

Data Centers

SoftLayer® Technologies

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■ What It Is

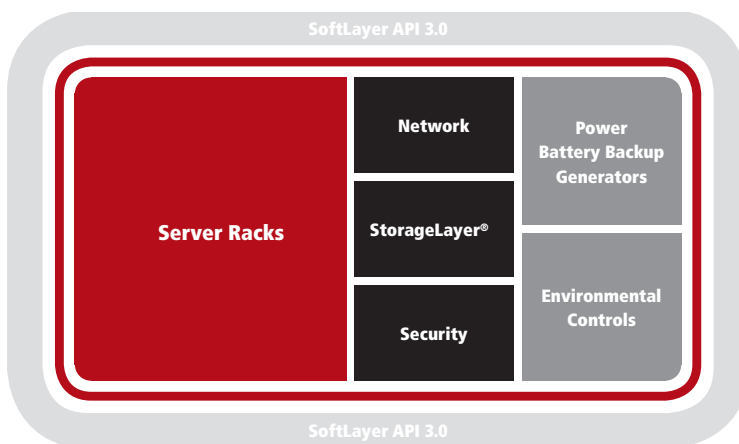
SoftLayer® operates multiple data centers in Amsterdam, Dallas, Houston, London, San Jose, Seattle, Singapore, and Washington D.C., built upon SoftLayer's unique pod data center design concept. Our data centers are functionally independent with distinct and redundant resources, and fully integrated through SoftLayer's revolutionary network architecture, allowing seamless intra-data center capabilities. Customers have direct control over their systems in any SoftLayer data center and full access to all of SoftLayer's backend services—all fully automated and on demand. Our highly trained engineers are available to provide on-site, enterprise-class services in the event a non-automated function is needed.

SoftLayer data centers are SSAE16 compliant, meeting industry-recognized requirements for security and reliability. The exhaustive, third-party certification assessment included extensive testing of the control objectives and activities at all SoftLayer data center facilities, including oversight by executive management, operations and customer service, development and information technology organization, human resources policies and procedures, and risk assessment monitoring.

Additionally, SoftLayer is self-certified with the U.S. Department of Commerce's U.S.-European Union (EU) Safe Harbor framework, verifying that SoftLayer meets the EU's adequacy standard for data and privacy protection. Self-certification and participation in the Safe Harbor framework is entirely voluntary. For official documentation or any questions regarding SoftLayer's SSAE16 compliance and Safe Harbor self-certification, please contact sales@softlayer.com.

■ Data Center Pod Concept

SoftLayer builds out its data center facilities using an innovative "pod" design. Each facility consists of one or more pods, with each pod built to the same specifications using best-in-class methodologies to support up to 5,000 servers. Leveraging this standardization across all geographic locations, we optimize key performance variables including space, power, network, personnel, and internal infrastructure. We are currently in the process of converting data centers acquired through our merger with The Planet to utilize this unique design approach.



Server Capacity by Data Center

AMS01	8,000
DAL01	40,000
DAL02	19,000
DAL04	5,000
DAL05	16,000
DAL06	19,000
DAL07	5,500
HOU01	13,000
HOU02	17,000
SEA01	10,000
SJC01	12,000
SNG01	16,000
WDC01	16,000
Total	196,500

