

# NeoHost

## Factsheet

### Product Overview

NeoHost combines premium data center facilities with the logical scalability and cost savings required to ensure that your mission-critical data is always available and that your online strategy is always competitive.

We provide the local and global bandwidth performance demanded by, for example, high-end content providers as well as the physical and network security required to meet companies' stringent fiscal audit stipulations. Our network scalability assists our customers in competing in and dominating a global market.

### Product Specifications

Standard Neotel Data Center Site Features:

Feature	Detail
IDC Address	South Africa : Johannesburg 44 Old Pretoria Road, Midrand
Power	<p>Power is provided to the site via two municipal 11-kV ring feeds; redundant incoming high voltage mains feed from the local utility.</p> <p>In the event of a complete mains failure, power continuity is ensured by means of parallel redundant 500kVA (N+1) UPS systems, at the low voltage level (400volt).</p> <p>Each UPS system is designed to support the full load of the site in case of a mains failure, which ensures continuous operation of the power generation, allowing enough time for the Diesel Engine to be operational and take over the full load. Diesel driven generator sets are capable of supporting the site indefinitely through fuel top-ups</p> <p>The AC power is provided to the rack from two separate diverse routes from the Main Distribution Boards. These Boards are designed to ensure power continuity in case of failure or planned maintenance on a part of the A / B system.</p> <p>Separate circuit-breaker over-current protected A &amp; B power socket-outlets, providing the rack with dual power as defined on the Service Order Form , upgrade to power upon Customer request, and beyond, subject to feasibility.</p>
Cooling	<p>The air-conditioning system consists of 18 stand alone 90-kW Chilled Water CRAC units. Each stand alone unit is not dependent on a common water supply.</p> <p>The system maintains a constant ambient temperature of 22 +/- 2 °C, with a relative humidity of 40 to 60%.</p>

Feature	Detail
Fire	<p>The provision of active Vesda early warning plus double knock fire passive detection systems with total gas flooding. The fire detection is monitored by stand alone fire systems with BMS monitoring as a back up detection system.</p> <p>Upon confirmed detection, whether by automatic or manual alarms, a fire retardant gas extinguishing system is discharged in the relevant equipment room or critical plant room. This provides the best guarantees of fire extinction in the shortest time and without damaging equipment.</p>
Monitoring	<p>All electrical and Air Conditioning alarms, Water detection, smoke detection, security breaches are reported to a central Building Monitoring System (BMS). This allows immediate treatment of alarms by personnel on site, Network Management Centers, and considerably improves maintenance efficiency by mean of statistics and early treatment of non-critical alarms.</p>
Security	<p>Customers are given unaccompanied access to equipment rooms by means of Access cards. A customer authorised access control list has to be provided to the site prior installation completion.</p> <p>The Site is 24/7 attended by security guards. Closed Circuit Television (CCTV) covers relevant areas of the site, for real-time monitoring and records.</p>

### Neotel 4U Rack

- The Customer is allocated a secure lockable 4U Rack provided by Neotel
- The rack dimensions are: Height 4U, Width 600mm, Depth 1000mm
- Each 4U rack includes dual Ethernet switch ports to both A and B Internet Switches
- Each 4U rack includes dual power through 2x A and B plug sockets
- Each half rack solution includes 1hrs worth of remote hands services

### Neotel Half Rack

- The Customer is allocated a secure meter deep Half Rack provided by Neotel
- The usable dimensions are: Height 20U, Width 600mm, Depth 1000mm
- Each Half rack includes dual Ethernet switch ports to both A and B Internet Switches
- Each half rack includes a dual 16amp power strip connecting to both A and B feed
- Each half rack solution includes 2hrs worth of remote hands services

### Neotel Full Rack

- The Customer is allocated a secure meter deep Full Rack provided by Neotel
- The usable dimensions are: Height 43U, Width 600mm, Depth 1000mm
- Each full rack includes dual Ethernet switch ports to both A and B Internet switches
- Each full rack includes dual 16amp power strips connecting to both A and B feed
- Each full rack solution includes 3hrs worth of remote hands services

