

data & IP solutions

hosting solutions

the ultimate host
world-class hosting facilities from TELUS

TELUS intelligent Internet Data Centres have been designed to ensure maximum reliability, security and availability of your critical applications, around the clock. Companies today increasingly rely on their applications and systems to run their businesses – what are you doing to ensure maximum uptime? With unbeatable connectivity, continuous monitoring by a dedicated team of experts, leading-edge technology and fail-safe redundant power supply and state-of-the-art security, we're dedicated to providing hosting solutions that work for you. All the time.

When you choose from the wide range of TELUS hosting solutions, your mission critical applications are housed in one or more of our Internet Data Centres in Vancouver, Montreal, Toronto and Calgary. Your solution runs on the world's premier hardware and software platforms and is connected safely and reliably to your offices and – via the shortest "hop" – to the Internet.

integrated solutions

Our world-class intelligent Internet Data Centres deliver the reliability, security, scalability and high performance you demand for hosting your mission-critical applications. They are essential to serving the needs of companies whose Web sites, CRM, ERP, Internet and online businesses must be up and running all the time.

As you rely more and more on the applications to serve your customers and generate revenue you must manage the risk of downtime and data loss. TELUS has designed the intelligent Internet Data Centres to address your business continuance needs, today and in the future.

Depending on your specific needs, TELUS works with you to ensure: proactive monitoring of hardware, operating systems and applications, and any after-hours emergencies. Our services include:

- Network design, operations and maintenance
- Proactive system administration
- Performance monitoring
- Database administration
- Application support
- Firewall installation, operation and maintenance
- Data backup and storage
- Global and local load balancing
- Technology upgrades
- The largest cross-section of hosting solutions
- On-site hardware and 24x7x365 maintenance
- Security services

Everything runs on our robust, reliable, high-quality network.

- Fibre-optic OC 192 capable feeds in Toronto and Calgary, connected by the latest switching and high-speed routing equipment
- The shortest "hop" to the Internet
- Optional Global Load Balancing between the Toronto and Calgary intelligent Internet Data Centres
- Any part of the network can be scaled infinitely to meet increased traffic demands without interruption

ultimate hosting facilities and solutions

- Fully connected
- Fully secure
- Fully monitored – 24x7x365

"These world-class Internet Hosting Centres will form the new 'switching fabric' upon which the business of the new millennium will be based. They will provide the extreme reliability, security, scalability and high performance demanded by our customers for their mission-critical e.business solutions."

— Darren Entwistle,
President & CEO, TELUS



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comprehensive features

Our "Class A" intelligent Internet Data Centres are designed, installed and maintained by TELUS hosting solutions experts, providing a superior environment for networks and staff.

- Strictly controlled dust and pollution-free environment
- Room temperature maintained at a consistent range of 13–21°C (55–70°F) and humidity at 40–60%
- Redundant HVAC control environment
- Early action, dry pipe, zone-only sprinkler system for fire protection
- Static-free floor and sub-floor
- 24x7x365 access for authorized users
- Unescorted access for co-location customers, protected by biometric scanners

physical security

- 24-hour on-site security staff
- Card key and biometric access
- Surveillance cameras, alarms, monitoring
- Reinforced building structure
- Fire-, bullet- and shatterproof glass
- Battery backup for entry access system

fire suppression

- State-of-the-art laser detection system for heat and smoke
- Combination dry-pipe/pre-action fire suppression sprinklers
- Two-stage system triggered when two zone sensors go off simultaneously
- Zone-specific discharge
- Extinguishers strategically placed throughout building
- Direct link to the Fire Department
- On-site staff fully trained in fire suppression techniques

logical security

- Multiple levels of redundant Internet firewall protection
- Intrusion detection systems

power supply

- Industry-leading power availability
- Secure, static-free, multi-port grounding
- 2n/n+1 or better redundancy for all critical facilities to ensure no single points of failure
- Power conditioning to eliminate spikes and noises
- Backup UPS/generator power
- Redundant power through redundant grids – A/B buss for power and 100 amps delivered to each rack
- Multiple UPS modules/backup batteries, redundant multiple diesel and natural gas generators
- On-site fuel storage for minimum 36-hour operation
- Power and data overheads braced and supported
- Custom-dedicated PDU circuit breaker protection system

the best for your business

Keep a sharp focus on your core business, while moving forward on information technology opportunities.

Overcome technology challenges. TELUS has the tools: high-speed network, reliable and secure services, technical and management expertise, and flexible range of hosting solutions. Our solutions are based on complementary roles and responsibilities. You maintain control. With TELUS handling your hosting requirements, you'll see why we are the trusted telecommunications partner of choice for Canadian businesses.

Full service, single source. TELUS provides a complete range of communication products and services including data, IP, wireless and voice technologies. Our peering arrangements with major global network providers allow you to seamlessly extend your business reach to international markets. Our experience and expertise, combined with our commitment to customer service, is your assurance of quality.

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