



POLCOM DATA CENTER

Locations

Polcom Data Center (PDC) conveniently situated near the A4 highway – in Industrial Zone of Skawina, is the most modern and technologically advanced Data Center in Poland.

PDC has been planned and built in accordance to rules that are in order of buildings of such importance, considering situation, environmental conditions, building technology and equipment which includes TIER 4 power and cooling systems, BMS, CCTV and other.

PDC is considered to be the Production Site. The Secondary Data Center (Disaster Recovery Site) is situated in Industrial Zone of Kraków and is placed 15 km away from the Primary Site.

Continuity of services is guaranteed by dedicated and qualified staff, that is available in 24/7 discipline. What is more, the staff is provided with “remote hands” capabilities to met availability requirements.

Both Primary and Secondary site are equipped with office space, that can hold up to 120 employees.

Networks

Both sites are equipped in redundant Internet connection and dark fiber link connecting both sites using DWDM technology. Internet connection of 200 Mbps can be upgraded up to 10 Gbps. Each DC holds redundant routers with BGP, IDS/IPS, IPSec, Content Switching with SSL and Firewall features. LAN infrastructure is based on 10Gb technology. The transition time of network links in event of disaster has been approximated to few seconds..

Servers

Each DC will have fully virtualized computing infrastructure which consists of 144 cores and 2304 GB of RAM per site. HA functionality has been guaranteed for each server by dual path Fiber Channel connection to storage system. Virtualization layer is also used to maintain highest availability of services.

Workstations

Both Primary and Secondary sites are equipped with 120 virtualized desktops, using diskless stations.

Storage

Each site will be equipped with:

- 40 TB of on-line storage (RAID dedicated for OLTP) up to 50 000 IOPS, with guaranteed response time smaller than 10 ms.
- 320 TB of NearLine storage (RAID dedicated for file access) up to 12 000 IOPS.

Redundant, 8 Gbps Fiber Channel SAN infrastructure is used to connect storage with servers. What is more, Disaster Recovery Process is enhanced by disk array replication feature, that guarantees faster recovery times (smaller RTO).

This storage can be upgraded at least four times in terms of capacity and performance, without any loss to services availability (on-line upgrade).

160 TB of production data will be protected, using Disk-to-Disk-to-Tape (D2D2T) backup approach with guaranteed Recovery Time Objective of 4h, Recovery Point Objective of 2h, and retention time of 60 days. What is more, selected data will be archived for 10 years in tape repository of total capacity of 1.2 TB. To ensure greater protection, whole backup and archival repository are to be cloned to opposite site.

Services

All the hardware within both Data Centers will be serviced in 365x24 manner with 4h fix time. Administrators and Operators services of infrastructure administration will be available in 365x24 discipline. What is more, additional services regarding WAN, LAN, SAN, virtualization platform, OS, virtual desktops, DB and Mail technologies will be available. To ensure stability and keep Disaster Recovery Process up-to-date, periodic reviews and tests of DR procedures will be executed 2 times a year.

Additional Information about Polcom.

ISO 9001 certificate for outsourcing services.

The Industrial Security Certificate of the second degree.

Secret Office prepared to store documents of SECRET, NATO SECRET, UE SECRET clause.

Certificates for employees of access to confidential information for documents of SECRET, NATO SECRET, UE SECRET clause.

Polcom sp. z o.o.
ul. Nad Drwiną 10 53-00
fax.012 420-53-05
e-mail: biuro@polcom.com.pl

30-741 Kraków
tel. 012 420-
www.polcom.com.pl

