US SIGNAL®

INDIANAPOLIS NORTH
DATA CENTER

OVERVIEW

FUTURE-PROOF YOUR BUSINESS WITH THE INDIANAPOLIS NORTH DATA CENTER

Protect your valuable IT assets. Build out a high-performing hybrid IT strategy. Implement a reliable disaster recovery plan. Leverage cost-effective off-site data storage. Boost your business's efficiency, productivity, and innovation with low-latency, secure IT services, including cost-effective, flexible cloud services.

It's all available at US Signal's newest data center — the Indianapolis North Data Center.

Conveniently located on the northwest corridor of Indianapolis just off I-465, the Indianapolis North Data Center is a purpose-built data center and provides secure, reliable colocation, and cloud services.

The Indianapolis North Data Center is also directly connected to US Signal's robust, secure network, providing you with greater network security and connection options.

Nothing But the Best
Designed to Tier 3 standards, the Indianapolis North Data Center features best-of-breed equipment, leading-edge technologies, and industry best practices for security and data center operations.

All critical facility components are redundant, and efficient cooling solutions keep temperature and humidity levels consistent. Tested storm and emergency preparedness plans and multifacted recovery plans are in place to help minimize service disruptions and ensure continued operation.

Features:

+ N+X cooling system with hot aisle/cold aisle design

+ Biometric security to assure only those individuals who are granted access may enter the facility

+ Availability onsite for US Signal's full cloud services product offerings

+ Purpose built to Tier 3 standards

+ Full back-up power systems

+ Diverse fiber feed interconnecting thousands of route miles of US Signal-owned fiber for resilient, redundant regional, state, and national connectivity

+ Onsite and remote operation center management & control facility

+ Easy access to major thoroughfares (airport, highway systems, etc)

+ Raised data center floor and Ecaro-25 fire suppression

+ Well-planned location away from areas prone to natural disasters

YOUR IT TRANSFORMATION
STARTS HERE

Take advantage of US Signal's in-demand, reliable products and services to meet your specific IT and business needs. If IT transformation is on your list, this is the place to start.

CLOUD HOSTING

US Signal's Cloud Hosting provides clients with a comprehensive range of cloud services that can be customized to meet their specific needs. US Signal offers scalable solutions that can help organizations meet regulatory compliance standards such as HIPAA and PCI.

+ Public cloud (IaaS)
+ Bare metal servers
+ Hosted private cloud
+ Cloud storage
+ File storage
+ Hosted desktops

IT SERVICES

US Signal Professional Services offer a range of customized and flexible solutions to optimize and streamline current server environments for clients. As experts in migration and server operating system installation, we provide timely and cost-effective services to ensure a hassle-free transition to US Signal Cloud Services. Our team of certified professionals bring in-depth knowledge and experience to support our clients' business continuity and growth needs, enabling them to focus on their core operations.

+ Data center migration
+ Cloud strategy
+ IT consulting
+ Hybrid IT strategy
+ Monitoring and remote management
+ Technology Assessments

DATA PROTECTION

US Signal offers a comprehensive suite of Data Protection products and services to ensure that your business-critical data is always available and secure. With our state-of-the-art data centers and trusted expertise, you can have peace of mind that your data is protected and recoverable in the event of a disaster.

+ Backup and replication
+ Cloud Availability for Veeam
+ Disaster recovery (with Zerto and VMware)
+ Data Management for Cohesity

SECURITY

US Signal offers a comprehensive suite of security products and services to ensure the confidentiality, integrity, and availability of customer data. Our offerings are designed to cater to the specific security requirements of businesses across diverse industries and are backed by our team of experts who utilize the latest technology to provide round-the-clock protection.

+ Secure Access Service Edge (Sase)

+ Managed Email Security

+ Managed Firewall Services

+ Website And Application Security

+ Patch Management

+ IT Security Consulting Services

+ Managed Detection & Response Services

+ Managed Extended Detection & Response (XDR)

COLOCATION SERVICES

US Signal offers data center space, power, security, and environmental infrastructure for colocation of customer-owned equipment. Customers can choose to deploy their equipment in US Signal's standard cabinets or, they may elect to have a US Signal solution architect design a custom cabinet or cage to meet specific equipment, power, and/or security requirements.

