



# eircom Citywest data centre

## ISO-certified excellence and comprehensive managed services for your hosted systems

### eircom Citywest at a glance

- 15,000 ft.<sup>2</sup> raised floor space configurable for your needs, from single racks to full cages
- Ireland's first ISO27001 accredited commercial data centre for security and operational procedures
- Benefit from excellent levels of fault tolerance, including N+1 and N+2 configurations in power and cooling
- Direct access to eircom's team of engineers and flexible cage and rack configurations
- Excellent power, cooling, fire protection, physical security and global connectivity
- Optional managed IT services including managed security, off-site storage and backup, and remote hands and eyes

*"In our experience with worldwide data centre providers, eircom is among the best we've had. We are always able to meet the decision-makers, and they're business focused, which makes it so much easier."*  
Dirk Bhagat, Chief Technology Officer, Hostopia

### Real peace of mind comes from certified service excellence

eircom Citywest is a premier site in eircom's network of data centres. A world-class facility built to the highest environmental specifications, eircom Citywest offers comprehensive, carrier neutral connectivity and is Ireland's first commercial data centre to achieve the ISO 27001 accreditation. With security and operational procedures meeting the most exacting international standards, the data centre is the choice of organisations needing the most robust levels of security and reliability for their hosted systems. Choose eircom Citywest for:

**Extensive, carrier-neutral connectivity:** our on-site interconnects with multiple Tier 1 carriers offer neutrality for your IP transit, local-area and international links. We offer low-latency US, European and UK links via Global Crossing.

**Ample power for your rack:** A 10.5 kV ring main circuit provides base load power, with primary backup via UPS. Emergency generators in an N +1 configuration can supply base load power to the site within seconds of a utility power failure. Power distribution to the racks is via custom-built 400 V distribution panels. Servers with dual power supplies can access power from separate substations.

#### Optional managed IT services to extend your capabilities

- managed security: hosting and management of firewalls, intrusion prevention and filtering appliances
- off-site storage and backup: tape swapping and off-site archiving, multi-data centre storage and backup services
- remote 'hands and eyes': reporting indicators and alarms on equipment, re-seating of network patch leads or cards, media management and power cycling
- managed platform services: HP, IBM, Dell, EMC
- managed database and application services: Oracle, MS SQL and DB2, SAP

**Best in class security:** Security practices and operational procedures are ISO 27001 accredited. Rack area controls include long-range passive infrared sensors, biometric palm sensory access control and card/fob0020access. External doors under access control are set to 'fail secure' and all approaches to buildings are CCTV monitored.



## Why eircom Citywest?

- eircom Citywest is part of Ireland's largest network of carrier-neutral data centres, connected by our next-generation network (NGN)
- Data centre investment of over €100 million, with ongoing NGN investment of €1 billion over three years
- Proven, risk-managed migrations for customers into our data centres successfully conducted, without impacting end-user uptime
- Services hosted at eircom Citywest range from the Department of Transport's Motortax Online service to key applications for three of the world's top ten software companies.
- Our key technology partnerships offer access to a range of specialist skills, including application management

*"We found eircom very good to work with during our migration process. They appointed good project managers who helped steer things rapidly, they kept on top of all issues and were very professional along the way."*

*Pat Thornton, General Manager, Network and Security Operations, Health Services Executive*

[www.eircom.ie/corporate](http://www.eircom.ie/corporate)

To discuss available space options at eircom Citywest please contact Jason O'Conaill on 085 1746057 or email [joconaill@eircom.ie](mailto:joconaill@eircom.ie)

## Comprehensive facilities and professional services

**Robust cooling infrastructure:** Down flow air re-circulation air conditioning units are provided for all rack areas that require close environmental control, with each unit capable of stand-alone operation. Air-cooled water chillers in an N+1 configuration provide for the total chilled water capacity of the facility.

**Fire protection for your peace of mind:** All rooms at eircom Citywest are protected to IS3218 and associated standards, and all rack, under floor areas, and ceiling voids are covered by FM200. Two detectors in different zones must report an alert state before the system operates.

**Minimised energy to reduce cost and environmental impact:** eircom Citywest utilises free to air cooling, energy management and building management systems to reduce overall energy usage. Our engineers work closely with you, taking account of air flows in your configuration to actively minimise power usage

**Fully bespoke deployment:** we partner with your engineers to craft the precise configuration you need on our floor at eircom Citywest, minimising power and maximising uptime. No other Irish provider has a deeper heritage in data centre services or a more comprehensive team, from facilities and IT to mechanical and electrical engineers.

**Risk-managed data centre migration service:** We have extensive experience in overseeing the smooth migration of existing hosted systems from third-party or in-house data centres into eircom data centres. Our proven methodologies keep the risks of migration strictly controlled and protect your uptime during transition.

**Commitment to quality and service:** Benefit from a comprehensive monthly report covering Service Level Agreement adherence (service availability, call analysis, service response times), as well as data centre systems performance reports, change requests and plans for the next reporting period