### Neotel Footprint

- The Customer is allocated a 1000mm x 600mm floor space
- Customer to provide own racks with perforated doors
- Maximum external dimensions – Height 43U, Width 600mm, Depth 1000mm
- Maximum weight per sqm – 1500kg
- Each hosted footprint includes dual Ethernet switch ports to both A and B Internet switches
- Each hosted footprint includes dual 16amp power strips connecting to both A and B feed
- Each hosted footprint solution includes 3hrs worth of remote hands services

## Neotel Caged Footprint

- The Customer is allocated caged floor space by square meter
- They are reconfigured at 5,7 and 9sqm to cater for 1,2 and 3 meter deep footprints respectively
- Customer to provide own racks with perforated doors
- Maximum external dimensions – Height 43Umm, Width 600mm, Depth 1000mm
- Maximum weight per sqm – 1500kg
- Each hosted footprint includes dual Ethernet switch ports to both A and B Internet switches
- Each hosted footprint includes dual 16amp power strips connecting to both A and B feed
- Each hosted footprint solution includes 3hrs worth of remote hands services

## Remote Hands Support

Neotel offers all Colocation customers a 24x7 onsite support service for power recycling, basic trouble shooting and tape swap service if required. This service is included in the monthly recurring space charge and is there to make our customer lives just a little easier.

Service includes:

### Power recycling

- Will recycle Customer Equipment at the Customer's specific direction
- This task could also involve personnel entering "Basic" commands into server machines from a keyboard as part of the "Boot Up" or "Shut Down" sequence
- These commands will be performed under direct instructions from the Customer either by prepared legible notes and/or live phone conversation

### Basic Trouble-shooting

- Conduct visual inspection of the Customer's rack including Customer Equipment
- Feedback information on the LEDs, computer screen or any such visual display units and possible areas of weakness via phone or email

## Tape Swap for Backup Services (Office Hours Only)

Will at the direction and request of Customer:

- Identify, change and store backup media in a space allocated within the Customer cabinet. Customer will supply any necessary backup devices and other clearly labeled media
- Mount and collect tapes from autoloader or library, label tapes, and maintain inventory list of backup media
- Support tape pick up and delivery but Customer must organise courier and offsite storage center
- Carry out tape swaps based on an individual request basis. Customer will supply full instructions and methodology required

## Internet Bandwidth

### Service Type "Burstable per Megabit"

Customers are allocated a dedicated hosting port, rate limited to their exact per Mbps Internet bandwidth requirement. This fixed bandwidth service with a 25% free automatic burst functionality over and above the committed rate, starts at 512kbps and is scalable to any speed under 1Gbps.

## Features and Benefits

### Superior performance

All Neotel colocation customers are connected directly to Neotel's redundant, self-owned and managed IP network providing true accountability for all bandwidth needs.

### Scalability

Providing customers with the rapid ability to upscale the hosted infrastructure needed to pursue vital market opportunities, places Neotel at the forefront of South African hosting providers. The inherent economies of scale available allow for a natural fit to any business model, albeit up-scaling or down-scaling.

## **Security**

Security controls form the basis of any truly successful hosting company and at Neotel, we are no different. Multiple tiers of security control limit access to only pre-approved technicians. This physical security is further enhanced with electronic access disks, CCTV cameras, 24/7 uniformed security guard entrance protection, and locks on all cabinets.

## **Support and monitoring**

Neotel offers 24/7 monitoring of network and server availability along with on-site technical support.

## **Product Applications**

- Large enterprises where stringent security is required
- Content providers
- Virtual hosts
- Application hosts

## **Availability**

Neotel's colocation services are offered at Neotel's Data Center site in New Doornfontein, Johannesburg. Additional sites are under construction in Johannesburg and Cape Town.

## **For More Information**

Please contact your Account Manager or the Call Centre on 0801 111 636.