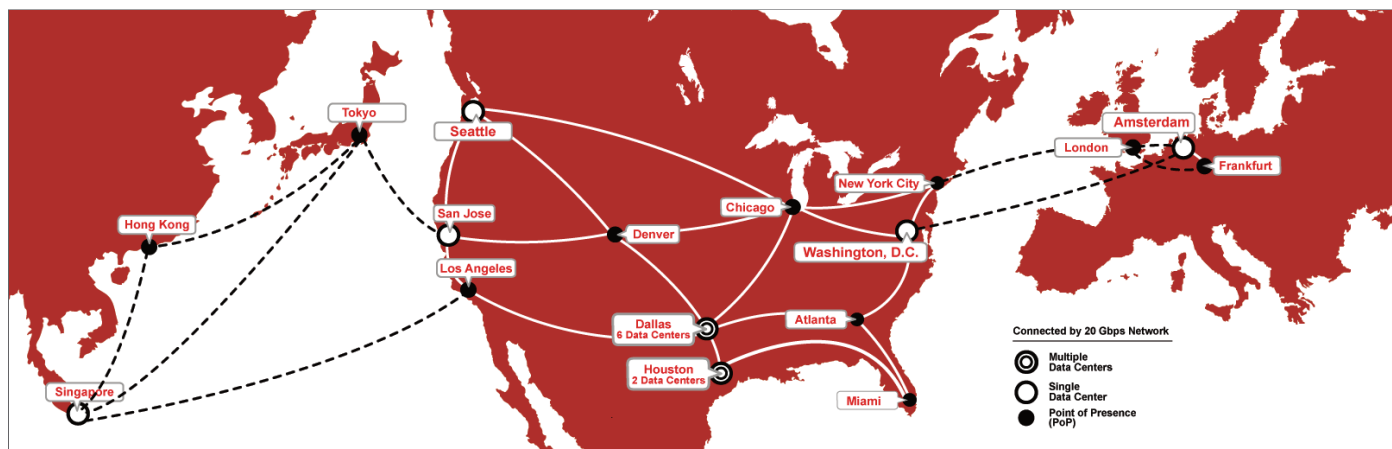
(100,000 currently deployed)

■ Key Advantages

On-Demand, Virtual Data Center Through IPMI 2.0 server technologies, secure and remote out-of-band management, and proprietary automated solutions, SoftLayer provides a highly scalable, on-demand, virtual data center experience.

Geographic Diversity With fully-featured data centers in Amsterdam, Dallas, Houston, London, San Jose, Seattle, Singapore, and Washington D.C., SoftLayer provides geographic diversity ideal for maintaining system and data redundancy, as well as for placing systems in the optimal physical location for traffic volume and speeds.

Redundant, Best-in-Class Infrastructure All SoftLayer data centers maintain multiple power feeds, fiber links, dedicated generators, and battery backup. They are built from industry-leading hardware and equipment, ensuring the highest level of performance, reliability, and interoperability.



SoftLayer's Data Center to Data Center Network provides free, dedicated, and secure connection between servers housed in any SoftLayer facility.

- Dedicated 20Gbps fiber link
- Automatic fail-over through alternate secure connection
- Secure, high-speed data transmission between data centers
- 16 network Points of Presence (POPs) provide direct or non-direct network connections for exceptionally low latency

■ AMS01 Facility

Specifications

- Capacity: more than 8,000 dedicated servers
- 13 mW available input power
- 6 x 800kVA UPS Battery Backup Units, 2N
- 4 x 1875 kW Diesel Generator with on-site Fuel Storage, N+1
- 30 x 94kW CRAH units, N+6
- 4 x 950kW chillers, N+1
- Pre-Action Dry Pipe Fire Suppression
- Proximity Security Badge Access
- Digital Security Video Surveillance

■ DAL01 Facility

SoftLayer Dallas is located inside the recognized Infomart telecom hotel, a private, N+1 facility near downtown Dallas. Infomart is home also to data centers belonging to MCI, Level 3®, Equinix, NTT America, Switch and Data, Verizon, and ViaWest. It sits on three redundant TXU electrical grids, delivering diverse power to each quadrant of the building, with five, on-site, 100-ton water chillers meeting N+1 cooling requirements.

Specifications

- Capacity: more than 40,000 dedicated servers
- 6000 amps 480v input power
- 6 x 750 kVA UPS battery backup units
- 3 x 2 mW diesel generators with on-site fuel storage
- Redundant Liebert 30-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ DAL02 Facility

Specifications

- Capacity: more than 19,000 dedicated servers
- 9000 amps 480v input power
- 6 x 750k & 8 x 500kVA UPS battery backup units
- 4 x 2mW diesel generator with on-site fuel storage
- Redundant Liebert 50-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ DAL04 Facility

Specifications

- Capacity: more than 5,000 dedicated servers
- 2000 amps 480v input power
- 2 x 500kVA UPS battery backup units
- 1 x 1500kW diesel generator with on-site fuel storage
- Redundant Data-Aire 26-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ DAL05 Facility

DAL05 is a private, Tier IV facility located inside the SoftLayer headquarters in Dallas, Texas.

