



SOUL'S COLLOCATION

SOUL'S COLLOCATION

Soul Collocation Services provide customers and service providers with the ability to operate business critical communications, network and application services in a controlled “telco-grade” environment.

In the past, many organisations replicated data-centre environments with their head office location – an exercise requiring extensive physical fit-out to achieve the required security and environmental conditions in support of today's high-demand application of business technology.

Soul's Collocation environment provides its customers the assurance of a secure and environmentally stable location, with the advantage of unlimited and seamless expansion capacity. Services and equipment housed within the centre are monitored 24hrs a day by dedicated professionals through Network Operations Centre (NOC) located at the premises.

At the edge of this facility sits one of the most robust network backbones available today – Soul's national MPLS Network allows for the backhaul and termination of Soul supplied data and voice services.

Direct Benefits

- Eliminates the high cost of local access subscription and usage fees.
- Upgrades your service performance with high-speed direct access.
- Improve end-user experience by minimising delay and transaction time.
- Eliminates up-front capital cost and long term investment headaches associated with building your own data centre.
- Improves the flexibility of expanding your business into emerging markets, improving the “time-to-market” for new services.

Technical Overview

- State of the art fire detection systems.
- Secure intrusion and access control through surveillance, CCTV Cameras, Biometric readers, and locking cabinets.
- Protected power through 20 amp circuits supplied from two separate power distribution units for redundancy.
- UPS (Uninterrupted Power Supply) with DC back-up and generators to supply power in the event of utility power failure.
- All facilities are managed 24 hours a day, 7 days a week, to provide assistance and unrestricted access to manage and maintain your equipment.

Collocation OnNet Service

The Collocation OnNet service provides customers with Rack Space including Ethernet Access. The service allows customers to connect their equipment directly through the Soul backbone through the addition of a Soul service – such as a Internet or Private Network Port.

The connection is presented via the Soul Ethernet Switch (10/100 Mbps) in the form of the Ethernet RJ45.

The Collocation OnNet Service has 2 Rack Space size options:

- 19" lockable Full Rack with Dual Power Supplies (maximum of 1.5KVA per full rack) and environmental humidity control via CRAC.
- 19" lockable ½ Rack with Dual Power Supplies (maximum of 1.5KVA per ½ rack) and environmental humidity control via CRAC.

Customers are responsible for the cabling, switching and routing within each Rack type.

Additional services that can be leveraged on a monthly bases are:

IP-Connect

This service allows Soul Collocation customers to connect with available 3rd Party Service Providers within the Data Centre.

TELCO-Connect

Customers requiring Telephony and PSTN services from a 3rd party Telecommunications Provider located at the Data Centre, will require the TELCO-Connect service.

Staging and Establishment

The Soul Collocation service provides customers with full access to staging and setup environment within the facility, geared specifically for pre-deployment testing prior to migration within a live production environment.

Remote Hands

There are times when customers require onsite personnel to make changes and undertake specific tasks. The specific remote hands services offered within this service include:

- Reporting of status indicators.
- Power-cycling hardware.
- The moving and lockdown of cabinets and racks.
- Tape changes for backup services.
- The removal of hardware components.
- Console access for basic commands.

Onsite Access

Qualified technical and security personnel man the facilities 24 hours a day. The Collocation Service allows authorised customer representatives immediate access to their equipment within business hours. In order to maintain the security levels of the facility, after business hours access is processed via the Soul NOC prior to arriving on site.

Ship to Site

Collocation OnNet customers who wish to have their customised equipment shipped to the data centre directly from suppliers can do so. The Data Centre is designed to facilitate all manner of hardware – no matter the size or dimension.

For more information on a Soulsolution
CALL 1300 13 34 64
or email sales@soulaustralia.com.au

Why use Soul's Collocation Services?

Due to varying business methodologies and operational frameworks, Collocation requirements are never the same for each customer. Some of the advantages of utilising Collocation include:

- The disaster recovery of mission-critical infrastructure away from your premises.
- The implementation of remote mail and messaging platforms – such as Microsoft Exchange, Lotus Notes and Novell GroupWise to centralise mail deployment.
- The ability to centralise processing of business critical applications, such as SAP, JD Edwards, Point of Sale packages.
- A centralised platform for the deployment of this client processing – Citrix and Windows Terminal Server.
- A centralised platform for the deployment of IP PABX platforms to support VOIP deployment such as Cisco Call Manager.
- The ability to centralise company-wide security – Firewall, Content filtering and Intrusion detection services.
- A cost effective aggregation point for Internet Proxy and Caching services.

SOUL'S COLLOCATION

Customer and Soul Responsibilities

Soul is responsible for the continual maintenance of the Data Centre and Environment Conditions presented – such as power, cooling, fire suppression and security. Soul also owns the responsibility of providing stable, efficient access to the Soul Network. Customers of Collocation Services are responsible for all equipment, operating environments, applications and content deployed within the Collocation facility.

The table below illustrates the key responsibilities of each party within the product offering.

Item	Soul	Customer
Data Centre & Environmental Systems	Yes	No
Network	Yes	No
Server Hardware	No	Yes
Operating System	No	Yes
Applications	No	Yes
Monitoring	Limited**	Yes
Content	No	Yes

**Monitoring is limited to IP address and is offered through Soul's Proactive Notification service, this notification service provides SMS and email alerts notifying customers that a service is not responding.