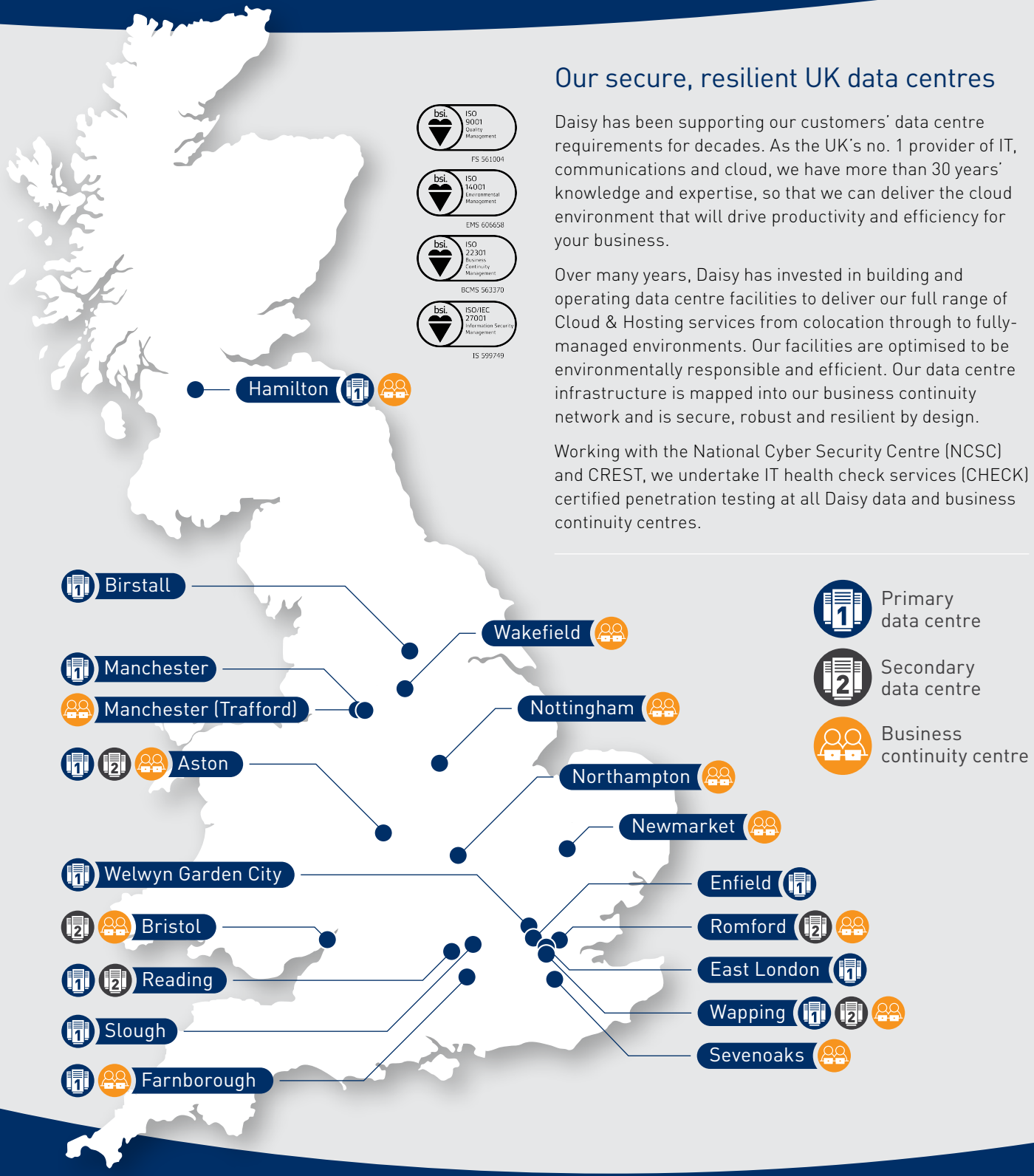
daisy.

CORPORATE SERVICES

DAISY'S DATA CENTRE INFRASTRUCTURE

PUTTING PEOPLE AND DATA FIRST

Making sure people and data are connected is essential for day-to-day business. If you were to suffer a business interruption, it is even more important but often difficult. With Daisy, you can make sure your people and data remain connected, no matter what. Our services enable you to work more productively in the cloud or continue to work efficiently, even while you are suffering a cyber breach. We can manage and recover your data, from anywhere to anywhere – with these services delivered from our resilient data centre and business continuity infrastructure, across the UK.