Specifications

- Capacity: more than 16,000 dedicated servers
- 12.47kV service with 6mW capacity
- 6 x 1250kVA UPS battery backup units
- 4 x 2mW diesel generator with on-site fuel storage
- 2 x 100-ton water chillers
- Redundant Liebert 50-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ DAL06 Facility

Specifications

- Capacity: more than 19,000 dedicated servers
- 9000 amps 480v input power
- 2 x 750 & 8 x 500kVA UPS battery backup units
- 4 x 2mW diesel generator with on-site fuel storage
- Redundant Liebert 30-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ DAL07 Facility

Specifications

- Capacity: more than 5,500 dedicated servers
- 3000 amps 480v input power
- 4 x 500kVA UPS battery backup units
- 2 x 2mW diesel generator with on-site fuel storage
- Redundant Trane 125-ton HVAC units
- Redundant Trane 500-ton chillers
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ HOU01 Facility

Specifications

- Capacity: more than 13,000 dedicated servers
- 5000 amps 480v input power
- 5 x 375kVA UPS battery backup units
- 1 each 2000kW, 1500kW & 1250kW diesel generators with on-site fuel storage
- Redundant Data-Aire 26-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ HOU02 Facility

Specifications

- Capacity: more than 17,000 dedicated servers
- 9000 amps 480v input power
- 8 x 500 & 4 x 375kVA UPS battery backup units
- 4 x 2mW diesel generators with on-site fuel storage
- Redundant Liebert 30-ton HVAC units
- Pre-action dry pipe fire suppression
- Proximity security badge access
- Digital security video surveillance

■ SEA01 Facility

SoftLayer Seattle is located in a private N+1 data center facility outside the Seattle fault and liquefaction zones. The facility is designed and constructed to sustain a seismic event while maintaining business functions and boasts low latency through superior connections to Seattle's robust fiber optic loops, 55mW of existing electrical capacity, 45 on-site generators with .5-million gallons of on-site fuel storage, and a carrier vault system supported by more than 50 miles of embedded, secure conduits.

Specifications

- Capacity: more than 10,000 dedicated servers
- 2000 amps 480v input power
- 4 x 500kVA UPS battery backup units
- Multiple 2mW diesel generators with on-site fuel storage
- Redundant Liebert 30-ton HVAC units
- Pre-action dry pipe fire suppression
- Biometric security system with proximity badge access
- Digital security video surveillance

■ SJC01 Facility

Specifications

- Capacity: more than 12,000 dedicated servers
- 9000 amps 480v input power
- 12 x 625kVA UPS battery backup units
- 4 x 2mW diesel generators with on-site fuel storage
- 12 x 130-ton chillers
- Pre-action dry pipe fire suppression system
- Proximity security badge access
- Digital security video surveillance

■ SNG01 Facility

Specifications

- Capacity: more than 16,000 dedicated servers
- 30 mW available input power
- 12 x 800kVA UPS Battery Backup Units, 2N
- 12 x 2000 kVA Diesel Generator with on-site Fuel Storage, N+1
- 48 x 123.3kW CRAH units, N+2
- 4 x 5,275 kW chillers, N+2
- Pre-Action Dry Pipe Fire Suppression
- Proximity Security Badge Access
- Digital Security Video Surveillance

■ WDC01 Facility

SoftLayer D.C. is located in a private N+1 data center facility just 7 miles from Dulles airport in Chantilly, Virginia. The facility is also home to data centers belonging to AT&T and Verizon Business, and receives power from two redundant Dominion Virginia Power grids. It includes three, on-site, 600-ton cooling towers, fully meeting N+1 cooling requirements.

Specifications

- Capacity: more than 16,000 dedicated servers
- 2000 amps 480v input power
- 8 x 750kVA UPS battery backup units
- 3 x 2mW diesel generators with on-site fuel storage
- Redundant 30-ton CRAC units
- FM-200 fire suppression system with VESDA
- Biometric security system
- Digital security video surveillance