

24/7 Remote Hands Continued

Standard Tasks Include

- Power cycling a router, server, switch and soft-booting a server
- On-site technical assistance and troubleshooting
- Equipment installations and configurations
- Hardware removal, installation and configuration
- Testing media for continuity and faults
- Providing visual verifications to assist in remote troubleshooting
- Inventorying/labelling of equipment
- Moving equipment within your space and racks
- Moving or replacing patch or power cables
- Tape changes and off-site storage services



Premium Burstable Bandwidth

Although we are a carrier neutral site, Optimum Data Centres are able to offer premium bandwidth to customers. The service is delivered via two diverse telco links and via HA routers and distribution switches, to provide maximum redundancy and failover capability for customers.

Bandwidth options start at 10Mbps and are charged using 95th percentile which allows customers to burst up to 1000Mbps on demand (10 Gbps options available) without incurring excessive usage charges.

Key Bandwidth Features

- Tier 1 network links
- Managed IP ranges
- Burstable links with HA failover
- 99.99% SLA
- Local link monitoring & bandwidth usage



For more information please call
01133 222 333
or email info@schoolsbb.co.uk

Location

The data centre is ideally located with excellent access into central London (20 minutes by train to Paddington from Hayes & Harlington station) and within 5 miles of the M25 & M4. Heathrow airport is a 10 minute drive or 8 minute journey by train on the Heathrow Connect line.

Optimum Data Centre
Springfield Industrial Estate
Beaconsfield Road
Hayes
Middlesex
UB4 0SL

NB: All access is by prior appointment only, as per the site access policy.

Site Technical Data

Summary

- Tier III technical infrastructure
- Standard data hall size - 8,250 ft² (766m²)
- Total technical power per hall - 880 kW
- Total site power – 9 MVA

Utility Power

- 3 x 11 kV redundant power feeds from grid
- 5 x HV transformers onsite

Generators

- Vendor diverse generator sets, N+N 6.6MW total capacity
- A side 3 x 2,200 kVA Cummings diesel generators
- B side 3 x 2,200 kVA Broadcrown diesel generators
- All generator sets rated for continuous running
- Skid mounted, above-ground tank with diesel for 48 hours running (each gen)
- Supplier contracts in place for additional fuel within 24 hours

Space

- Each hall comprises 8,250 ft² (766 m²) of raised floor Data centre space
- 30,000 ft² (2,787 m²) office space 650mm (25.5”) raised floor over on slab-on-grade (concrete) floor
- Floor loading 10 kN/m² UDL, 4.5 kN/m² point load
- Leak detection monitoring inside data hall perimeter
- Walls
 - No water running above the data halls
- Roof Space - 30,000 ft² (2,787 m²) - available distance to roof is 100m, ability to place point to point microwave link systems and other antennae systems on the roof space - subject to terms

UPS

- Dedicated 8 Pillar UPS Modules @ N+N
- Current capacity 880 kW
- UPS runtime 10mins on A or B feeds

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Site Technical Data continued

Switchgear

- Vendor diverse Schneider & AF LV switchgear
- N+1 Input (from utility)
- 2N Output (4 x 2,000 amp breakers) to raised floor
- N+1 gen, N+N UPS
- Closed Transition ATS
- UPS full load static by-pass switch

Maintenance

- Generators are load tested once a year
- Generators are serviced biannually, tested monthly
- UPSs are serviced bi-annually
- Batteries are tested bi-annually
- All major systems are under service contracts

Data Hall PDUs

- 10 x Schneider PDUs (12 rows in total)
- A+B feed to racks (32 amp, 240V single phase)
- 3 phase circuits available upon request
- Branch circuit monitoring per cabinet installed as standard



Rack Layout

400 rack layout per hall
All racks positioned in hot and cold aisle design
Cold aisle containment & fan assisted tiles for high density rows
Racks - 42u high, 800mm wide, 1000mm deep – key locks standard
Combination locks or swipe card access to racks available
Dedicated cages available
N+N diverse network connections to the rack
N+N secure Meet Me Rooms - 80m from data hall

Environmental

N+2 Cooling – DX cooling, total cooling 1,058 kW
16 x DX downflow air conditioning units
DFUs with dual feed A+B power
24°C ambient air temperature (+/- 2 degrees, equivalent to 77°F)

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Network

Option for Optimum Data Centres provided network and IP, with fully redundant N+N network infrastructure (CAMPUS design, customer provided distribution switches).

Managed firewall or router options available.

On-Net Providers

BT
Talk Straight
Colt
Level 3
Virgin Media
Next Connex
SSE
EU Networks
Virtual 1
Vtesse
Zayo



Diverse fibre backhaul to Telehouse, Telecity Hex, Lonap, Google, Equinix LD4, Cross Harbour Exchange and Global Switch allowing access to all UK carriers and a wide range of international carriers as well as links to the Chi-X trading platform in Slough and LINX peering network in Telehouse and Equinix LD4.

Fibre Access

- All exterior fibre routes are underground and encased in a concrete duct bank
- N+N fibre routes
- Strict cable management and permit to work policies
- Site owned ducts out to main connection

Fire Systems

- Early-warning VESDA fire detection system (positioned on the air intake of all DFUs and underfloor)
- Smoke and high temperature ion detectors (above and below floor space)
- Data hall localised sprinkler system
- Gas suppression in plant rooms

Monitoring

- Site is monitored 24x7 by on-site staff
- Real time CCTV with replay and copy functions

Control Systems

- Trend Building Management Systems (BMS) monitoring for all M&E plant (generators, UPS, condensers, DFUs, AHUs, PDUs, switch gear)

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Physical Security

- List X compliant site
- Mandatory visitor registration and visitor escorts, as well as mandatory employee photo badge access policy
- Single authentication required for access to the building
- Two factor authentication to data halls
- Swipe Card Readers on all main entrance and routes
- 24x7x365 video surveillance (each row, plus entrance, exits and all corridors)
- Steel lined twin-wall bomb blast external walls
- Digital recording (RAID disks) 30+ day retention
- Generator sized to run entire site at full load for 48 hours minimum
- Systems monitored by on-site staff 24 x 7

General Information

- Breakout area with free Wi-Fi, TV and tea & coffee facilities
- 100% renewable energy consumption
- On-site remote hands service
- Managed cabling policy
- Numerous amenities within one mile
- Onsite secure parking available
- Dual vehicle access lock



www.schoolsbroadband.co.uk



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