Our secure, resilient UK data centres

Daisy has been supporting our customers' data centre requirements for decades. As the UK's no. 1 provider of IT, communications and cloud, we have more than 30 years' knowledge and expertise, so that we can deliver the cloud environment that will drive productivity and efficiency for your business.

Over many years, Daisy has invested in building and operating data centre facilities to deliver our full range of Cloud & Hosting services from colocation through to fully-managed environments. Our facilities are optimised to be environmentally responsible and efficient. Our data centre infrastructure is mapped into our business continuity network and is secure, robust and resilient by design.

Working with the National Cyber Security Centre (NCSC) and CREST, we undertake IT health check services (CHECK) certified penetration testing at all Daisy data and business continuity centres.

Birstall

Daisy's West Yorkshire data centre is located in Birstall, close to Junction 27 of the M62 and within easy reach of Leeds by train.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **30 mins**

Features Overview

- ISO14001 certified – Environmental Management
- ISO9001 certified – Quality Management
- ISO27001 certified – Information Security Management
- 12,000 sq ft data centre
- 350 secure 42U cabinets
- Two pairs of separate dedicated two 1.5MVA and two 1MVA transformers
- Resilient group of 550kVA diesel generators in an N+1 configuration with a minimum of 48 hours on-site fuel provision
- Parallel banked UPS units, providing 2N redundancy
- N+1 power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- VESDA for detection – FM200 or Novec 1230 gas suppression systems for suppression
- Campus-wide CCTV
- Full integration with Daisy's UK data centre and recovery centre network
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level

Farnborough

Daisy's London South West data centre is located in Farnborough, close to Junction 4a of the M3 and just 35 minutes from London Waterloo.

Facility level: **Primary and business continuity centre**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **30 mins**

Features Overview

- ISO27001 certified – Information Security Management
- ISO22301 certified – Business Continuity Management
- 10,000 sq ft data centre
- 260 secure 42U cabinets
- Two separate dedicated 1MVA transformers
- N+1 diesel generators with 48 hours of on-site fuel provision
- Parallel banked UPS units, providing 2N redundancy
- N+1 power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- VESDA for detection – FM200 system for suppression
- CCTV and manned security
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level
- Full integration with Daisy's UK data centre and recovery centre network
- 18 self-contained recovery suites
- 1,520 fully-equipped positions each with ACD telephony, high specification PCs and TFT screens
- 600 fully-equipped dealer desk positions

Aston

Daisy's West Midlands data centre is based in Birmingham, centrally located in the established commercial area of Aston and within easy access of the M5, M6, M40 and M42 motorway network and Birmingham City Centre.

Facility level: **Primary, secondary and business continuity centre**

Site access: **24x7x365**

Remote availability: **24x7x365 primary, 9-5 secondary**

Access response: **1hr primary, 2hr secondary**

Features Overview

- ISO14001 certified – Environmental Management
- ISO9001 certified – Quality Management
- ISO22301 certified – Business Continuity Management
- ISO27001 certified – Information Security Management
- 3,000 sq ft data centre
- 80 secure 42U cabinets
- Two separate dedicated 1MVA transformers
- N+1 diesel generators with 48 hours of on-site fuel provision
- Parallel banked UPS units, providing 2N redundancy
- N+1 power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- VESDA for detection – FM200 system for suppression
- CCTV and manned security
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level
- Full integration with Daisy's UK data centre and recovery centre network
- 15 recovery suites all with separate entrances
- 14 server/communication rooms
- 450 fully-equipped positions each with DDI telephony, high-specification PCs and TFT screens

Enfield

Our state-of-the-art facility situated in North London provides low latency connections to the Internet backbone in Docklands.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- Third Party Agreement
- ISO27001 certified – Information Security Management
- 3,720 sq ft data centre
- 8 MVA of high voltage mains site power
- Self-contained data halls supporting 500kW of IT load
- 180 high density ready, up to 15kW per rack
- N+1 HV standby diesel generators with 72 hours run time at full load
- N+N UPS supplies with 10 minutes full load autonomy
- N+1 CRAC cooling units with UPS supplies
- VESDA for detection – Marioff Hi-Fog water mist system for suppression
- Multiple 10Gbps Cisco network with 99.999% infrastructure availability guarantee
- On-site security, controlled and monitored zone access with permit restrictions
- Internal and external CCTV with complete site coverage

