HostedinCanada

People Friendly. User Friendly

CALGARY

Located in the heart of Calgary's financial district. A dedicated and secure data center in the core of Calgary's business center.

AMENITIES

• 800 kVA of total critical power capacity.

• Over 12,000 feet of whitespace, including cabinets and cages.

• Redundant connectivity between all Western Canadian data centers.

RELIABILITY

We guarantee 100% uptime. Power and cooling is built to at least N+1 redundancy while 24/7 continuous monitoring of all critical systems keeps us on top of any issues. We back that with fire detection and suppression systems throughout the data center.

SCALABILITY AND CONNECTIVITY

Through exceptional service and client trust we've become Canada's largest data center service provider in both committed and available expansion capacity. Featuring a national footprint of six data centers, each is designed to meet growing client needs with a selection of cabinets, cages or dedicated halls with custom security. Added to that, we're thoroughly connected nationwide to all major carriers, Internet exchanges, financial ecosystems, as well as public and private cloud providers.

SECURITY

It is rock solid. HIC supports our 24/7 professional security measures with extensive video surveillance, bullet resistant entrances and biometric controls. For access to individual customer environments, biometric readers maintain proper safeguards.

CALGARY TECHNICAL SPECIFICATIONS

SPACE

- Multi-story office tower in financial district.
- Steel construction.
- Dedicated and individually secured full cabinets.
- Custom dedicated cage space.
- 24" height.
- Multiple dedicated loading bays to accomodate full sized trailers.
- 24x7 shipping/receiving capabilities.

POWER

- 100% power availability SLA.
- A+B power paths to all customer racks/cabinets, each from independent UPS.
- Mulitple generators maintained to a minimum of N+1.
- Multiple UPS maintained to a minimum of N+1.
- Minimum 24 hour run time at full capacity.
- Refueling arrangements with multiple fuel providers.
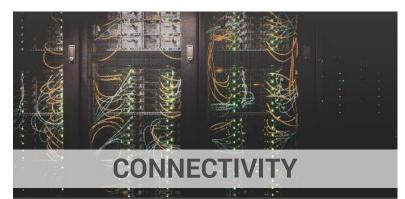
FIRE PROTECTION

- Multiple VESDA units in a cross-zoned configuration.
- Smoke and heat sensors.
- Double inter-lock dry pipe pre-action sprinkler system.
- Clean-agent extinguishers throughout.
- Overhead clean agent gas suppresion in critical infastructure areas.

SECURITY

- 24x7 on-site uniformed security staff.
- Centralized Security Coordination Center.
- Extensive netowrk of video surveillances.
- Multiple secuirty zones with 2-factor biometric authentication.
- Full customer control for the security access of their employees or other agents.
- 24x7 unannounced access privileges for authorized individuals.

CALGARY TECHNICAL SPECIFICATIONS

CONNECTIVITY

- 100% network availability SLA.

- Diverse fibre connectivity to HIC's national network.

- Multiple, diverse network entrances.

- Multiple , diverse internal distribution frames for each data hall.

- Multiple fibre providers with onsite POPs.

SUPPORT

- 24x7 Centralized Control Center for all day-to-day support requests and escalations.

- 24x7 on-site Data Center Technicians.

- HIC's Control Panel (secure web-based tool for various reports and support).

EFFICIENCY

- Environmental conditions maintained within ASHRAE standards.

- Redundant and fault tolerant cooling design in all data halls.

- Hot aisle/cold aisle design.

COMPLIANCE

- SOC 1 (SSAE-16/CSAE-3416/ISAE-3402) type 2 audits.

- SOC 2, type 2 audites; ISO 27001 (scheduled completion 2017).

- PCI DSS certified for physical security standards.

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