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# PROTECT



 INFORMATION

 KNOWLEDGE

 ECONOMY

A telecommunications giant in the USA. The world's largest IT service provider. A manufacturing conglomerate from the middle-east. India's biggest bank. A young hosting company with big plans. CtrlS provides them all with a safe, reliable datacenter platform. Zero downtime, complete protection and significant savings are just some of the ways we impact their bottom line.

Promoted by the Pioneer Group and US\$20 billion NYSE-listed Och-Ziff Capital, and with over 20,000 racks planned across India, CtrlS is a Tier IV Datacenter and the preferred choice of corporate houses both large and small. We are based out of Hyderabad, India.

Infrastructure | Dedicated Hosting | Managed Services | Disaster Recovery | Business Continuity Planning



CREATE

MANAGE

DEPLOY

# TIER IV INFRASTRUCTURE. IT DOESN'T GET BETTER THAN THIS.

CtrlS is India's first datacenter built on  
TIER IV architecture.

For you that means built-in redundancies  
in power, cooling, UPS, generators and  
network connectivity. For your business  
this means a secure, flexible location  
from which to grow.

	TIER I	TIER II	TIER III	TIER IV
Basic Redundancy	N	N+1	N+1	N+N
Active Paths	One	One	One	Dual
Fault Tolerant	No	No	No	Yes
Staffing	None	1 Shift	1+Shifts	24xForever
Single Point of Failure	Many	Many	Many	None
Uninterrupted Cooling	None	None	Maybe	Yes
Uptime	99.67%	99.75%	99.98%	99.995%





## UNINTERRUPTED POWER. UNINTERRUPTED COMMERCE.

Our datacenter is served by two 33KV lines from two different power generating sources i.e. Hydropower and Thermal power. Apart from the redundant power sources DG backup is supported with (N+N) configuration and HSD Tanks Capacity of 30 KL(expandable). At distribution level UPS (uninterrupted power supply) system with 2(N+1) configuration and a Dual Bus power architecture up to rack level. This kind of multiple redundancy helps us to achieve 99.995% power uptimes.

## KEEPING OUR COOL.

We protect our datacenter with the world's best precision-based environment control systems. These systems allow us to precisely monitor and maintain temperature and humidity at optimal levels.

## ONLY THE BEST EQUIPMENT.

We have always strived to set standards for the industry. In keeping with that credo, we employ only best-of-breed equipment, high performance servers and advanced network devices.

## SECURE NETWORK. SUPERFAST TRANSFERS.

Your business demands constant connectivity. Our network is geared to give you that. We use multiple service providers to keep your business online in any eventuality.

Direct connections with an increase in performance metrics | Bandwidth availability is STM 16 - STM 64 | Ring network redundancy available at switch level | Neutrality: carrier neutral and network neutral | Interconnections: cross connection to any carrier with dedicated cabling, testing, tagging and termination | Flexible bandwidth : Blended, Burstable and Capped bandwidth based on data transfer requirements | Two paths of fiber routing to the datacenter ensuring 'no hops and no downtime' | Structured cables in line with Tier IV standards



# SIX ZONE SECURITY™

CtrlS uses an intricate and impenetrable SIX ZONE SECURITY™ system to keep your data away from unwanted visitors.

- Gunmen at entrance and exit gates
- Man-trap at the datacenter entrance
- 24/7 security throughout the datacenter
- Three levels of bio-metric access control for the server area
- 24/7 CCTV monitoring
- Restriction of access to visitors, if any
- Identification check with proof of photo ID
- Entry into datacenter only with escort
- Retention of photos and video footage for 30 days



SECURITY





## FIREPROOF

Our datacenter has 2-hour fire rated doors and walls. Multiple monitors are wired to heat sensors and detect smoke particles as small as 5 microns. Also installed is VESDA (Very early smoke detection) which detects fire even before the smoke becomes visible. Eco-friendly, residue-free FM200 gas will ensure any actual fire suppression without damage to equipment.