East London

Daisy's facility in East London is located close to London's financial district and 3.5 miles from the city centre.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- Third Party Agreement
- ISO9001 certified – Quality Management
- ISO14001 certified – Environmental Management
- ISO27001 certified – Information Security Management
- 3,013 sq ft data centre
- Exceeds Tier III operational performance
- 132kV utility supply with N+N redundancy
- Utility power supply capacity of 46MVA (current)
- Technical (IT) power and mechanical systems supplied by on-site Diesel Rotary UPS with N+2 redundancy
- Carrier-neutral
- 41.57MW of installed cooling provision
- Minimum N+2 resilience on all systems
- Operations Centre manned 24x7x365
- Security guard patrols 24x7x365
- Continuous CCTV surveillance of external and internal areas
- Analogue addressable fire detection system in all areas
- Aspirated early warning smoke detection (monitored 24x7x365)
- Inergen gas suppression system in technical areas

Hamilton

Daisy's Scotland Central data centre is based in Hamilton, located off junction 5 of the M74, just 20 minutes from Glasgow and less than an hour from Edinburgh.

Facility level: **Primary and business continuity centre**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- ISO27001 certified – Information Security Management
- ISO22301 certified – Business Continuity Management
- 6,000 sq ft data centre
- 200 secure 42U cabinets
- Dedicated 2MVA transformer
- N+1 diesel generators with 48 hours of on-site fuel provision
- Parallel banked UPS units, providing 2N redundancy
- N+1 power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- VESDA for detection – FM200 system for suppression
- CCTV and manned security
- Full integration with Daisy's UK data centre and recovery centre network
- 11 self-contained recovery suites
- 593 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level

Slough

This outer-London data centre is located 2 miles from Junction 6 of the M4, and 8 miles from Heathrow Airport.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- Third Party Agreement
- ISO9001 certified – Quality Management
- ISO14001 certified – Environmental Management
- ISO27001 certified – Information Security Management
- ISO50001 certified – Energy Management
- PCI DSS v3.1 compliant
- 4,102 sq ft data centre
- 24x7x365 fully-managed on-site NOC
- HD and UHD ready with over 40kW in a rack supported as standard
- Leak detection system
- Centralised N+1 fire suppression system
- Aspirated Smoke Detection – VESDA
- 24x7x365 on-site security team
- 4-metre high perimeter fence
- Car parks fitted with vehicle traps
- Internal and external IP CCTV with complete site coverage
- Full authentication and access policy control
- Security bollards at building perimeter
- Biometric entry system

Reading

This state-of-the-art facility to the west of London is independent of Central London's power utilities and provides low latency connections to the Internet backbone in London Docklands.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- ISO27001 certified – Information Security Management
- ISO9001 certified – Quality Management
- ISO14001 certified – Environmental Management
- 7,804 sq ft data centre
- 2.5 MVA of high voltage mains power
- Two AVK diesel generators with 72 hours runtime
- 30,000 litres of generator fuel with replenishment
- Two N+1 UPS through four 800KW SIEL PowerSafe units
- 260 46U 19" racks
- Stultz chillers providing 1MW of N+2 facility cooling
- Very Early Smoke Detection Apparatus (VESDA) fire suppression system
- Multiple 10Gbps Cisco network with 99.999% infrastructure availability guarantee
- On-site security controlled and monitored zone access and permits
- Three-factor authentication process and 64 CCTV cameras
- 24x7x365 on-site support teams

Manchester

Our largest data centre in the North West is situated in a former Bank of England bullion vault in the heart of Manchester city centre.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- ISO27001 certified – Information Security Management
- ISO14001 certified – Environmental Management
- 6,045 sq ft data centre
- 1.4 MVA of high voltage mains power through a dedicated transformer
- Three 880kVA three-phase diesel generators with 36 hours runtime
- 13,000 litres of generator fuel with replenishment
- N+1 battery UPS with 15-minute full load autonomy
- 130 47U 19" racks
- Six Airedale CRAC units providing N+1 facility cooling
- Very Early Smoke Detection Apparatus (VESDA) fire suppression system
- Multiple 10Gbps Cisco network with 99.999% infrastructure availability guarantee
- On-site security, controlled and monitored zone access with permit restrictions
- CCTV system with more than 70 cameras from street level to the data floor
- 24x7x365 support teams

Wapping

Daisy's London City data centres are situated in Wapping, just 10 minutes from the City and London Docklands, and only 20 minutes from City Airport.

