Overview

Total Server
Solutions

Total Server Solutions is a full service IT solutions provider that caters to small, medium, and enterprise level customers throughout the United States and around the world.

This document is an overview of the services that Total Server Solutions makes available to all customers. Contained within, you will learn a bit about the history of the company as well as the array of products and services offered.

> "Our customers always come first. They're the sole reason we exist and our top priority is providing the best customer service, anywhere." - Gary Simat CEO

History

Begun by several tech gurus who have a genuine passion for networking and data center operations, Total Server Solutions has grown to become one of the most widely respected companies in hosted services & data center operations.

Total Server Solutions provides fully managed servers, data center space, and custom solutions to individuals and business in a range of industries. Our customers range from financial institutions, to advertising platform operators, to hosting providers, to telecom companies. We're also trusted by educational institutions and government agencies to keep their data on-line and available.

Our Mission

We're not your normal IT services company. We do not believe in blindly following trends or doing what everyone else does because it's the style of the moment. Total Server Solutions looks at the long game. We are a provider of managed IT solutions and data center services. We are committed to providing the finest services both today and far into the future. We are wholly committed to the success of our customers and will do whatever it takes to make sure that you have exactly what you want, when you want it. We are at your service.

How do we do it?

Total Server Solutions provides services that are different, innovative, and responsive. How do we do it? Simple. Our team has been in this industry for many years. We know what works, what doesn't work, and more importantly we know why things work. We provide everything you need for success by maintaining a round the clock staff of experts, providing state-of-the-art, secure facilities, and expert training for everyone on our team. Our team is never content and always striving to do better, for you.

We believe in Great Relationships

At Total Server Solutions, we believe that nothing is more important than the interaction between our customers and our team. We don't want to just get a sale, we want to build a relationship. The long term success of Total Server Solutions is entirely dependent upon the success of our customers. It's you, the customer who keeps us in business. We know that, and it is our goal to do whatever we can to help you succeed.

We believe in providing the best services, period.

Anyone can provide a server or IT solutions. It takes vision, dedication, and respect to make those services the best they can be. You want to provide the best services to your customers and we take great lengths to ensure that our team provides you with the best services available. We understand that there is a great deal of choice in this industry. We also have the utmost respect for the fact that you chose our services. You made a choice, you put your faith in our expertise, it's up to us to make sure that you are delighted with our services no matter what.

- In business since **2005**
- **Enterprise** level network
- **SSAE-16 Compliant**
- Based in **Atlanta**, Georgia, United States
- Operates facilities in the following locations:
  - **Atlanta, GA, USA (two facilities)**
  - **Chicago, IL, USA**
  - **Dallas, TX, USA**
  - **Miami, FL, USA**
  - **Los Angeles, CA, USA**
  - **New York City, NY, USA**
  - **Phoenix, AZ, USA**
  - **Salt Lake City, UT, USA**
  - **Seattle, WA USA**
  - **Weehawken, NJ, USA**
  - **Amsterdam, Netherlands**
  - **London, United Kingdom**
  - **Toronto, Canada**

- Provides the following products & services:
  - Managed Dedicated **Servers**
  - **Colocation**
  - System **Management**
  - Unmanaged **Dedicated** Servers
  - **Virtual** Private Servers
  - **Content** Delivery Network
  - **Cloud** Hosting
  - **E-Commerce** Hosting
  - Affiliate / **Partner** Opportunities
  - **Developer** Resources

Total Server
Solutions

Our Network

The Total Server Solutions network spans the US and beyond. Your data always traverses the best routes to where it needs to to, every time, all the time. Each of our facilities is connected with ultra-fast connectivity via our own MPLS network. In addition to that, we have some of the most comprehensive peering arrangements anywhere. Our peering agreements ensure that you will get the best possible routes to any of your destinations no matter where they are.

