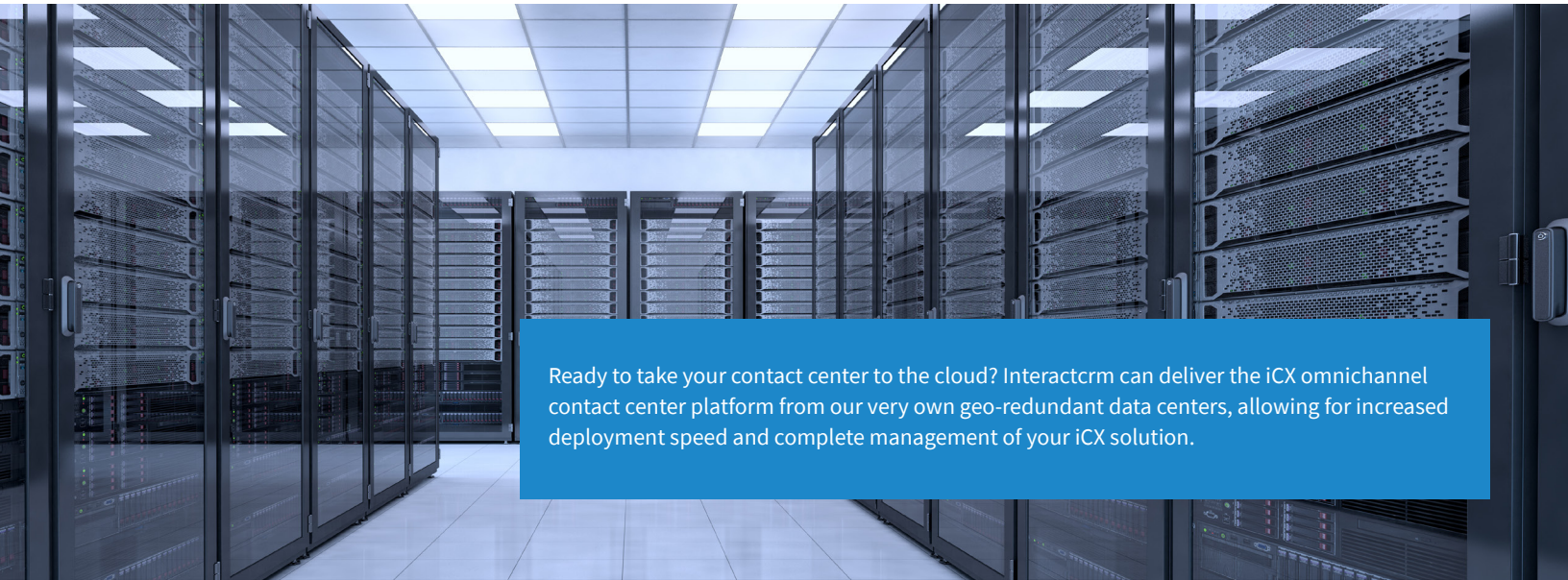


# iCX Data Centers



Ready to take your contact center to the cloud? Interactcrm can deliver the iCX omnichannel contact center platform from our very own geo-redundant data centers, allowing for increased deployment speed and complete management of your iCX solution.

Our SOC II Type II Tier 3 enhanced data centers have state-of-the-art power, cooling, containment, monitoring, network, and security configuration that meets the highest levels of industry best practices.

With over 200 engineering resources globally and agreements with multiple Tier 1 global carrier partners, the quality of our data center operations surpasses that of traditional public cloud platforms.

**Power Delivered:** Our facilities have 5.5 megawatts delivered via three separate commercial power feeds.

**Building Services:** Our buildings includes FM200 fire prevention, VESDA/FAST particulate detection system and traditional smoke detectors.

**Security Systems:** Badged Interactcrm security personnel are on site 24x7x365. Building entry requires biometric two factor authentication, with additional measures, including man traps for interior suite/DC access.

**Communication:** Buildings feature a full fiber bilateral entry, with 7 Tier 1 and top cable carriers: WOW, AT&T, Comcast, Level 3, Verizon, XO and Zayo.

**2N environment:** 5 dual source Generac Bi-Fuel Generators [600 KW delivered] that run off both diesel fuel and natural gas.

## DATA CENTER QUICK FACTS

- 35,000 sq ft
- Tier 3+ data centers
- SOC-2 Type 2 compliant
- 3 sources of commercial power
- Liebert top of the line NX Battery Systems: Batteries housed in a separate room specifically designed to contain battery risk
- Built for 40% expansion “On Demand”
- Direct Cross Connection to Two (2) Tier 1 Carrier Network Demarcation Points (“NETPOPs”)
- 200+ Engineers on staff , specializing in Network, Security, Storage, and Cloud “as a Service”
- Geo-redundancy

## CONTACT US

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