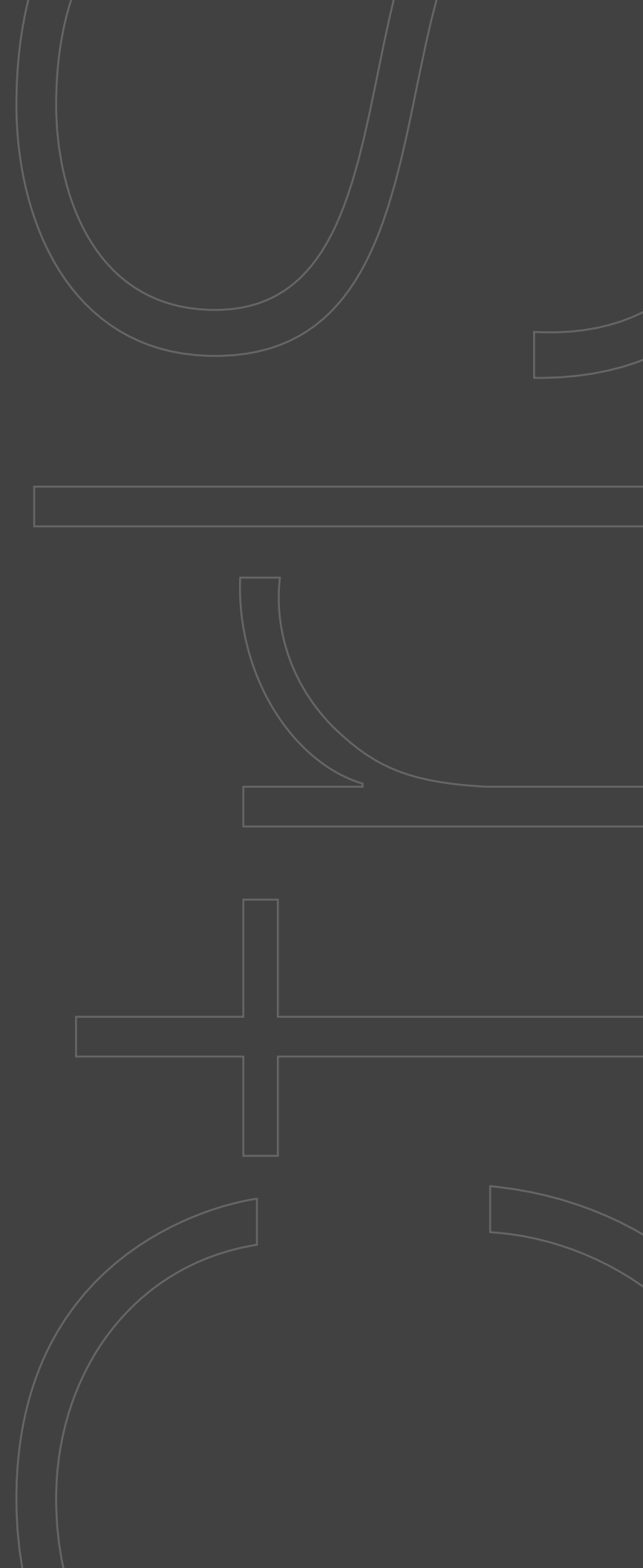
## THE CtrIS PROMISE

99.995% uptime SLA Our service level agreements are unmatched in the industry. We take pride in consistently meeting and exceeding our customers' expectations. Good service is intrinsic to CtrIS.

Zero Downtime Every second counts. At CtrIS we understand this fact better than anyone else and do everything we can to keep your business up and running and your cash registers ringing!

24xForever support All day. All week. All the year through. Our support staff is always at hand to answer your every query and make sure everything runs smooth.

Expert Help We hire only the best people in the business. They are available to you when you need them.



## Services

Choose from CtrlS' array of services. Find the one that suits you best.

## INFRASTRUCTURE

### Rack space

In this model, we provide the space and power for you to keep your servers.

