(World map showing locations: SEATTLE, SAN FRANCISCO, SACRAMENTO, LOS ANGELES, SCOTTSDALE, DENVER, CHICAGO, CLEVELAND, DETROIT, ST. PAUL, INDIANAPOLIS, ST. LOUIS, DALLAS, AUSTIN, HOUSTON, TORONTO, MONTREAL, BOSTON, NEW YORK CITY, PHILADELPHIA, WASHINGTON DC, CHARLOTTE, ATLANTA, ORLANDO; LIVINGSTON, WARRINGTON, STOCKPORT, ELLAND, LEICESTER, STOCKHOLM, DUBLIN, BIRMINGHAM, COVENTRY, BRISTOL, POOLE, THEALE, LONDON, WROCLAW, MÜNSBACH, BRUSSELS, PARIS, LOGNES; INDIA: NOIDA (NCR), MUMBAI, PUNE, BANGALORE, CHENNAI)

KEYCONNECT
A DIVISION OF KEYCOMM VOICE & DATA SERVICES

FACILITY FACT SHEET

Services provided:

- **Colocation:** Provides fully redundant, high-performance data center facilities across the world — supported by highly experienced and responsive IT operations personnel. Colocation services range from high-quality conditioned space, power, and network access to managed colocation including monitoring, security, and data backup services. We tailor these solutions to your needs and scale them as your business grows.

- **Recovery Services:** Industry leading traditional, advanced, cloud-based, and fully managed recovery options support your application and business process availability requirements. We tailor your solution to meet your needs, manage your application and data recovery services, as well as perform regular recovery testing.

- **Managed IT Services:** A comprehensive portfolio of fully managed, adaptable and cost effective application hosting services leverage our enterprise-class infrastructure, IT availability capabilities, and application expertise. Our managed IT services include application management, managed servers, managed security, storage and data protection, and network services deployed in both dedicated and cloud-based models.

- **Work Area Recovery:** To get your people working again after an outage or disaster, our global network of center-based and mobile facilities support your shared or dedicated end-user recovery requirements and provide the expert personnel, advanced technologies, and responsiveness you need.

Connectivity

- Meshed, multi-vendor internet transit connectivity
- Diverse path long haul access (public and private)
- Diverse fiber entry and intra-building fiber paths
- Redundant internal network distribution platforms
- Dual customer physical handoffs (copper, single-mode and multi-mode fiber)
- Private production and recovery MPLS backbone access dedicated to Sungard AS subscriber traffic
- Recovery-centric on-demand network service suite supporting a broad range of TDM and IP services
- Integrated monitoring and management systems for comprehensive fault identification and remediation
- AVAYA Aura VOIP telephony
- Automated attendant
- Automatic call distribution, voice mail, and call recording

Power management

- Redundant utility feeds, (4) servicing RS and (2) servicing MS
- Diverse routing to sub stations
- (8) Diesel generators (2,000 kW per unit)
- (1) Diesel generator (1,750 kW)
- 32,000 gallons of fuel (belly tanks or above ground storage tank)
- Selective Catalytic Reduction (SCR) system (85% NOx emissions reduction)
- UPS systems (N+1 for MS)
- Electrical, mechanical and fire systems monitoring

Building features

- 1,160,000 sq. ft. facility size
- 557,135 sq. ft. AS leased space
- 230,000 sq. ft. raised floor
- (300) Furnished work stations
- 200+ lbs per sq. ft. floor load
- (8) service elevators – 10,000 lbs capacity; (2) operated by Sungard AS staff
- All areas ADA-compliant
- Customer conference rooms
- (1) Network operations center (Managed Services)

Environmental controls

- Fire control system
- Pre-action sprinkler system
- VESDA
- Gas extinguishing systems in sub-floor
- Return plenum HVAC solution for more efficient heat removal (RS)
- 4,100 tons of chilled water capacity
- Free cooling for winter months (Evapco Dry coolers)

Physical security

- ISO/IEC 27001:2013 certification
- Integrated card reader security access system
- 24/7 security service
- Biometric security system (MS)
- Closed circuit TV throughout the facility
- Exterior security cameras
- ISO 20000-1:2005-certified