

# Data sheet

## Synergy Park

### The total package for perfect data storage



### About Synergy Park

**With over 50,851 square-feet of raised floor, the Synergy Park data centre, located in the Dallas, Texas metropolitan area, was built with the single focus of protecting your mission-critical data and applications.**

The data centre offers complete office facilities and total disaster recovery services. This data centre also has the latest UPS power equipment, the most powerful, yet energy efficient cooling system and documented security measures that help customers achieve and sustain compliance. Synergy Park even utilizes dual diverse utility power feeds for the ultimate in redundancy. Our 24x7 local engineers and service staff are experts at running data centres. We built this data centre around you, the customer, to give you a peaceful state of mind.

#### Performance that raises the bar

We offer a 2(N+1) 9,900 kVA UPS system with multiple redundant power distribution paths, plus 3 times the static pressure of traditional cooling, to give you performance that raises the bar.

#### Your satisfaction is guaranteed

We have enough confidence in everything we do to offer our customers a 100% satisfaction guarantee, as well as a 100% SLA for power, bandwidth and network services availability.

#### Centred Around You.

“A large customer of ours in Dallas said it best, ‘We’ve never seen a service DNA so ingrained into a culture before.’ As the leading colocation service provider in North America, the real value ViaWest provides to customers is peace of mind. We provide a stable foundation for our customers to run their mission critical applications that drive their businesses. And we do this with a focus on the customer experience from pre-sales to implementation to on-going life cycle support.”

TOM MYERS, RVP OF SALES AND GM OF TEXAS

#### Superior network and cooling

Top network providers have diverse underground entry points into the datacentre. The facility’s fully redundant cooling system has 2,700 tons of capacity and 700+ Watt/SF high density pods availability.

#### Local teams deliver expert service.

Our dedicated, local staff of trained engineers help maintain uptime through remote hands capabilities, ticket tracking, event notification and more.

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## Technical specification



### Space Options

- 50,851 square feet raised floor
- Private suites and cages
- Unit level – available in full and half cabinet increments
- Customer office space

### Security

- 24x7 access via dual factor authentication
- Monitored security cameras and intercom system
- Power delivery, generator and diesel fuel infrastructure maintained and under 24x7 surveillance
- ViaWest has a dual-standard SSAE 16 and ISAE 3402 Service Organization Control (SOC) 1 Type II, SOC 2 Type II, and SOC

3 reports covering each of ViaWest’s data centres to include Operations, physical and environmental security controls. ViaWest also has facility-specific PCI DSS and HIPAA Reports of Compliance for physical security, information security policies and managed firewall services. ViaWest enables businesses to become compliant in the Financial, Healthcare and Federal industries that require regulatory authority of PCI DSS, HIPAA, FISMA and NIST 800-53 Standards. Additionally, ViaWest annually registers its adherence to the US-EU Safe Harbor Privacy framework.

### Fire Detection & Suppression

- Certified data centre smoke detection system
- VESDA incipient smoke detection
- Dual-Interlock pre-action dry pipe sprinkler system
- Clean agent fire extinguishers placed throughout the facility

### Local Datacentre Support Teams

- Certified data centre smoke detection system On location - staffed 24x7x365 with Data Centre Technicians (first responders & remote hands)
- All Physical entry, environmental, power & networks monitored real-time

### Power

- A and B source power circuit delivery capabilities
- Dual redundant medium voltage power utility deliveries with on site 25 kV substation
- 13 megawatt diesel power generation capacity
- Automatic power switching
- 9,900 kVA UPS installed capacity
- Redundant battery strings
- Multiple redundant power distribution paths
- Branch Circuit Monitoring System

### HVAC & Environmental Design

- 2,700 tons of cooling capacity
- Anti-static raised flooring with designated cable runs and cold air delivery
- Hot aisle/cold aisle configuration
- Fully cabled for typical customer applications

### Network

- Multiple redundant fiber optic telecommunication networks delivered via Telcordia/Bellcore standards with diverse conduit and entrance facilities
- Telecommunications services available with capacity ranging from T1 to multiple OC192
- Ethernet services available from 5 Mbps to multiple 10 Gbps

### Viawest’s Technical Assistance Centre (V-TAC)

- Single Point of Contact for all technical support needs for all remote calls
- Available 24x7x365 by experienced TAC support engineers

Find out how we can help your business,  
call **0845 119 9911**