STANDARD CABINETS
+ 84x30x40 in, 42U Data Cabinet
+ Scales from ½ cabinet to many clustered whole cabinets

CUSTOM CAGE
+ Many custom integrated security and power options
+ Scales from 100 square feet to thousands of square feet

NETWORK SERVICES

US Signal network services offer maximum bandwidth utilization, reduced downtime, and worry-free, secure connectivity. The US Signal network's built-in redundancies make the difference, with a network topology, protocols and multi-level security to ensure the reliability you need to keep your business up and running.

+ Optical Wave services (2.5, 10, 100Gbps)

+ Layer 2 Ethernet services (1Mbps to 100 Gbps)

+ Layer 3 MPLS services (1Mbps to 100Gbps)

+ Direct Internet Access - IPv4 and IPv6 – (1Mbps to 100Gbps)

+ Private connections to major cloud providers

+ Peering relationships with tier one providers in the United States

+ MEF Certified Ethernet Transport

EASE THE BURDEN
OF COMPLIANCE

Leverage US Signal's audited IT infrastructure, security controls and processes to help meet many of your company's compliance requirements. Our data centers are regularly audited for compliance with numerous regulatory requirements and industry standards, including these:

SSAE 18 SOC 2 TYPE 2

BDO Siedman audits US Signal annually for the SOC 2 report. US Signal's annual audit window is July 1 through June 30 with the report being released each summer. The report is available for customer review.

HIPAA COMPLIANCE

US Signal has been audited by an external auditor and found to be HIPAA compliant. US Signal implements the institutional, administrative, and technical controls required to be able to sign a Business Associate Agreement with customers. The report is available for customer review.

PCI DSS

US Signal has been audited by a Qualified Security Assessor (QSA) on over 400 controls and meets the relevant PCI DSS requirements. US Signal works quarterly with our QSA to maintain ongoing compliance. A new Attestation of Compliance is issued each August.

CRIMINAL JUSTICE INFORMATION SYSTEM POLICY

US Signal has conducted a self assessment in accordance with the Criminal Justice Information System (CJIS) Policy version 5.7. US Signal has the necessary security controls and administrative safeguards in place to support the deployment of law enforcement systems in the US Signal cloud environment.

EXTERNAL PENETRATION TESTING

US Signal engages an external third party auditor to conduct external penetration testing. The testing covers physical security, social engineering, and network penetration testing. For security reasons, test results are confidential, but an attestation of testing is available.

SECURITY PROGRAM MATURITY TESTING

US Signal contracts with a qualified third party Security Assessor to conduct Security Program Maturity testing. The testing covers physical security, social engineering, and network penetration testing. **Program Maturity Assessment of the US Signal Information Security Program** - The assessments are based on the National Institute of Science and Technology Cyber Security Framework (NIST-CSF) Each quarter, US Signal's Information Security program is reviewed and benchmarked against best practices for Information Security Programs. All results are reported on to US Signal's senior management and any potential findings are tracked through completion.

SOC 2

US Signal operations, facilities, and procedures has been audited by BDO Siedman validating it adheres to the SSAE 18 SOC 2 control criteria. Within this third party attestation, US Signal has also included the Trust Service Criteria for Security and Availability in regards to the processing of customer data.

GENERAL DATA PROTECTION REGULATION & PRIVACY SHIELD

US Signal has certified under the US/EU and US/Swiss Privacy Shield frameworks and complies with the principles of Privacy Shield and the EU Model Clauses. A Data Protection Officer is appointed as an independent member of the US Signal Management Team to be the subject expert and independent auditor addressing privacy. US Signal has implemented the necessary institutional controls and policies, in addition to having trained employees on the handling of private and sensitive data. US Signal's Privacy Policy is available for review at: **ussignal.com/privacy-policy**.

INSURANCE

US Signal maintains various insurance policies as required by law, including General, Property, Auto, Workers Compensation, Pollution and Cyber Liability including Errors and Omissions. Details of these insurances are available upon request.

