

Selectively
outsource IT to
suit your business
requirements and
support growth

Managed Co-location

availability. accreditations. managed services.

| What is Managed Co-location?

The Macquarie Telecom Managed Co-location service provides a highly certified solution for your data centre availability needs whilst also providing affordable hosted managed services. Ensuring cost effective management of your IT & online infrastructure.

The Managed Co-location service provides you with secure lockable cabinet space in the highly certified Intellicentre facility, maintaining constant power supply, air-conditioning, fire suppression, and humidity control to your IT environment – all for a simple monthly service fee backed by a firm Service Level Guarantee (SLG).

Managed Co-location service customers are able to take advantage of a large number of leveraged managed services to further reduce IT costs and management overheads, whilst also improving performance and availability.

The most common managed services associated with co-location include: Redundant high-speed multi-carrier Internet ports, SAN storage, Load Balancing, Intrusion Prevention, Firewall Services, Tape Backup, Hardware Monitoring, Shared Exchange Email, Email Anti-Virus/Anti-spam, Web Filtering, &/or private IP data networks.



| Benefits of Managed Co-location

Lowens Risk of Downtime

- By moving your business infrastructure to a fully managed data centre the risk of application downtime due to communications room failures (such as power failures, flood, fire, theft) are greatly minimised.
- Downtime can equate to loss of revenue, productivity & reputation.

Lowering Capital Expenditure

- Eliminate the need to budget Capex each year to build & maintain your communications room and services (including management of contractors, utility providers & maintenance providers).

Compliance & Risk

- Redundancy, maintenance & 24 x 7 onsite engineering support means further peace-of-mind that an engineer from Macquarie Telecom is always available to assist.
- Global Industry Certifications ensure people & processes meet strict audit requirements.

Flexibility & Scalability

- Access to hosted managed IT services enables you to selectively outsource key IT infrastructure elements (either now or later). Examples include Internet, Firewalls, Storage, Tape backup – all of which can be designed to best suit your infrastructure, budget and staffing needs.

| The Macquarie Telecom Difference

Highly Certified

- Managed Co-location Solutions are located in the highly certified data centre, the Intellicentre, supported by a team of certified engineers (not just security staff) at all times.

Hosted Managed Services

- Take advantage of an industry-leading suite of hosted managed IT services to suit your infrastructure and budget needs.

Stringent SLG's

- Macquarie Telecom take Service Level Guarantees (SLG's) seriously. We provide financial compensation for non-compliance because we understand the importance of uptime to your business.

Gigabit Multi-Carrier Internet

- Connect your Co-location to the Internet via N+1 multi carrier Gigabit BGP routed Internet feeds.

Convergence

- Mobile, Data, Hosting

Macquarie Telecom is uniquely able to offer a single point of contact for your Internet, mobile, data and hosting needs. One bill, one Account Manager and one support contact centre.

No more finger pointing between suppliers, ensuring your co-located IT infrastructure, your Internet and your data network can be covered by a single Service Level commitment.

| Technical Specifications

Co-location Components

Rack Space	- Standard Secure 20RU Half Rack (10x 10A GPO, 32A circuit breaker) - Standard Secure 40RU Full Rack (20x 10A GPO, 32A circuit breaker) - Class-C Secure Cabinet also available
Power	- 1.2kw, 3.0kw, & 5.0kw options - Secondary Power Circuit option (for redundancy: total power same)
Rack Dimension	- 600mm (width) x 1000mm (depth)
Cabling	- 24 port RJ45 patch panel provided - 6 ports patched to infrastructure
Cross Connects	- UTP, Coax, & Fibre options

Data Centre Specifications

Certifications	- ISO27001 (prior AS/NZ7799) - ASIO T4, DSD Gateway (Highly Protected & Restricted) - VMWare, Redhat, Microsoft, Sun
Security	- CCTV, Biometric hand-scan, Access Card, PIN, Man-Trap - 24x7 Secure access available
Power	- Dedicated substation (CBD grid) - Diverse UPS, Batteries, Generators
Air-Conditioning	- Redundant Precision Cooling units - Under floor in-cabinet cooling
Fire Suppression	- Zoned VESDA with FM200 - Zoned Dry Pipe Water

Service Level Assurance

SLG	- 99.95% Availability - 30min Time To Respond, 4hour Time To Repair - Business Class: 8am-6pm Mon-Fri - First Class: 24x7
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Managed Service Components

All managed service components are priced on a simple per monthly basis. Eliminate the need for heavy capital & skills investment - ensuring immediate deployment.

Internet Connection	- Multi-carrier gigabit Internet - Select appropriate usage plan
Perimeter Firewall	- High-Availability Shared option (with own policy) - Dedicated option
Intrusion Prevention	- Monitoring & Reporting Option - Policy & Reporting Option
Load Balancing	- Shared Option (own policy) - Dedicated Option (SSL features available)
Hardware Monitoring	- For HP, Sun & Dell Servers - Availability Monitoring - Alert Notification & Support - Operating System Management option
SAN Storage	- Connection fee + per GB fee - Two speed options - High-end performance SAN
Tape Backup	- Connection fee + per GB fee - 1 Full / 6 Incremental weekly - Weekly tape offsite storage