites are located at major 'carrier hotels' in prime business districts around the globe. These sites are used as primary hosting sites due to their proximity to customer businesses. We also provide hosting facilities at strategically remote but accessible locations, to suit Disaster Site requirements.

Open Network Connectivity

Reliance Globalcom's Co-location Services provide full and open access to the world's telecommunications infrastructure, including Reliance Globalcom's global fibre-optic and MPLS/IP based network. The hosting sites have been selected for their ease of onward connectivity by enabling customers to create quick links back to their home network, their partner networks and their customers. While we believe that we offer the best solution for international connectivity, customers are free to select their preferred local network supplier making Reliance Globalcom "Carrier Neutral" in the truest sense.

Optimal Operating Conditions

To ensure highly resilient operating conditions and the availability of the customer's computing and telecom infrastructure, we provide a highly redundant and protected environment with multiple features.

Reliance Globalcom takes full responsibility for providing, maintaining and securing the physical environment, thus enabling the customers to focus on their core businesses.

Full Operational Support

Reliance Globalcom's hosting sites are managed 24 x 7 and customers have access to the service desk at all times. Customers can install and operate their own equipment co-located at the hosting sites. Alternatively, options to undertake technical and management tasks for the customers are also offered. Reliance Globalcom's 'Safe Hands' service, allows customers to "manage" the infrastructure remotely by extending the access to skilled, local technicians to support, maintain, upgrade and fix their equipment. All work is carried out under the customer's strict authority, guidance and remote supervision.

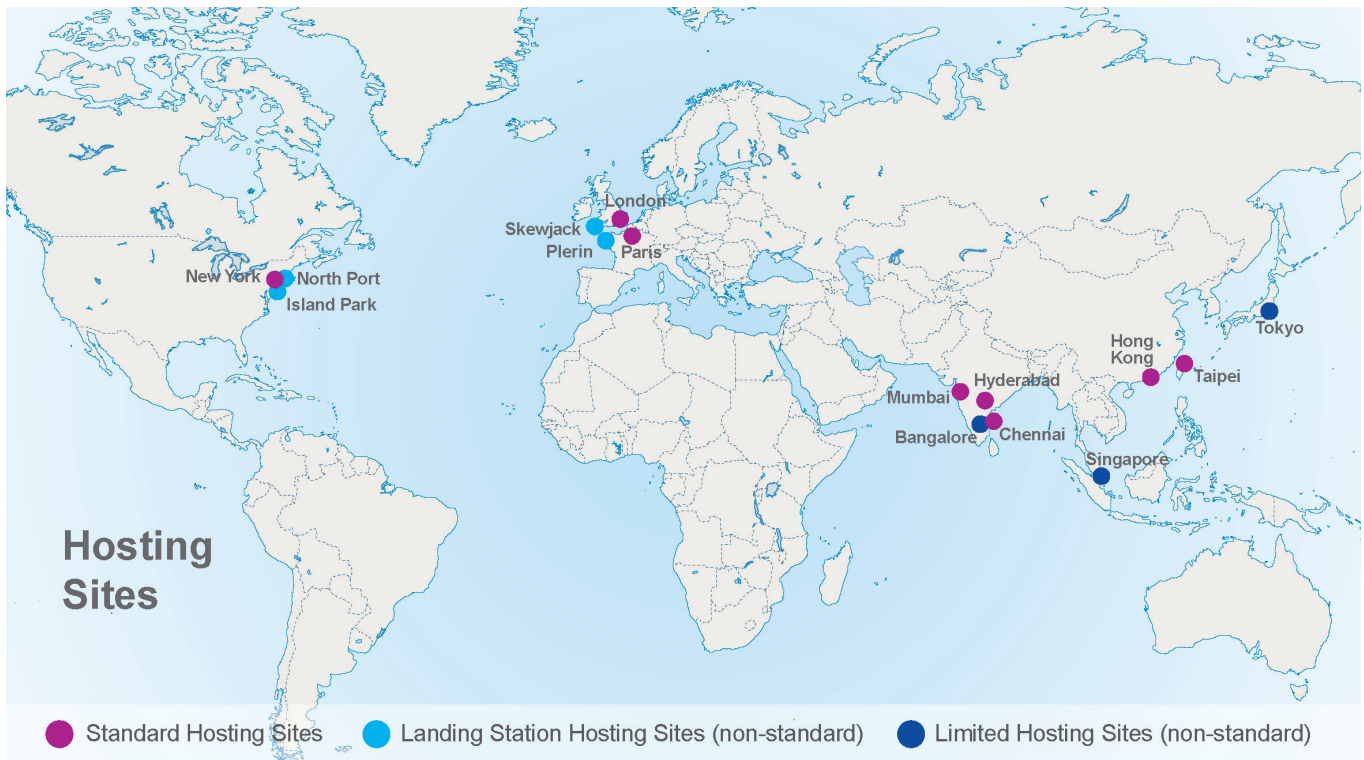
Guaranteed Service

An old expression says, "Treat others the way you would expect to be treated yourself". Reliance Globalcom takes this expression literally with its Co-location Service. It uses the same sites to host their carrier-grade network infrastructure to provide connectivity services across the globe with "best in the industry" service levels.

Value and Benefits

- Establish local presence at major international business hubs, rapidly. Immediate access to multiple carrier options to extend reach to local suppliers, services, partners and customer premises
- Deploy and manage mission critical computing and telecom infrastructure cost effectively, with low capital outlay and minimal risk. Fixed monthly fee to ensure minimised up-front and ongoing expenditure
- Range of customised options in terms of space and power. Standard environmental protection provides optimal environment to meet hosting needs with committed service levels
- Virtual extension of the operational team for routine maintenance by leveraging onsite engineers

Coverage



Features

- Option to install safe racks and safe cabinets or own racks of approved specifications
- Standard footprint sizes of 600mm x 600mm and 600mm x 800mm
- Custom solutions to address unique space and power requirements and dedicated cage requirements
- Minimum N+1 redundancy at all levels
- Uninterruptible Power Supply (UPS), through both direct and backup AC/DC sources
- Controlled temperature and humidity
- VESDA based smoke/ fire detection and FM200 or equivalent smoke/ fire prevention systems
- Raised flooring, typically with 300-500mm void, capable of supporting a minimum of 2.5KN/m²
- Diverse building cable entry with both overhead and under floor cable runs
- Perimeter security and access control
- Basic facilities like goods lifts, kitchen, toilets, telephones available
- Optional incoming PSTN line for remote management
- Optional 'Safe Hands' service round the clock for routine maintenance and operations support

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