SECURE AND EFFICIENT
BY DESIGN

5
2
4
15
15
15
14
13
12
11
3
10
10
7
8
6
9
1
9

** FINAL DESIGN CONFIGURATION IN PROGRESS AND SUBJECT TO CHANGE **

1. Conference Room	6. Reception	11. Fiber Room
2. Cabinet	7. TOC	12. Raised Floor
3. Man-trap	8. Loading Dock	13. Backup Generators
4. Hot Aisle	9. Offices	14. Clean Agent Fire Suppression
5. Cold Aisle	10. Restroom	15. Electric Room

EVERYTHING YOU WANT IN A DATA CENTER AND MORE

CORPORATE SUSTAINABILITY

+ Financial Stability — Debt free
+ Commitment to data center, cloud and networking (connectivity) solutions — Continued investment in data centers with new Indianapolis North facility and cloud services
+ Founded 2001

SECURITY & RISK

+ Locked cages and cabinets
+ Data center guidelines for all customers
+ Available escorted access
+ 24 x 7 x 365 technical support
+ Digital video surveillance with 90 day retention
+ Biometric iris scanners (in and out)
+ Very low occurrence of natural disasters
+ Raised data center floor

HIGH AVAILABILITY

+ Multiple independent fiber entrances
+ Dual electrical substation feeds
+ Electrical feeds engineered to 40% to allow failover
+ 48-hour generator run time
+ Clean agent fire suppression
+ Network provider diversity
+ TIA 942 tier 3 equivalency
+ HVAC redundancy — N+X
+ UPS and backup generator redundancy — 2N
+ UPS & backup generator capacity — 1:1 with utility feeds

OPERATIONAL STANDARDS

+ Staffed 24 x 7 x 365
+ Scheduled proactive battery testing
+ Scheduled proactive generator testing
+ Scheduled proactive backup HVAC testing
+ Facility alarm system
+ Facility remote monitoring
+ SSAE 18 SOC 2 Type I and II
+ PCI - DSS
+ HIPAA
+ GDPR / privacy shield

FULL SPECIFICATIONS LIST

The Indianapolis North Data Center is located on the northwest corridor of Indianapolis, just off I-465 at Georgetown and 62nd St. It sits in a nondescript office park away from air traffic patterns and neighboring businesses that could present a risk.

Purpose-built in 1975 as a data center, the 19,100 SF facility is constructed from twin T reinforced concrete and features 15' ceilings. It was completely remodeled in 2006/2007 and continues to undergo renovation and best practice updates to ensure it offers leading-edge data center services. (Note: Due to ongoing renovations and updates, all specifications are subject to change.)

Facility
+ Stories: 1
+ Zoning: Commercial office (C-3)
+ Sq Ft: 19,017 SF
+ Acreage: 2.66 which includes one-acre empty lot
+ Parking: 56 spaces
+ Construction Type: Twin T concrete and designed to Tier 3 standards; 12' double reinforced concrete structure
+ No glass or windows attached to facility
+ Roof: Concrete T's with 4" foam insulation & EPDM rubberized membrane held down by a ballast (installed 2017 with warranty)
+ Approx raised floor SF: 6,450 SF
+ Ceiling height: 15'
+ Approx. expandable raised floor SF: 3500 SF
+ Floor load: 1,600 lb per SF
+ Redundant cooling throughout
+ Anti-static entry
+ Dual trap entrance
+ Biometric security
+ 20+ cabinet data center rooms
+ Secured vault
+ Onsite temperature-controlled storage
+ Documented and auditable maintenance program (All equipment under maintenance contract)
+ Environmental Type II on file and available for review
    + Underground fuel tank actively monitored and under active maintenance.
    + Facility above the 500-year flood plain
    + Soil samples negative

Power Infrastructure
+ Electrical service: 2000-amp, 480-volt commercial feed from IPL with dual 1,200-amp transformers
+ Uninterruptible Power Supply (UPS): Four 225 kVA output UPS in 2N
+ PDU Section: Four 120 kVA 400-amp PDUs in 2N, two more in larger area
+ Four, 225 kVa UPS systems designed N+1; Four 120 kVa PDUs designed N+1

+ 2N design for UPS & PDU
+ A&B designed: transfer switches, UPSs and PDUs
+ UPS systems are Ethernet connected
+ Generators: 1 Caterpillar 750KW diesel, tested weekly
+ Raised Floor Height:36"
+ 2,000 Amp ATS between utility and generator power sources
+ Redundant feeds for all placed equipment
+ Second transfer switch for a rental generator.
+ Third transfer switch in the operations center

Fuel Tank
+ 5,000-gallon capacity (4,800 actual due to EPA fuel expansion requirements)
+ 50-gallon engine startup tank within the generator building
+ Omnimetrix tank monitoring system installed