Facility level: **Primary, secondary and business continuity centre**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- ISO27001 certified – Information Security Management
- ISO22301 certified – Business Continuity Management
- 4,000 sq ft data centre
- 125 secure 42U cabinets
- Two dedicated transformers
- Resilient group of 550kVA diesel generators in an N+1 configuration with a minimum of 48 hours on-site fuel provision
- Parallel banked Eaton Powerware UPS units, providing N+1 redundancy
- N+1 power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- FM200 or Novec 1230 Gas Suppression systems for suppression
- Campus-wide CCTV
- Full integration with Daisy's UK data centre and recovery centre network
- 15 self-contained recovery suites
- 716 fully-equipped positions each with DDI telephony
- 473 fully-equipped syndicated positions with DDI telephony
- 146 fully-equipped dealer desk positions
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level

Welwyn Garden City

Daisy's London North Hosting Centre is sited in Welwyn Garden City, 20 minutes from London, 60 minutes from Birmingham and within easy access of the M25, A1(M) and M1.

Facility level: **Primary**

Site access: **24x7x365**

Remote availability: **24x7x365**

Access response: **1 hr**

Features Overview

- Third Party Agreement
- 5,000 sq ft data centre
- 204 secure 47U cabinets
- 8MVA supplies
- Resilient group of diesel generators in an N+N configuration with a minimum of 48 hours of on-site fuel provision
- Parallel banked 160kVA UPS units, providing N+N redundancy
- N+N power delivery system providing completely independent resilient power to the cab
- N+1 air conditioning solution
- VESDA for detection – Inert Gas Suppression system for suppression
- Campus-wide CCTV
- Full integration with Daisy's UK data centre and recovery centre network
- Carrier-neutral solution with dual-feed capability for all major providers
- Full monitoring and maintenance of environment and power provision to rack level

Romford

Daisy's London North East centre is in Romford, Essex, just 20 minutes from London and within easy access of the M25/A12.

Facility level: **Secondary and business continuity centre**

Site access: **24x7x365**

Remote availability: **9-5**

Access response: **2 hrs**

Features Overview

- ISO22301 certified – Business Continuity Management
- 6,000 sq ft on-site data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- 41 self-contained recovery suites
- 1,748 fully-equipped positions of which 1680 positions with ACD telephony
- 68 fully-equipped dealer desk positions and 107 dealing without dealer boards
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators
- FM200 and VESDA fire protection
- Access control system
- 24-hour manned site security
- Site security with internal/external CCTV

Bristol

Daisy's South West business continuity centre is located in the Almondsbury district of Bristol, close to the M4, M5 and M32 road networks and close to Bristol Parkway mainline station.

Facility level: **Secondary and business continuity centre**

Site access: **9-5**

Remote availability: **9-5**

Access response: **2 hrs**

Features Overview

- ISO22301 certified – Business Continuity Management
- ISO27001 certified – Information Security Management
- 2,000 sq ft on-site data centre
- Full integration with Daisy's UK data centre and recovery centre network
- Five self-contained recovery suites
- 466 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Manchester (Trafford)

Daisy's North West business continuity centre is located in Manchester on the fringe of Salford Quays, close to Manchester city centre. Conveniently positioned in the A56 road network, near two METRO stations.

Facility level: **Business continuity centre**

Site access: **9-5**

Remote availability: **9-5**

Access response: **4 hrs**

Features Overview

- ISO22301 certified – Business Continuity Management
- ISO27001 certified – Information Security Management
- 2,000 sq ft on-site datacentre
- Full integration with Daisy's UK data centre and recovery centre network
- Eight self-contained recovery suites
- 430 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- 24x7x365 remotely-monitored intruder and fire alarm system
- Multiple UPS and standby generators

Nottingham

Daisy's East Midlands business continuity centre is strategically positioned in north-west Nottingham, just off junction 26 of the M1.