Additionally, all of our facilities boasts fully redundant power infrastructure backed by both UPS & generator. Networking connectivity always utilizes diverse pathways into each facility. Beyond that, we offer fully comprehensive remote hands services as well as the ability to custom engineer virtually any bespoke solutions required by our clients.

Locations

· **Atlanta, GA (2 facilities)**
· **Chicago, IL**
· **Dallas, TX**
· **Los Angeles, CA**
· **Miami, FL**
· **New York City, NY**
· **Phoenix, AZ**
· **Salt Lake City, UT**
· **Seattle, WA**
· **Weehawken, NJ**
· **Amsterdam, Netherlands**
· **London, United Kingdom**
· **Toronto, Canada**
· **Vancouver, Canada**
· **Singapore**
· **Tokyo, Japan**
· **Melbourne, Australia**
· **Sydney, Australia**
· **Sao Paulo, Brazil**
· **Milan, Italy**
· **Paris, France**
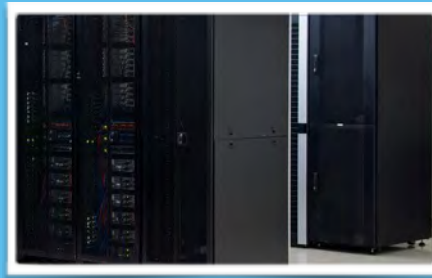· **Frankfurt, Germany**

Managed Dedicated Servers

- State-of-the-art hardware.
- Fully managed by our expert system admin team.
- Customer retains complete control of the server as needed.
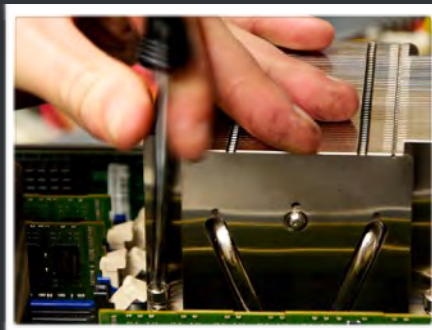- 100% of system resources available to the customer.

High Performance Cloud

- Fast, reliable, scalable.
- Guaranteed IOPS.
- 100% SSD based SAN storage.
- Cutting edge backend connectivity.
- One of the fastest clouds available anywhere.
- Available in Atlanta & Phoenix.

Datacenter Colocation

- Thirteen facilities throughout North America.
- Multiple locations abroad scheduled to be on-net.
- Fully redundant UPS & generator backed power.
- Diverse, premium bandwidth blend.
- Highly secure facilities.
- Staffed 24/7/365.

System Management

- Expert team of system admins & network engineers.
- The highest levels of integrity & trustworthiness.
- US based technical support operations.
- Available 24/7/365.
- **Average response time under 9 minutes.**
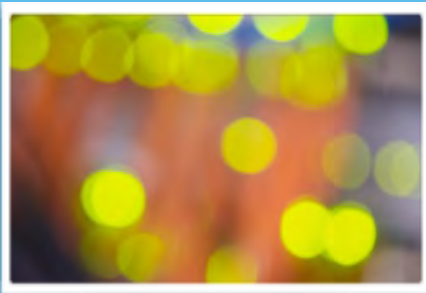
Total Server
Solutions

E-Commerce Hosting Plans

- PCI compliant hosting.
- 100% SSD based storage for high performance.
- Monitored by our expert technicians.
- Free migration available.
- Works with Magento, X-Cart, and all major shopping cart applications.

Content Delivery Network

- Improve content load times for your visitors.
- Fully featured CDN supports many protocols & content types.
- Great for e-commerce sites to help increase conversions.
- Gives your content global reach.

Developer Resources - Conceptus Cloud

- Resource assistance during the alpha & beta phase of your software development cycle.
- We provide infrastructure at no cost to help you get up and running.
- Easily transition into a fully live production environment.

Custom Solutions

- Custom solutions for your unique requirements.
- Network engineering.
- Bespoke datacenter engineering.
- Cluster design.
- Custom security.
- Backup solutions to weather any storm.

