

Qwest® Collocated Hosting Services

Networkx Service Overview

Your foundation for success

Qwest® CyberCenter® facilities, which are located nationwide, provide the basis for Qwest's Collocated Hosting Services (CHS).

Features

- Qwest CyberCenters
 - 50,000+ square foot facilities provide cost-effective alternative to developing, deploying and staffing your Agency's own hosting center
 - Strategically and conveniently located nationwide
 - Provide secure, reliable, scalable foundations for your Agency's success.
 - SAS 70 Type II Internal Control Standards. A Type II audit not only includes a description of controls, but also a detailed testing of the controls; our facility operations are thoroughly scrutinized and annually evaluated with results reported and published
- Physical security
 - Qwest CyberCenters are outfitted with biometric palm scanners and secure card-key access to collocation areas of the data center
 - All Agency equipment is kept in secure locations
 - Access requires security desk check-in
 - On-site security personnel monitor Qwest hosting facilities 24x7x365 via indoor and outdoor video surveillance
- HVAC and fire suppression
 - All Qwest CyberCenters are designed with N+1 redundant chilling/heating systems and redundant, multi-zoned fire suppression systems
 - Very Early Smoke Detection Apparatus systems are located throughout the raised floor area in all Qwest CyberCenters
- Power
 - Redundant power is available as needed
 - Designed with battery backup for uninterrupted power supply
 - Diesel generators (N+1) ensure uninterruptible power
- Public network connectivity
 - All Qwest facilities are linked to the Qwest OC-192 IP network
 - Internet connectivity is available in three port speed types:
 - 10 Mbps
 - 100 Mbps
 - Gig-Ethernet connections
- Private/point-to-point network connectivity
 - Qwest provides synchronous optical network connectivity options for access into Qwest's CyberCenters at DS-1, DS-3 and optical connectivity speeds supporting either voice or data traffic
- Add-on product options
 - Qwest proactively monitors and/or manages your Agency's Web, application, databases and operating systems remotely, as well as within Qwest's CyberCenter locations
 - Proactively manage over 80 unique applications, databases and operating systems
 - Uptime service level agreements (SLAs) for entire managed service environment
 - Monitoring features include:
 - Base monitoring (ping, system checks, fetches)

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- Process monitoring
- Trending analysis
- Hardware monitoring
- Router and switch monitoring
- Application and database monitoring
- Custom application monitoring
- Qwest's Storage Services (SS) under its Networx contract provide a suite of fully managed products and services, including storage area network and tape area network
- Qwest offers a wide array of disaster recovery services, such as diverse access and business continuity planning

Benefits

- World-class facilities—features redundant architectures (N+1), state-of-the-art security systems, and best-in-class CyberCenter personnel and procedures
- Savings - enjoy state-of-the art facilities without buying them; Qwest has made the investment, so your Agency doesn't have to
- Flexibility - Qwest offers a variety of power circuit types, as well as rack and cage customization
- Multiple Locations - available nationwide (13 centers in 10 locations)
- SLAs - SLAs for every one of our network products and for each CyberCenter facility; 10-day installation SLA for space and power

How it works

Choose one of Qwest's CyberCenters and determine how much space, power and bandwidth your Agency needs. Together with a Qwest transition manager, your Agency will build a plan to get to production. Once everything is up and running, your Agency will enjoy 24x7x365 support from Qwest's first-touch response service desk, as well as from our CyberCenter personnel.

Qwest's Collocated Hosting Services consist of space, power and bandwidth. Bandwidth includes periodic hardware check (ping) with e-mail notification of any unresponsive device, which may indicate problems in connectivity, power and/or device availability. Qwest's CHS are available in cages or half- and full-rack configurations. Charges are based on a per-rack/cage basis.

Why buy from Qwest?

- Tier 3-Certified by the Uptime Institute—Qwest's CyberCenter locations are certified at the Tier 3 level with regard to fault tolerant power, cooling compliance and site infrastructure rigor
- Customer service - Qwest personnel work with your Agency hand-in-hand to provide guidance and ensure a quality hosting experience; Qwest will help your Agency with its IT infrastructure, so that your Agency can focus on its mission
- Expertise - Qwest has provided hosting services since 1994; few other providers have comparable hosting experience
- Certifications - Qwest personnel have dozens of certifications, and over 75 master skill sets
- Full service hosting provider - Qwest can provide a wide range of hosting services, including storage, tape backup and disaster recovery
- Location - Qwest's CHS facilities are available nationwide

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Other services available from Qwest

In addition to Collocated Hosting Services, Qwest has an array of other Services to meet and/or enhance your Agency's hosting needs, including:

- Dedicated Hosting Services
- Internet Protocol Service
- Network-Based Internet Protocol Virtual Private Network Services
- Managed Tiered Security Services
- Private Line Service
- Internet Protocol Telephony Service
- Converged Internet Protocol Services
- Voice Over Internet Protocol Transport Services
- Call Center/Customer Contact Center Services

Contract vehicle

Networkx Contracts

- Qwest contract overviews are available online at the Qwest Networkx website.
<http://www.gsannetworkx.com>

Contact information

- Contact the Qwest Customer Support Office at 1 866-GSA-NETWorx (1 866-472-6389) or at: federal@qwest.com
- A list of Qwest Account Managers is available on the "Locate your Account Team" page on the Qwest Networkx Website, <http://www.gsannetworkx.com>

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