

# 6 Redundancy Measures to Consider When Searching for a Data Center



Looking for a new data center prompts many questions. One factor to consider is a provider's redundancy plans. Think of redundancy as your ultimate backup plan. What safety and security measures are in place before a natural disaster or loss of power? Mission-critical data protection is paramount to many businesses. Below are six redundancy measures to contemplate:



## 1. Accessibility From Diverse Roadways

If you have IT staff that need access to your data center, it's important to consider a prime location. Is the data center located in an isolated area, or is it easy to access with multiple routes? Check out the address on a map with a birds-eye view and plan multiple ways to get there. If possible, a trusted employee should drive to and from the location. Can staff get to the building if there is flooding, downed trees or storm debris blocking a route? Multiple access points are important. A strategically located data center is well placed for highway routes and easily accessible from area airports.



## 2. Diverse Connectivity

With critical data, diverse connectivity gives you the best possible protection to keep your data safe. Think of each carrier as an extra layer of protection. Utilizing multiple, unique carriers and network providers will give you the best possible redundancy. With properly configured connection diversity, if the path for one carrier is damaged or impaired at some location on their network (by a backhoe, natural disaster or even a system failure), the traffic is re-routed to a different carrier to avoid a full service interruption. Find a data center that helps you guard against unplanned service interruptions and latency by having multiple carriers on-net.



## 3. Redundant Power

What is the amount of backup power available at the data center? Redundant power is vitally important to keeping systems online. What type of architecture does the data center have — a full operational backup, partial or distributed? If an unplanned utility failure happens due to factors like: power line damage, severe weather or equipment failure — data centers with more redundant power are better equipped to avoid costly periods of downtime.



## 4. Redundant Cooling

Data centers house precision equipment that must be maintained at a very specific temperature. When considering facilities, check on the specifications for HVAC cooling systems. The environment inside the data center can never change, so redundancy and concurrent maintainability must be in place for the critical systems delivering cooling. If a component of the system goes down, the right infrastructure ensures functionality — even in the event of a component failure.





## 5. Availability Of On-site Staff

Not all data centers have their own staff to handle emergencies. If an adverse event happens, on-site data center staff can provide immediate peace of mind. A team of dedicated professionals who are on-site 24/7 is an important contributing factor when considering a data center partner. During powerful weather, many data center clients want assurance that their systems are online. If customers cannot access the datacenter from their homes or businesses, on-site hands and eyes can soothe anxiety.



## 6. Service Level Agreement

Since the integrity of your data is dependent upon power, cooling and Internet service, a 100% uptime service level agreement (SLA) is critical. While many data centers offer a 100% uptime SLA in writing, they'll rely on insurance policies to compensate for failures. If you don't have tolerance for downtime, choose a provider that has the right continuity plans in place to back the guarantee. A data center contract should contain a written SLA detailing the uptime guarantee. In addition to uptime, some will guarantee response time, bandwidth, security measures, and others. Make sure that the SLA details what measures are taken if the provider fails to meet the uptime promised.

### About Fibertown

Our Houston data center is located on a Digital Realty Campus, easily accessible from two major highways. Megaport-enabled and operated by the world's largest data center provider, our Houston team provides Fibertown's signature personalized service, expertise and family feel.

Our Bryan data center is far from the coast for safety and it is home to the Brazos Community Emergency Operations Center (CEOC), a multi-jurisdictional organization comprised of emergency management personnel. The Bryan data center offers access to two separate, geographically diverse, frequently tested utility substations. Its primary substation also feeds the utility company headquarters.

We believe extraordinary service should be ordinary. Highly trained and experienced, Fibertown's customer care team provides dedicated, round-the-clock service.