Cooling Systems
+ Equipment rooms (3) each have two (N+1) 30-ton, Emerson Liebert air-cooled systems
+ Downs UPS fenced area has two (N+1) 25-ton, Carrier air-cooled systems
+ Telecom entrance room has one Liebert 30-ton, split system (installed 2018)
+ Telecom room and vault have one shared, 10-ton air-cooled Carrier system
+ Offices, warehouse, conference and power rooms have several zoned roof top units
+ Equipment rooms include Emerson Liebert HVAC controls
+ The rest of the building has thermostat controls; some are Ethernet connected
+ 24x7 active monitoring
+ 2N design for CRAC and In-Row XD systems
+ Humidity-controlled environment
+ Dust control system installed
+ Redundant connections
+ Hot aisle/cold aisle design

Telecom Service
+ East-West armored conduit entrance
+ North-South armored conduit entrance
+ Carriers
    + AT&T: copper cable and single entrance optical fiber facilities
    + Zayo/Cogent: all circuits are N+1 and single entrance optical fiber facilities
    + CenturyLink: (CenturyLink purchased Level3 who purchased Tw Telecom.) Tw telecom carried their own, the Level3, Quest and CenturyLink circuits into the building and has dual entrance optical fiber
    + Raised flooring has installed cable tray systems underneath

Security
+ Card or fob system for every exterior and interior major door.
+ Secured Best Lock and Falcon keyed doors.
+ Front door hand scanning system
+ Twenty-seven exterior and interior color cameras to a hard drive and projection systems
+ Single, programmable, employee coded keypad system
+ 7x24 external monitoring company capable
+ Exterior fenced in area
+ Broken glass window security
+ Secured engine/generator building
+ Front door man trap with talk box and secured door opening button
+ Secured yard (lit 24x7x365)
+ Digital video surveillance
+ Active glass breaks on all administrative areas
+ Internal cameras with motion detection
+ External cameras with auto-sweep and infrared
+ Three-point authentication for access (strike, biometric, code)
+ Active connections into fire and law enforcement
+ Panic wired to offsite security firm
+ Frosted, mirrored man-trap entry
+ Onsite, climate-controlled safe

Fire Systems
+ Dry pipe, wet pipe and clean agent suppression systems
+ Equipment rooms are equipped with clean agent systems
+ Each clean agent room has their own control and monitoring panels
+ Room clean agent control panels are tied to a master control panel
+ Front exterior includes a fire department monitoring panel and building keys Knox Box
+ Two backflow tested fire water entrances
+ Equipment room or general use fire extinguishers installed throughout the building
+ Ceiling smoke detection installed throughout the building's rooms and hallways
+ Below raised floor smoke detectors installed
+ Battery powered lighting systems throughout the building
+ Main control panel has 7x24 external monitoring service capabilities
+ Dry pipe system
+ Actively Monitored
+ Wired direct to fire department (.9 Miles)
+ Annually inspected; records available

Amenities
+ Conference room
+ HD television and video projection
+ VCR/DVD
+ 7.1 stereo
+ Overhead projection
+ Breakroom with refrigerator, microwave, sink and dishwasher
+ Dedicated Ethernet Ports for Direct Internet
+ 40 public parking spaces and 12 secured parking spaces
+ Secured shower facilities
+ Meets all ADA regulations

Compliance
+ SSAE 18 audited, SOC 1, Type 2 and SOC 2
+ PCI DSS and HIPAA compliant
+ Certified under the EU-US Privacy Shield Framework and Swiss-US Privacy Shield Framework.

Services/Product Offerings
+ Colocation
+ Cloud
+ Data Protection, including disaster recovery and backup
+ Connectivity/Networking
+ IT Services, including Managed Services and Professional Services
+ Security