Total Server Solutions

Atlanta, GA - 34 Peachtree

- UPS: 620kVA of battery backup capacity.
- Generator: 1MW of generator capacity.
- Cooling: 234 Tons of AC capacity.
- Power Feed: 2400A 480V diverse power feed.
- Double pre-action-dry-pipe Fire Suppression System

- Cogent, Zayo, & GTT POPs located in facility.
- 96 strand fiber to Abovenet.
- Fully redundant, fault tolerant network gear.
- Internap FCP to control and route traffic.
- SSAE-16 Type 2

34 Peachtree

SSAE-16 Type II Certified

The SSAE-16 Type II audit is your assurance that Total Server Solutions follows the best practices for keeping the data center up and running strong. SSAE-16 Type II is a stringent standard detailing what procedures Total Server Solutions has in place to keep your data safe and available.
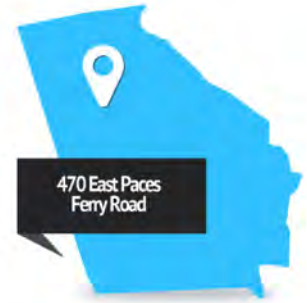
Adherence to this standard is our way of letting you know that we're doing what we say we will and it's just one of those little things that will let you rest a little easier at night knowing your data is safe with us.

Atlanta is the heart of the Total Server Solutions operation. We utilize our own space in downtown Atlanta. 34 Peachtree boasts UPS and generator power backup systems. Our Atlanta facility is staffed 24/7/365 by highly trained professionals. Our Atlanta location has open peering with the Atlanta TIE network.

Our Atlanta location is within walking distance of the Atlanta Telx POP making our location one of the most bandwidth rich spots in the entire country.

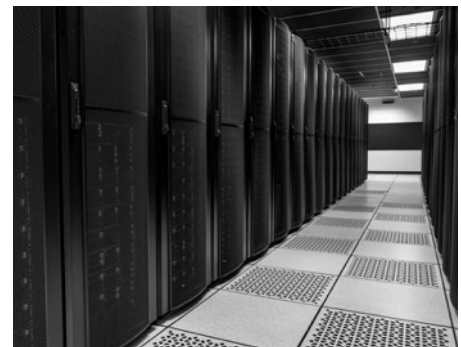## carriers

Total Server Solutions

470 east paces ferry road

- UPS: 750kVA of battery backup capacity
- Generators: 1.5MW & 750kW
- Cooling: 400 Tons of HVAC capacity (N+1 configuration)
- Power Feed: (2) 1500kVA diverse power feeds to GA Power
- VESDA Fire Suppression System
- Dark fiber ring to 56 Marietta

- Security: On-site 24x7
- Access Control: 2 factor utilizing biometric and key card
- Four diverse fiber entrances
- Total 19,891 sq. ft. datacenter space
- Zayo POP onsite
- Level3 POP onsite
- Cogent POP onsite

470 East Paces Ferry Road

The latest TSS facility in Atlanta is 470 East Paces Ferry Road in the Buckhead business district of Atlanta. This facility is a perfect addition to our already robust blend of facilities. This facility increases our total Atlanta footprint to over 30,000 sq. ft of exclusive space.   We operate the entire facility from the ground up.

As with our first Atlanta facility at 34 Peachtree, we control all aspects of this data center. It's staffed 24x7 by highly trained experts.   Security is tight with HIPAA compliance in place so you can rest easy knowing that your equipment is fully secured.

security & power

Our facility boasts the most strict safeguards for data protection and physical security in the industry.   We are staffed 24/7/365 by technical experts, engineers, and security personnel. Access is restricted and our facility and its infrastructure is locked down to keep your equipment and data safe and secure.

