DATACENTRE

ESSENTIAL PROTECTION FOR YOUR CRITICAL INFORMATION

domicilium

A MESSAGE FROM OUR FOUNDER

Dear Customer

The Domicilium Datacentre is at the heart of all the services our business provides. Located close to Castletown in the stable offshore jurisdiction of the Isle of Man, it is truly a next generation facility that offers the ultimate protection for your mission–critical data.

In total, the datacentre comprises 21,000 square feet (1950 square metres), of which 11,000 square feet (1021 square metres) currently accommodates dedicated hosting suite cabinets. Upon completion of a future development phase, it will house no fewer than 750 cabinets. The facility is based around the "smart shelter" concept for total durability, and meets or exceeds the following standards: EN1047–2 and EN23093 for fire resistance, EN60529 for water resistance and the TIA/EIA 942 Telecommunication Infrastructure Standard.

Naturally, the hosting suites and associated power rooms are of independent construction to the outer shell, providing a "building within a building" configuration protected by a world–class security installation.

What's more, it has won environmental awards from the Government due to innovative design elements including the use of heat exchangers to generate over 45% free cooling per annum. In fact, this kind of attention to detail has seen the datacentre become a finalist for international awards three years in a row, beating many of the biggest industry names in Europe.

Quite simply, there is no offshore environment that is safer or more environmentally friendly for your data.

Phil Adcock
Chief Technical Officer

THE MOST SECURE SECURITY SOLOUTION

Customers are always welcome to visit the datacentre with an appointment, and access is simple due to its location a few hundred yards from the Isle of Man Airport (although well away from any flight paths). But for unauthorised visitors, our "red wall" system means intrusion is simply not an option.

The facility is protected by a high level security fence, controlled gate access to the compound, IP–based CCTV, proximity and PIN access control and biometric access control devices operating alongside more traditional 24/7 security systems. As you would expect, our security installation complies fully with both BSI PD6662:2004 and DD243:2004.

Meanwhile, our fire detection system meets BS5839–1:2002 and consists of a VESDA (Very Early Smoke Detection Apparatus) system backed up by a secondary detection system. The VESDA system is supported by an array of Multi Sensor Detectors that offer combined photo–optical, heat and carbon monoxide fire detection, fully meeting EN54 part 7. This not only provides exceptionally reliable detection of fires and toxic gases, but also eliminates false alarms and enables mode switching in rapidly changing environments.

Finally, the hosting suites are protected by an inert gaseous fire protection system. If discharged, the FM200 gas is not known to cause any operational issues to computer systems.

E-BUSINESS NEVER STOPS, NEITHER DO WE

E–business is a truly global, 24/7 operation, and our expert team delivers comprehensive service and support around the clock. Our engineers are recognised as the most highly trained and skilled in the Isle of Man, and we have 15 years' experience of managing a resilient network that has expanded dramatically in recent years.

We partner with some of the largest online businesses in the world. Our e-business customers rely on our investment in infrastructure to resiliently process transactions worth many billions of US dollars every month. Our communications infrastructure, hosting facilities, technical staff and focus on process ensure that your business can maximise return through uptime and throughput. Working closely with our client base we provide a service that is customised to meet your exact business requirements.

We host numerous systems, ranging from enterprise IBM and Sun and HP installations through to small startup infrastructure. Our clients include major financial institutions, online e-business, retail chains, payment processing businesses, internet domain registries, shipping companies and large trust companies. We provide communications links across the globe and have clients in over twenty countries.

What really sets us apart is our huge ongoing investment in our IT/IP technical staff, who are available 24 hours a day, 365 days a year for customers with systems co–located in our hosting centres. The team has manufacturer qualifications in HP, Cisco and Nokia/Checkpoint to support a wealth of hands–on experience, enabling us to provide an instant response to virtually any technical challenge. Best of all, this 24/365 support comes as standard, with instant access via a dedicated premium helpline and no additional charges above our ISP bandwidth pricing. This peace of mind covers all issues with our network operations right up to and including the handover point to your own equipment.

Naturally, all our hosted installations are monitored around the clock and linked to leading–edge alerting systems that automatically contact our certified engineers in the event of a system failure. What's more, we can provide external monitoring to test funct-ionality across all tiers of your infrastructure and collaborate to configure the most appropriate monitors for your system architecture. Indeed, our initial agreement process will include preparing a monitoring matrix and confirming the actions to be taken in the case of specified events.

STATE-OF-THE-ART POWER
AND COOLING SYSTEMS

We spent a full eighteen months planning and designing the datacentre, with particular emphasis on creating the most sophisticated power and cooling systems that evolving technologies allowed.