- Rack with specified steady state power consumption – from 2KW to 24KW
- Includes standard 19", 42U rack with dual power supply,
- The Standard power offering along with one rack would be 3KVA (2.4KW)
- 14 x 2 x 5Amps sockets
- Precision cooling ( $20^{\circ}\text{C} \pm 2^{\circ}\text{C}$ ) with humidity control
- FM200 zone-based firefighting system
- Options for backup / recovery and L2 services available
- Bandwidth charged extra as per the plan.
- Bandwidth billing models: Burstable, Blended and Capped
- Rack level STS or stand-alone STS available at extra cost

### Cage Services

We provide the space. Power, bandwidth and other variables are billed as per consumption. The cage area is secured by biometric entry points providing you an additional layer of security for your data and keeping unwanted visitors out.



## Custom-built Services

Today's large enterprises have a diverse requirement of datacenter specifications ranging from 3KVA to 12KVA power, server racks weighing from 500 Kg to 3 Tons, bandwidth from 2 Mbps to 2 Gbps.

Most of the service providers offer spaces with a fixed set of configurations like 3-4KVA power per rack, etc. As a result, the enterprises invest in expensive in-house solutions or end up compromising on data safety and availability.

CtrlS provides a solution through its unique custom-built methodologies. CtrlS stocks all the equipment necessary to build a datacenter in its warehouses and has a full team of professionals ranging from architects to MEP engineers, BMS experts and planners to construction managers to develop a datacenter tailored to your needs. Four weeks is all we need.





## DEDICATED HOSTING

Choose your hardware. Choose your operating system. Choose your software. Windows Dedicated Servers. Linux Dedicated Servers. Managed Services. Unmanaged Hosting. Our Dedicated Hosting offers you a host of choices. Find the right one for your business.

### Managed Hosting

Choose from 3 customized products to match your budget & specifications – SmartHost, ClassicHost and EnterpriseHost. More on [www.ctrls.in](http://www.ctrls.in).

### Pay-per-use model



# e-mail

## Hosted Exchange

Microsoft mail management and collaboration solutions

Integration of Best of Breed email Technologies

- High-performance & reliable email systems
- Robust secure data storage
- Strong antivirus and anti spam protection

Reduced TCO

- Low CAPEX as companies pay per user
- No yearly maintenance/upgrade costs. Reliable and Easy Service Delivery
- Comprehensive Transition Planning

Adaptive and Scalable Email Solution

- Scalable mail box numbers and sizes
- Dedicated Network allowing Full Outlook MAPI
- Collaboration services through Sharepoint, CRM

World-Class Data Operation Center

- Operational Excellence with skilled resources
- 24x7 proactive support
- Global Support Email

## MANAGED SERVICES

We maintain / monitor / operate your mission-critical IT infrastructure.

### Network Services

- Network Design & Implementation
- Performance Management
- Bandwidth Provisioning
- Load Balancing
- VPN Management
- DNS

### Security Services

- Security Design & Implementation
- Performance Management
- Firewall Management
- Intrusion Detection System
- Intrusion Prevention System
- Virus & Spyware Filtering

### Operating System Management

- O/S Design & Implementation
- Hardening & Performance Management
- Server Monitoring
- Availability (Clustering) Management
- O/S Supported –
  - » Unix, Linux, Solaris, HP-UX
  - » Windows 2003 & 2008

### Database Management

- Database Design & Implementation
- Performance Management
- Availability (Clustering) Management
- Resource Management
- Capacity Planning, Backup etc.
- Databases Supported
  - » Microsoft SQL Server, Oracle, MYSQL



## DISASTER RECOVERY

### Cold Disaster Recovery Services

Cold Server Recovery service relies on off-site tape warehousing, in which duplicate backup tapes are physically moved to a CtrlS Datacenter. Tapes are stored in Media Safe, which is fireproof in adherence to industry standards. Whenever the tapes are needed, they are taken out of storage and loaded on the recovery server.

### Warm Disaster Recovery Services

With this solution, the servers at the alternate location are pre-loaded with the operating systems, applications, software and run periodic updates ready to take over from the primary datacenter.