In addition to physical security, ATL03 is fully UPS and generator backed. Power redundancy helps keep your equipment up and running in the rare event of a grid power interruption.   All our facilities use state-of-the-art backup infrastructure. Rest easy, we've got you covered.

carriers

INTELIQUENT   telx Internet Exchange   zayo GROUP   HIBERNIA NETWORKS

Level(3) COMMUNICATIONS   LAYER   gtt

cogent   TeliaSonera   TOWER CLOUD
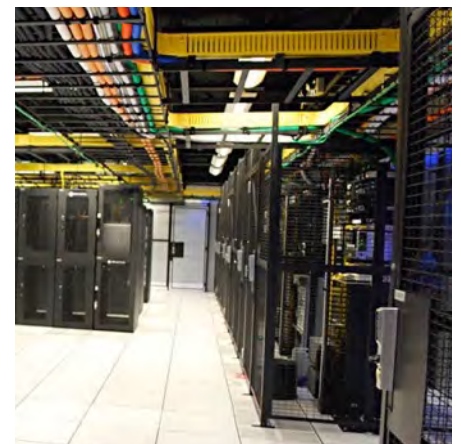
Total Server Solutions

phoenix

- UPS: 20 MW of battery backup capacity
- Generator: 24 MW of generator capacity
- Cooling: 5040 Tons of AC capacity
- Power Feed: 40 MW diverse power feed
- Pre-action-dry-pipe Fire Suppression System w/ VESDA

- Open peering with the entire Any2LA & Atlanta TIE networks
- PCI Compliant
- SAS 70 Type II Compliant
- Internap FCP to control and route traffic

Phoenix

Our colocation facility in Phoenix is one of the finest data centers anywhere in the world. From high capacity, redundant power to its climatically and geographically stable location, Phoenix is a rock solid choice of location for your equipment. We've got vast amounts of space available in Phoenix to successfully house all of the equipment you need to keep your business up and running.

We've got many bandwidth providers to choose from with the option for many more. available to you.

carriers

cogent

zayo GROUP

gtt

Level (3) COMMUNICATIONS

HE HURRICANE ELECTRIC INTERNET SERVICES

Global Crossing Think Ahead

TeliaSonera

Total Server Solutions
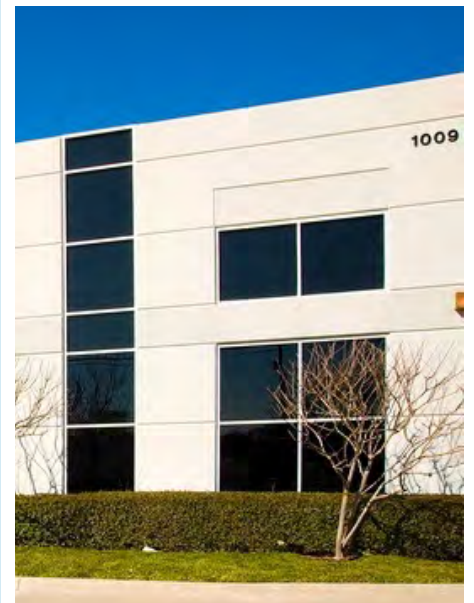
dallas

- UPS: 3 x 750kVA of battery backup capacity
- Generator: 1 x 2MW
                2 x 750kW
- Cooling: 170 Tons of AC capacity
- Power Feed: 1200A 480V diverse power feed
- Pre-action-dry-pipe Fire Suppression System

- PCI Compliant
- SAS 70 Type II Compliant
- Sarbanes-Oxley SOX Compliant
- HIPAA Compliant

Colocation of your equipment in Dallas is easy with TSS. Our facility is fully equipped to handle your every need. The datacenter has fully redundant power systems, fiber entrances, and available space. This facility is fully secured and staffed 24/7. We offer great bandwidth providers and easy connections to any other bandwidth providers available in the Dallas area.