The power distribution system has been designed to a 2N redundancy specification with an average load per cabinet of 8kw. Mains power is supplied by the Manx Electricity Authority via a diverse HV ring, providing protection against a single cable cut. Meanwhile, multiple Mann generators sets ensure continuity if the mains supply should fail.

For maximum resilience and durability, the power design is split across multiple switches, paralleled Uninterruptible Power Supplies and battery rooms separated by a minimum of one–hour fire compart-mentalisation. Each power system is then delivered into a set of programmable static switches, with each customer's servers being powered by diverse switches, each with its own separately driven primary power source. This means that in the unlikely event that multiple faults occur in one side of the power system, the static switches transparently move the customer's servers to the alternative power supply. Each side of the power network is of course capable of supporting the full load of the facility.

The air conditioning infrastructure is equally cutting–edge, meeting the N+1 standard and providing average cooling of 8kw/rack across the hosting suite, with greater support for higher rack densities. The cooling system utilises a hot/cold aisle design, which focuses the cooling on the warm exhaust air from the rear of the equipment rack and delivers chilled air to the front of the hosted equipment. For the racks themselves, we have utilised 42U NetShelter racks with vented front and rear doors, which we have tested with all major server manufacturers including HP, Dell and IBM. Each rack incorporates two 32A IP–monitored cabinet power distribution units, providing 16 1EC connections apiece, and higher capacity PDUS are available to customers upon request.

KEEPING YOUR DATA CONNECTED
TO THE WORLD

The datacentre's network connectivity comprises multiple redundant high-capacity Cisco switch/routers each capable of forwarding 720Gbps of traffic at a sustained rate of 400 million packets per second. Each customer is typically presented with two diverse 10/100/1000Mbps copper ports.

For customers requiring medium or high bandwidth exceeding 700Mbps, we will usually implement a bespoke solution, depending upon exact requirements, the number and type of interfaces and whether Layer–3 or Layer–2 handoff is needed.

Additional connectivity can be delivered across fibre GBIC or SFP modules, whilst 10 Gigabit Ethernet is available for customers requiring bandwidth in excess of 700Mbps, terminating into the datacentre's distribution network.

For simplicity and transparent charging, customers purchase a dedicated amount of bandwidth, which forms the Committed Information Rate (CIR). A burst window is configured at double the CIR to deliver real flexibility, and burst traffic is measured and invoiced monthly on the 95th percentile model. Higher burst windows can of course be negotiated subject to network provisioning.

EQUIPMENT AND SUPPORT
WHENEVER YOU NEED IT

Our strategic partnership with accredited island–based hardware vendors means that we can source and maintain the full spectrum of hardware for our customers. What's more, we can deliver manufacturer's on–site support, with the ability to log calls 24/7.

This service is offered in conjunction with our standard hours fully managed Network Services Contract. The 24/7 capability is offered on an annual retainer basis, with out–of–hours calls being deducted from the service agreement thus avoiding the need to incur ad–hoc charges.

To provide our customers with maximum support, this facility is available for any technical call — not simply those relating to the hosting contact. Quite simply, our engineers will be happy to help you with any IT issue.

UPDATE ONLINE REPORTING AND HELPDESK

Where action is taken or required in relation to any of our services, we implement full case management through UPDATE — our proprietary online reporting system. UPDATE facilitates 24/7 communication of faults and service requests, with emails automatically generated to your designated project manager or technical contact.

All cases can be reviewed in real time and comments added, creating a comprehensive case history of your activity with us. This is just one more example of how our solutions can make your life easier, and ensure that your IT infrastructure seamlessly supports your business.

ABOUT US

Domicilium was established in 1991 as one of the first Internet Service Providers in Europe.

Our customers benefit from some of the most skilled and experienced experts available, backed by the highest levels of care and enterprise–class service level agreements.

Our network core extends diversely from our co–location facilities in the Isle of Man into Manchester and the heart of the European communications hub in London Telehouse. As members of the London Internet Exchange (LINX) and Edge-IX in Manchester we deliver optimal performance to you and your customers by peering with all major Tier–1 providers.

If you require a fully managed service or simply wish to leverage the investment in a state of the art infrastructure, Domicilium will prove a valuable partner.

We provide highly resilient and stable services, utilising our wholly owned world class datacentre facilities and network infrastructure.

Our clients benefit from peace of mind but most importantly we are passionate about customer service.

Our track record, product range, technical skills and commitment to service are the reason that our e-business clients choose to transact several billion US Dollars every month from the Domicilium infrastructure.

If uptime and service are a priority to your business then contact Domicilium today.

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