



Facility Specifications |
Implex Data Center
“The Data Safe”

Location:
Implex Data Center
One Financial Plaza
120 South 6th Street | Suite B10
Minneapolis, Minnesota 55402

Updated:
December 27, 2007



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Company Overview

Founded in 1991, Implex is a privately held 'Technology Service Provider' based in Minneapolis, Minnesota.

Implex has significant experience in unifying technologies and cutting-edge innovations for business. It is this experience which allows our professional teams to better serve our clients, no matter their technological need. Our clients include: 3M, American Express Financial Advisors, ADC, Travelers Companies, Hubbard Broadcasting, The City of Minneapolis, The State of Minnesota, Land O' Lakes, Target, CBS/WCCO, Honeywell, Capella University, Illbruck GmbH, Public Radio International, St. Paul Pioneer Press, Adaptec/Tricord Systems, McGough Companies, United Defense/FMC and many others.

Today, Implex has continued to experience significant growth and has partnered with thousands of clients worldwide - assisting them to achieve their technological objectives and make meaningful connections between their customers, vendors and employees in the digital economy.

1. Data Center | Location

1.1. Located in a former bank vault in One Financial Plaza in downtown Minneapolis and surrounded by 21" of steel and concrete, the 5,000 sq. ft. Implex "Data Safe" is a carrier class data center facility designed and equipped with 24x7x365 secured access, sophisticated environmental controls, redundant power feeds, and fast, multi-homed, multi-carrier access to the internet backbone. All routers, switches, servers, UPS's and environmental equipment are physically located in the Implex "Data Safe".

Physical Address:

Implex Data Center
One Financial Plaza
120 South 6th Street | Suite B10
Minneapolis, Minnesota 55402



2. Data Center | Physical Infrastructure

2.1. Power

- 2.1.1. AC Power Systems
- 2.1.2. Liebert UPS. 300 kva, 15 minutes. Inspected quarterly. N+1 redundancy in all systems
- 2.1.3. Valve-Regulated Lead-Acid (VRLA) batteries providing a minimum of 15 minutes backup at full load.
- 2.1.4. Generator sized to run entire site at full load for a minimum of 24 hours without refueling. Load tested weekly (TH). Managed by Cummins. Refuel agreement - guaranteed 4 hour response time.
- 2.1.5. Automatic Transfer Switches (ATS) and bypass/isolation switches provide N+1 redundancy for dual source power capability.
- 2.1.6. 24 x 7 national maintenance agreements for UPS and backup generator.
- 2.1.7. Fuel delivery contract with four hour delivery.

2.2. HVAC Liebert Chilled Cooling Units

- 2.2.1. Full data-grade Liebert with redundant loop system (N+1 redundancy). 72 degree ambient air temperature (+/-2 degrees) 45% humidity (+/-5%).
- 2.2.2. Up-flow U302 cubic feet per second.
- 2.2.3. Water detection system in bottom of cooling units.

2.3. FM200 Fire Suppression

- 2.3.1. Dry-pipe, pre-action double interlock, breathable Halogen gas, fire suppression system. Fully inspected quarterly.
- 2.3.2. Both smoke and high temperature heat detectors
- 2.3.3. Inspected by the City of Minneapolis Fire Department and certified to meet or exceed requirements.

2.4. Monitoring

- 2.4.1. UPS: Current, Voltage and Load
- 2.4.2. HVAC Temp and Humidity

2.5. Security

- 2.5.1. The walls, ceiling and floors of the Data Center are constructed of 2 ½ feet of steel reinforced concrete.
- 2.5.2. The physical entrance is card key protected with three security access levels. (Card access control at all interior and exterior doors).
- 2.5.3. All physical activity is logged and archived to ensure maximum physical protection. Digital surveillance cameras record all physical access.
- 2.5.4. The entrance to the building is guarded 24x7x365 with dedicated security personnel.

2.6. Support

- 2.6.1. In the event of an emergency technical support person is dispatched within ½ hour.

2.7. Backup/Disaster Recovery

- 2.7.1. Implex maintains redundant hot site to maintain core services in case of an emergency.

2.8. Cages

- 2.8.1. 10' x 12' locking cage space (120 square feet)
- 2.8.2. Private space / larger square footage plans available



2.8.3. AC power installed to order

2.9. Cabinets

- 2.9.1. 24"W x 37"D x 84"H locking colocation cabinets with 19" mounting rails
- 30"W x 37"D x 84"H locking colocation cabinets with 23" mounting rails

3. **Data Center Network Infrastructure**

3.1. Routing/Switching

- 3.1.1. Redundant Cisco core routers
- 3.1.2. Redundant Cisco core switches
- 3.1.3. Full BGP-4 routing

3.2. Connectivity

- 3.2.1. 100 megabit fiber connection XO Communications
- 3.2.2. OC-3 fiber connection Qwest
- 3.2.3. 100 megabit connection TWT Time Warner Telecom

3.3. Monitoring

- 3.3.1. Switches/Routers
 - 3.3.1.1. ICMP test on all active network devices every two minutes.
 - 3.3.1.2. SNMP monitoring on CPU, Memory, and bandwidth utilization

3.4. Security

- 3.4.1. Firewalls
 - 3.4.1.1. Implex uses commercial grade firewalls from Cisco and others. Implex firewalls are maintained to provide reliable 24/7 network security and connectivity.

3.5. Support

- 3.5.1. All network devices are patched and maintained to manufacturers' recommendations. In the event of an emergency technical support person is dispatched within ½ hour.

3.6. Backup

- 3.6.1. All network routing switching and access is redundant and backups of network configurations are maintained off site.

4. **Data Center Hardware Infrastructure**

4.1. Servers

- 4.1.1. Implex uses commercial grade servers that provide reliable service and are built with redundant data systems and power.

4.2. Monitoring

- 4.2.1. All data equipment is monitored around the clock in five-minute intervals for performance and uptime.
 - 4.2.1.1. SNMP monitoring
 - 4.2.1.2. CPU utilization
 - 4.2.1.3. Memory utilization
 - 4.2.1.4. Disk utilization

4.3. Security

- 4.3.1. All computers are physically secured in the Data Center and access to all servers is monitored and documented.



4.4. Support
4.4.1. In the event of an emergency technical support person is dispatched within ½ hour.

4.5. Backup
4.5.1. Redundant hardware is on location for emergency repairs.

5. Data Center Applications Infrastructure

5.1. Supported Operating Systems

- 5.1.1. Microsoft All Windows OS's
- 5.1.2. Linux

5.2. Supported Databases

- 5.2.1. Microsoft, Mysql, Access

5.3. Supported Applications

- 5.3.1. PHP, ColdFusion, .NET, ASP, Perl

5.4. Webservers

- 5.4.1. IIS, Apache

5.5. E-mail

- 5.5.1. Imail, Exchange

5.6. Monitoring

- 5.6.1. Application monitoring is configured to monitor the critical applications and notify technical support.
- 5.6.2. Monitored applications include:
 - 5.6.2.1. Web server, IIS, Apache
 - 5.6.2.2. Database, SQL, MySQL
 - 5.6.2.3. Cold Fusion, Perl, PHP, .NET ASP

5.7. Security

- 5.7.1. Implex maintains all servers with the latest security and vendor recommended patches.

5.8. Support

- 5.8.1. In the event of an emergency technical support person is dispatched within ½ hour.

5.9. Backup

- 5.9.1. All system data and user data is backed up daily.