carriers

zayo GROUP

INTELIQUENT

LAYER

INTERNAP

cogent

TeliaSonera

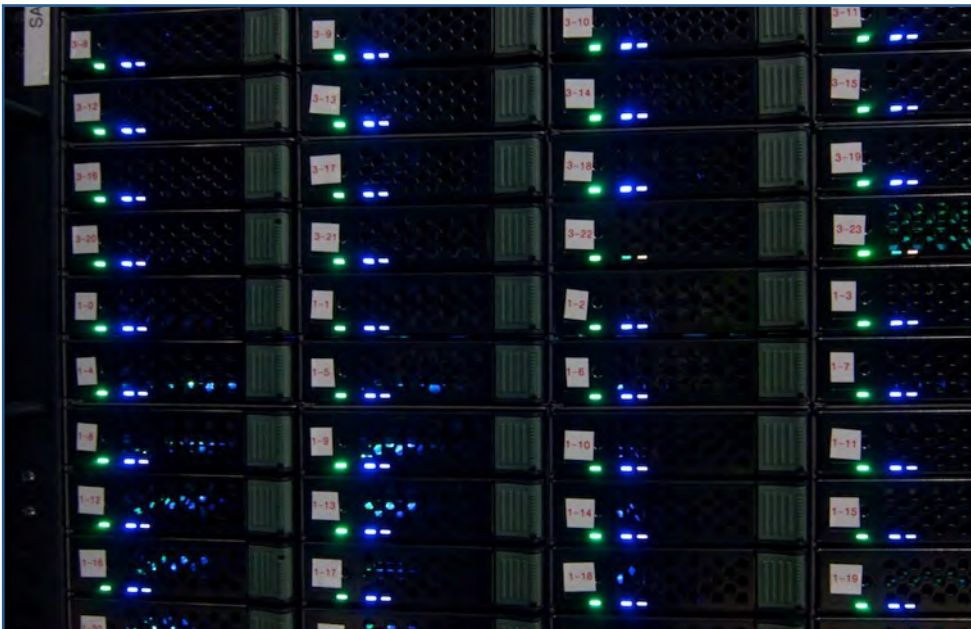**Total Server Solutions**

chicago

- UPS: 750 kVA of battery backup capacity
- Generator: 1.5 MW of generator capacity
- Cooling: 4 x 70 Tons of AC capacity
- Power Feed: 5 MW
- 24/7/365 On-Site Staff
- 24/7/365 Monitoring
- VESDA particulate detection, Clean Agent Extinguishers, Pre-Action Dry Pipe Sprinkler

Chicago

TSS has some great space lined up in Chicago. Our facility has fully UPS & generator backed power to keep your critical equipment powered up at all times. Centrally located, Chicago is a great choice to serve the entire continental USA and Canada. With our premium bandwidth mix you have great routes to all of North America. As with all of our other locations, Chicago is staffed & monitored 24/7.

carriers

zayo GROUP

NTT Communications

HURRICANE ELECTRIC INTERNET SERVICES

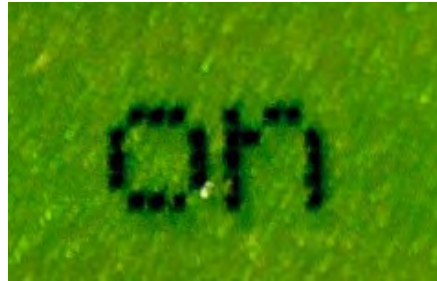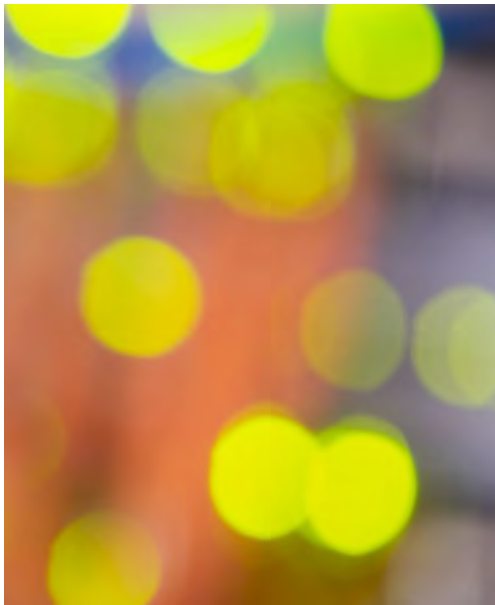**Level(3)** COMMUNICATIONS