Facility level: **Business continuity centre**

Site access: **9-5**

Remote availability: **9-5**

Access response: **4 hrs**

Features Overview

- ISO22301 certified – Business Continuity Management
- 1,000 sq ft on-site data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- Six self-contained recovery suites
- 365 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Sevenoaks

Daisy's London South East business continuity centre is located in Sevenoaks, close to the M20, M25 and M26 road network and adjacent to Sevenoaks mainline station, a 26-minute train journey from London Bridge Station.

Facility level: **Business continuity centre**

Site access: **9-5**

Remote availability: **9-5**

Access response: **4 hrs**

Features Overview

- ISO22301 certified – Business Continuity Management
- ISO27001 certified – Information Security Management
- 1,000 sq ft on-site data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- Six self-contained recovery suites
- 291 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Northampton

Daisy's Central Midlands business continuity centre is located in the Brackmills area of Northampton, with easy access to the M1 and conveniently positioned for Northampton mainline station.

Facility level: **Business continuity centre**

Site access: **9-5**

Features Overview

- ISO22301 certified – Business Continuity Management
- ISO27001 certified – Information Security Management
- ISO9001 certified – Quality Management
- Seven racks for data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- Two self-contained recovery suites
- 80 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Wakefield

Daisy's West Yorkshire business continuity centre is strategically located in the heart of the region, close to the M1/M62 interchange.

Facility level: **Business continuity centre**

Site access: **9-5**

Features Overview

- ISO22301 certified – Business Continuity Management
- One server/communication rooms, five racks for data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- Two self-contained recovery suites
- 270 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Newmarket

Daisy's East Anglia business continuity centre is strategically positioned adjacent to Newmarket, within easy reach of both the A14 and M11.

Facility level: **Business continuity centre**

Site access: **9-5**

Features Overview

- ISO22301 certified – Business Continuity Management
- One server/communication rooms, four racks for data centre/secure hosting
- Full integration with Daisy's UK data centre and recovery centre network
- Four self-contained recovery suites
- 102 fully-equipped positions each with ACD telephony, high-specification PCs and TFT screens
- Site security with internal/external CCTV
- Access control system
- Full intruder and fire alarm system to building
- Multiple UPS and standby generators

Your cloud journey: the right cloud solution

Bridge the gap between on-site infrastructure and cloud with Daisy CloudBridge

Hybrid and multi-cloud deployments have taken over the IT world as more businesses introduce them into their infrastructures. More customers want to forgo building their own applications in favour of ready-built cloud services that provide functionality out of the box.

CloudBridge from Daisy does just that. Taking our proven legacy capability in infrastructure as a service (IaaS) and managed services, CloudBridge pulls in public cloud platforms to create a truly managed hybrid environment.

With Daisy's wider capability adding communications, connectivity, business resilience, data and application services, we have created an unrivalled hybrid cloud capability.

For more information, visit our website:
dcs.tech/cloudbridge

People and data: your ability to be 'always on'

Helping your business to continue when you suffer a cyber breach

The critical components of any business can be argued based on your perspective, but by stripping your business down to the elements that really make a difference, you are left with your people and your data – cyber attacks target both.

Cyber attacks restrict the ability of your teams to deliver services to your customers effectively; while at the same time tying up or destroying your data, removing your ability to function and ultimately your ability to recover from the attack. Safe Haven from Daisy ensures both people and data remain viable in the event of an attack on your business.

Safe Haven is the ultimate backstop for any business under significant or sustained attack. It provides a clean environment for your business to fall back on when an attack interrupts the business. This environment can include network, communications, PC hardware and image, and data. Importantly, it mitigates the chances of a second attack - as the technical platforms and locations change, so does the attack vector. Safe Haven is unique in its approach, adapting traditional work area continuity services and new cloud eBackup services for data rollback, to address the modern threat of cyber.

For more information, visit our website:
dcs.tech/safe-haven

daisy.

CORPORATE SERVICES

To find out more about Daisy's
Cloud & Hosting services
speak to one of our specialists today:

0344 863 3000 enquiry.dcs@dcs.tech

we are daisy.
dcs.tech

© Daisy IT Services Limited (CRN: 1466217). All rights reserved.