



## DATA CENTER FACTS

Our Data Centers Are Built To Handle Your Most Mission-Critical Demands

### Built for Security, Flexibility and Performance.

Concerto Cloud helps companies accelerate business performance by connecting them to their customers and partners inside the world's most networked and secure data centers, with our proven solution best practices.

Our private and hybrid cloud services leverage state of the art technologies with innovative designs that feature data backups via snapshots, clustering, geographic redundancy, and more. Our true private cloud environments are built with single tenant configurations with no shared instances, including remote desktop, database, or web front end servers.

Concerto's strategically located data centers offer high uptime, world-class physical security, diverse network redundancy options, and accelerated application delivery worldwide. Concerto employs engineers and security specialists with extensive certifications and real-life experience, including CISSP (Certified Information Systems Security Professional), ITIL (Information Technology Infrastructure Library), as well as advanced vendor certifications with leading manufacturers of security and networking solutions including Cisco, Check Point, McAfee, Microsoft, Imprivata, NetApp, Symantec, WatchGuard, Bradford Networks, Syncsort, Citrix and VMware.

#### REDUNDANCY AND BACKUPS:

- 99.99% Uptime Guarantee
- Supports replication and high-availability solutions for both Windows and supported non-Windows virtualized operating systems
- N+1 (or greater) redundancy-ability to sustain failure(s) without a service disruption
- Standard operating procedure of maintaining two local copies of all backups

#### DISASTER RECOVERY:

- Geographic diversity with backups replicated to secondary and tertiary Concerto remote data centers
- Aggressive RTO & RPO commitments, as low as 15 minutes
- Customizable backup retention

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Microsoft  
Partner Network

U.S. ISV PARTNER  
OF THE YEAR 2013  
CLOUD SOLUTIONS

# The Cloud That's Up to Your Challenge

## SECURITY SYSTEMS:

- Private cages with biometric, card and PIN access
- 24x7x365 video surveillance
- Customized Security to enable you to meet your regulatory compliance needs including SSAE 16, SOC1, SOC2, PCI, Safe Harbor, HIPAA, ITAR, CJIS and FIPS-140-2
- Data centers meet ISO & LEED requirements

## GENERAL FACILITY FEATURES:

- Dallas TX, Ashburn VA, and London UK Data Centers
- All data centers are equipped with full generator UPS power, back-up systems, robust HVAC systems, and N+1 (or greater) redundancy.
- 24x7x365 Network and Security Operations Center
- Optimal data center locations within close proximity to primary network access points to maximize internet reliability and performance
- Ecosystem driven structure facilitating cross connections with business critical partners to reduce costs and increase performance

## SUPPORT:

- 24x7x365 cloud platform support
- In-depth monthly reporting on the health of each environment, uptime and SLA benchmarks

## INTERNET/ACCESS OPTIONS:

- Access to one of the top three peering and exchange markets, including the largest peering exchange on the U.S. East Coast
- Redundant Direct Internet Access (DIA) with multiple Tier 1 providers
- Multiple Diverse, High Speed Fiber Entry Points
- Fully meshed multi-homed BGP peering topology
- DIA speeds of 100mbps or higher
- Local Loop Access with 200+ Internet Service Providers, and Network Access Options of DS-1, DS-3, OC-X, or Ethernet Connectivity
- Metro Ethernet capabilities at 10 Mbps, 100 Mbps, 1 Gbps, and 10 Gbps speeds

## About Concerto Cloud:

Concerto Cloud Services combines application expertise with superior service and technical support to offer organizations a private cloud developed for the highest levels of performance, security and speed. The Concerto Cloud team specializes in the rapid deployment of complex enterprise applications with seamless integrations across on-premise, third party and public cloud solutions to deliver a customizable, hybrid cloud platform. Advanced compliance and regulatory certifications, strict adherence to ITIL standards, 24/7 support and a 99.99% guaranteed uptime have earned Concerto an industry-leading customer retention rate and recognition as a pioneer in cloud computing, including Microsoft's U.S. Independent Software Vendor (ISV) of the Year for Innovation.