TeliaSonera

weehawken

- UPS: 4 x 625 kVA systems configured as 2N
- Generator: 2 MW (N+1)
- Utility Power: 2 MW of capacity delivered via dual circuit 13.2 kV service
- Cooling: 400 Tons of AC capacity CRAH units configured as N+2
- Onsite security personnel 24/7/365
- 9800 sq ft of available space
- Cages available with dedicated PDU capacity
- Diverse underground fiber entry points to facility

Our facility in Weehawken is a short distance from NYC. At our Weehawken location, customers have access to great routes to Europe as well as any of our other locations. Our Weehawken location has fully redundant power, robust cooling and all the connectivity you need. With its extreme proximity to NYC, Weehawken provides great access to the east coast of the USA as well as smooth routes to Europe.

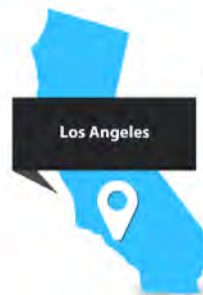Space in Weehawken is very competitively priced and a fantastic value.

carriers

Total Server Solutions

los angeles

- UPS: 2 x 150 kVA of battery backup capacity
- Generator: 3 x 2 MW of generator capacity
- Cooling: 5040 Tons of AC capacity
- Power Feed: 1200A 480V
- Zoned triple pre-action-dry-pipe Fire Suppression System

- Open peering with the entire Any2LA network
- Internap FCP to control and route traffic
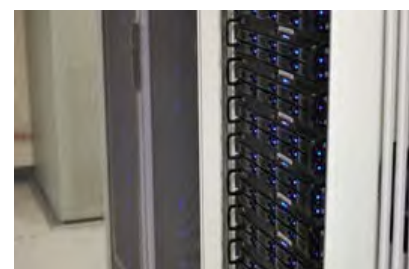- DWDM deployment between TSS and 1 Wilshire with 400 gbps of capacity

Los Angeles

We utilize prime space in the heart of Los Angeles to colocate your equipment. Our LA facility has fully redundant power systems, great connectivity, and a solid cooling system. Los Angeles has great routes to Asia and other Pacific locations as well as fiber to 1 Wilshire.

The Los Angeles market is very competitive so let TSS provide you with your best option for housing equipment!

carriers

INTELIQUENT

CORESITE

zayo GROUP

LAYER

cogent

HIBERNIA NETWORKS

QuadraNet

TeliaSonera

new york city

- UPS: 3000 kVA (3+1 configuration)
- Generator: 2.5 MW
- Cooling: Redundant N+1
- Power Feed: 4.15 MVA as N +2
- 24/7 onsite engineering team.
- Overhead power & communication cabling
- Open peering on NYIIX.
- Diverse external & internal fiber routes
- Strict security access processes in place
- Biometric security confirmation in place throughout facility
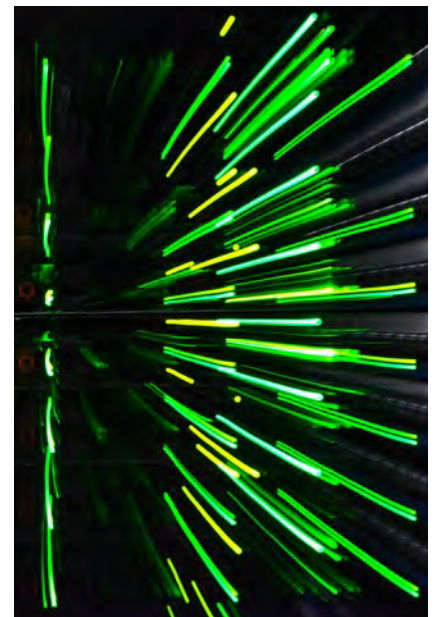
New York City

Our New York City datacenter boasts massive connectivity, extremely robust power infrastructure, and rock solid security. This location opens up the entire New York City & northeastern United States to your content.