### Hot Disaster Recovery Services or Parallel Datacenter Services

CtrlS Datacenter offers Hot DR Site or even synchronized datacenter services for mission critical systems/application. Hot DR Site acts as a "replica" of the customer's data and has the capability to deploy and combine various high-availability technologies to ensure that the customer can instantly recover from any major disaster.

## BUSINESS CONTINUITY PLANNING

Our datacenter is designed to deliver mission critical BCP platforms:

- Office Space with 100% power backup
- Centrally air-conditioned space with workstations
- Basic office productivity software
- LAN with internet connectivity
- Telephone lines with EPABX, printers, fax, copier
- Meeting rooms with basic office services - security, front office, pantry, basic supplies of stationery etc., housekeeping, and pest control
- Option available for other office staff.
- Dedicated and syndicated (across micro markets within a city) options available

# WHAT OUR CUSTOMERS SAY

## Indian Overseas Bank

CtrlS has demonstrated an expert understanding of our DR requirement. Their unique built-to-suit infrastructure gives us the flexibility to customize the infrastructure based on our specific requirements. Moreover their track record of 100% uptime since inception and world-class infrastructure makes it natural for companies in the financial services vertical to go with them.

## NTPC

CtrlS has what it takes to be a world-class datacenter. Their unique Six Zone Security™ in the datacenter gave us the confidence to go for datacenter outsourcing. Their expertise in infrastructure and IT Services helped them to quickly deliver a tailor-made solution for us.

## Dinathanthi

CtrlS displayed high levels of commitment during this project. The team completely understood that every second of network downtime was a loss of business, customers and revenue for us and ensured that we were supported with absolute error proof infrastructure.

## 7 Hills

We are in the space of CRM and SCM solutions to large enterprises. We offer our unique services in SaaS and customer specific models. We could offer these services with high uptime to our clients, because of the continued backend support from CtrlS, which is not only reliable but also proactive in their approach to the customer requirements and always ready to walk the extra mile.

## Metaminds

CtrlS has created world-class web hosting services with a robust network, excellent infrastructure, security and reliability, ideal for our enterprise level application. We are completely satisfied with the cost effective web hosting services.

## Hartex Rubber

We are manufacturers and exporters of bicycle tyres and tubes. We would like to go on record to say that our association with CtrlS over the past three years has proved an excellent Cost Performance ratio and given us a client-friendly environment with no single point of failure.

## ZNET India

100% availability is the key for successful hosting companies and CtrlS has the best infrastructure & support team in place to deliver it.

Do write in to [info@ctrls.in](mailto:info@ctrls.in) for industry-specific testimonials and case studies.

## Advantage CtrlS

- TIER IV infrastructure
- Zero downtime
- Six Zone Security™
- Extreme SCALABILITY
- Excellent customer satisfaction record
- Expert manpower and technical know-how
- Located in the safest seismic zone
- HOT, WARM AND COLD disaster solutions
- Cost advantage
- Accountability

OUR CLIENTS INCLUDE:

1. Banks & Financial Services

- a. State Bank of India
- b. Indian Overseas Bank
- c. Bajaj Allianz
- d. Aon

2. IT/ITES

- a. Genpact
- b. F-Secure
- c. Macromedia
- d. 7Hills

3. Manufacturing

- a. Kirby India
- b. Hartex Rubber
- c. Karp Impex

4. Telecom

- a. \$125 Billion Telco
- b. Etisalat
- c. Tikona
- d. Pacific Internet

5. Healthcare

- a. Apollo
- b. Vanthese

6. Government

- a. NTPC
- b. IGRS
- c. MERC
- d. MKCL

7. Services

- a. GATI
- b. GE Shipping
- c. Aptech
- d. Orient Blackswan

8. Media

- a. Dinathanthi
- b. Vaartha
- c. TV5

**CtrlS™**

Size: 4"wx6"h (Front)

Size: 4"wx6"h (Back)