See https://ussignal.com/services for the full product and service list.
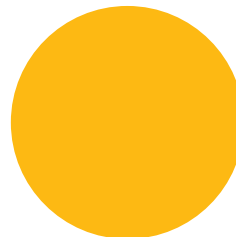
WE'RE WHERE YOU NEED US TO BE
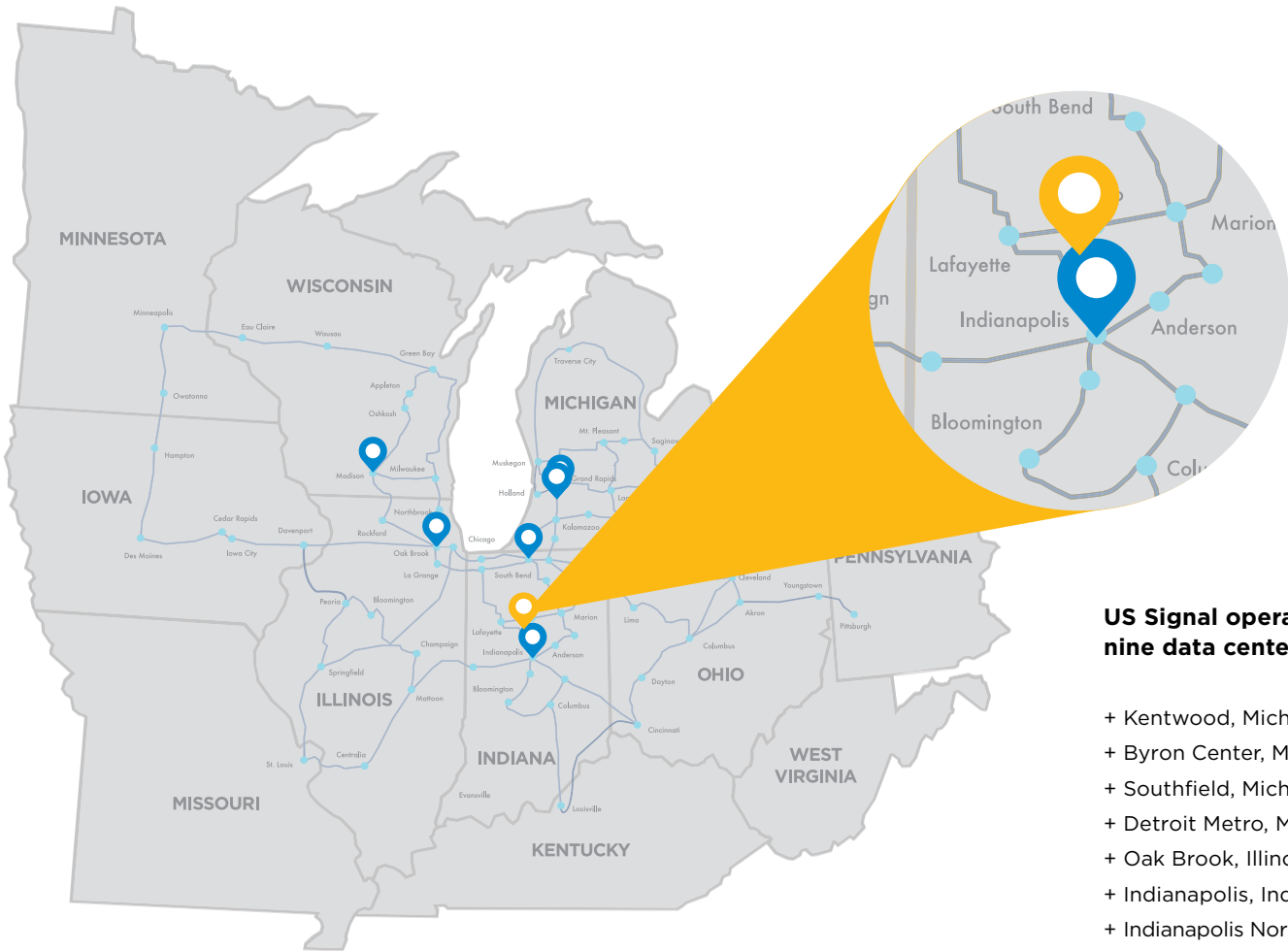
US Signal operates nine data centers:

+ Kentwood, Michigan
+ Byron Center, Michigan
+ Southfield, Michigan
+ Detroit Metro, Michigan
+ Oak Brook, Illinois
+ Indianapolis, Indiana
+ Indianapolis North, Indiana
+ South Bend, Indiana
+ Madison, Wisconsin

ABOUT US SIGNAL

US Signal is a leading data center provider, offering connectivity, cloud hosting, data protection, and disaster recovery services — all powered by its wholly owned and operated, robust fiber network, US Signal also helps customers optimize their IT resources through the provision of managed and professional services.

201 IONIA AVE SW, GRAND RAPIDS, MI 49503 / USSIGNAL.COM / 866.2.SIGNAL