The facility is strategically located in Manhattan and offers over 60,000 sq. ft. of Tier 3 datacenter space.

carriers

Level (3) COMMUNICATIONS

cogent

NYIIX

Total Server Solutions

seattle

- Generator: 4.5 MW (4 x diesel generators)
- Utility Power: 6 MW
- A & B UPS redundancy (N+1)
- Onsite security personnel 24/7/365
- 45,600 sq ft of available space
- 2N Cooling Redundancy
- Over 90% clean energy (via Seattle City Light)
- Carrier neutral
- Over 20 providers on-site
- Direct connection to Seattle's Westin building
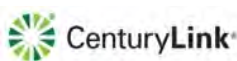- 42 Gbps of transit

Our Seattle, WA facility boasts great connectivity across the northwestern United States. A fully redundant power and network infrastructure, coupled with a stable location means that your data will keep flowing no matter what.

In addition to smooth routes to Asia, our Seattle datacenter has excellent connectivity options to the Westin building in downtown Seattle (one of the most highly connected MMR's in the nation).

If you need a prime facility in the competitive Seattle market, we can provide exactly what you need.

carriers

cogent

INTERNAP

spectrum NETWORKS

CenturyLink

peer1

SIX
SEATTLE INTERNET EXCHANGE

zayo GROUP

Total Server Solutions

miami

- Fully UPS & generator backed power
- 2 x 500kW Generator backup
- Building rated for Category 5 hurricanes
- Seismic zone 0
- Outside 100 year flood zone
- N+1 & 2N configurations at 150W per sq. ft.
- Biometric man trap
- Cooling configured as N+1
- DC power available at 48V w/ A/B feeds
- Keycard access
- Full video surveillance
- Staffed 24/7/365
- NFPA double interlock pre-action fire prevention system

Miami

Our Miami, Florida datacenter is one of the major hubs that passes traffic to Latin American and Caribbean regions. This facility boasts a solid infrastructure with redundant, underground connections to FPL electrical grids. Additionally, the datacenter is rated to withstand a Category 5 hurricane and is outside the 100 year flood zone.

With fully redundant power, generators, and UPS backup, as well as great routes to Latin America, Miami is a perfect place from which to base your operations.

carriers

HIBERNIA NETWORKS

QuadraNet

Community IX

cogent

salt lake city

- Multiple generators configured as N+1
- Full facility UPS power backup configured as N+1
- Fully redundant power grids
- Two factor security authentication with biometric & key card access
- 24/7/365 staffing
- VESDA dry pipe fire protection
- Cold aisle containment
- N+1 redundant cooling system

salt lake city

Our Salt Lake City datacenter is a great choice. Built in a very stable area both in terms of climate and infrastructure, it boasts fully N+1 power and cooling redundancy. A strong network is in place to serve your needs using carriers our team is very familiar with. We don't like surprise and we know you don't either. Salt Lake City is a sure thing and a great place for your equipment.

Stability, robust infrastructure, and high security make Salt Lake City a great choice.
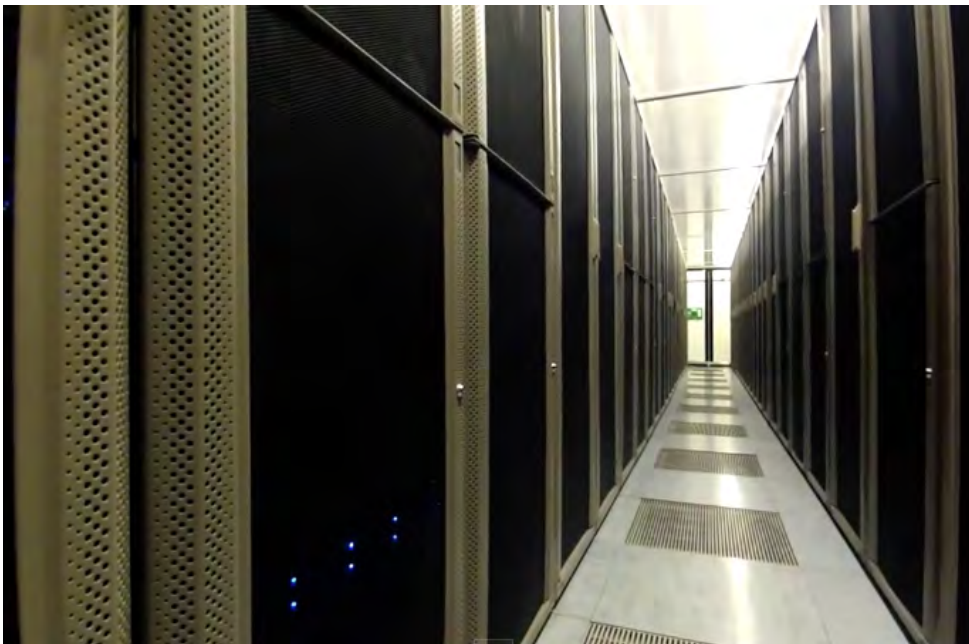
carriers

cogent

zayo
GROUP

Level (3)
COMMUNICATIONS

Total Server Solutions

london

- 11 kV on-site substation.
- Transformer over-sized for application to ensure plenty of power capacity
- 10,000 sq. ft. of space available
- Redundant, meshed Cisco 6500 routers
- Fully UPS & generator backed power

- Stulz CRAC air conditioning.
- CCTV coverage w/ motion detection
- IPv6 availability
- Perimeter alarm system
- Fully staffed 24/7/365
- Generators configured as N +1

London

If you choose to utilize our London facility, you will be assured of the highest levels of uptime, security, and redundancy. London offers great routes to Europe and western Asia. If you operate in Europe or have many customers there, your data will flow quickly and easily.

This location is fully staffed 24/7/365 and incorporates constant video surveillance and two factor authentication to keep your equipment secure.

As with all of our locations, you will get great smooth connectivity to all of our US locations as well.

carriers

LAYER

LINX
Working for the Internet

PacketExchange

LONAP
London Access Point

TOR01 Datacenter

Total Server Solutions

toronto

- Generator: 320kW
- UPS: 280kVA
- Cooling: 60 Tons
- Utility Power: 560kW
- Onsite security personnel 24/7/365
- Cages available
- IPv6 available
- Fully redundant network connectivity

Toronto a great place to house your equipment. We provision a full range of servers and equipment at our Toronto datacenter. With a stable climate & robust infrastructure, Toronto provides a great place to base your equipment.

Check out the specs of our Toronto datacenter then contact our team to learn how we can help get you up and running in this great facility.

carriers

amsterdam

- Up to 60MW of available power
- Generators: 16 x 1540kVA (N +2)
- AC & DC power available.
- Facility uptime rated at 99.999%
- FirePro IG55 fire suppression system
- VESDA fire detection system

- 3m high perimeter fencing with secured loading dock area
- Outside all flight paths to major airports
- Biometric scan & electronic ID card access
- Staffed 24/7/365
- Direct connections with AMS-IX

Our Amsterdam facility provides customers with some of the best datacenter space in Europe. Amsterdam is centrally located so routes to Europe and western Asia are smooth and fast.

With direct connections to peering networks such as AMS-IX you're assured of the fastest routes and serious capacity wherever you need to go. With a fully secured, windowless structure, our Amsterdam facility is robust and secure. Staffed at all times, your data is always guarded.

Talk with our engineers to find out how you can put our Amsterdam location to work for you.

carriers

cogent

Level (3)

amsix

fiberring