ENABLING DATA-DRIVEN PHILIPPINE ENTERPRISES

VITRO DATA CENTER MAKATI
A NEXCENTER-CERTIFIED FACILITY
TOTAL BUILDING AREA: 18,700 SQM

TOTAL FLOOR AREA OF SERVER FARMS: 6,800 SQM

RAISED FLOOR HEIGHT: 900 MM

HOT AISLE - COLD AISLE CONFIGURATION

FIRE SUPPRESSION SYSTEMS

ISO CERTIFICATIONS*
- ISO 9001:2008 Quality Management System
- ISO 14001:2004 Environmental Management System
- ISO 20000-1:2011 IT Service Management System
- ISO 22301:2012 Business Continuity Management System
- ISO 27001:2013 Information Security Management System

*Actual certification process ongoing.

DESIGN CRITERIA:
- Purpose-built Data Center
- Seismic Zone-4 Compliant

POWER CONFIGURATION:
- 2N Electrical System Configuration
- 2N+1 UPS Configuration
- PUE = 1.5

SERVICE LEVEL AGREEMENT

99.99%
THE VITRO NETWORK OF DATA CENTERS

Foundation of the Philippine Digital Enterprise

Today’s business environment brings forth a world of constant disruption, with business models governed by social, mobile, analytics, and cloud.

Making these technologies possible is a solid digital foundation: a robust data center built upon a powerful network infrastructure.

For over a decade, the VITRO Network of Data Centers has provided this stable foundation of the Digital Enterprise. More than just providing enterprise organizations reliable hosting, colocation, and business continuity solutions, VITRO is also the bedrock of PLDT’s massive digital solutions portfolio such as the PLDT Cloud Suite, Smart M2M, and ePLDT Big Data Analytics.

This network of data centers, anchored by its VITRO Makati flagship, guarantees enterprise organizations’ continuous business operations, utilization of robust and scalable digital infrastructure, as well as world-class 24/7 technical support capabilities, allowing organizations to focus on their core competencies.
Companies require a level of trust when outsourcing their critical data and applications to an off-site data center, with a guarantee that they remain safe against various disasters. VITRO Makati repays a customer’s trust by a service level agreement of 99.99%, supported by its resilient construction and reliable operations that adhere to the highest international standards.

VITRO Makati is built and operated with international specifications.

**Seismic Zone-4 Compliant**

VITRO Makati is built on solid ground, known to have no seismic faults within its proximity. In addition, its architecture and material were chosen in order to withstand earthquakes up to intensity eight in the Richter magnitude scale.

**Fire-Rated Concrete Walls**

VITRO Makati employs fire-rated walls and partitions to isolate unfortunate occurrences in case of fire.

**Flood-Protected Design**

The entire VITRO Makati facility is elevated 1.4 meters from street level so that it remains unaffected in the event of floods.
World-Class Operating Standards

VITRO Makati, much like the other VITRO sites across the nation, operates under the guidance of numerous standards governed by the world-renowned International Organization for Standardization (ISO).

ISO 9001:2008 Quality Management System

This quality of service benchmark confirms VITRO Makati’s commitment to provide fail-safe solutions that consistently meet or exceed customer expectations.

ISO 27001:2013 Information Security Management System

Sets guidelines for VITRO Makati’s numerous security procedures, protecting customers’ data and applications from falling into the wrong hands.

ISO 14001:2004 Environmental Management System

Sets guidelines for VITRO Makati’s operating compliance, guaranteeing minimal waste and energy use.

ISO 20000-1:2011 Information Technology Service Management System

Provides VITRO Makati a proper framework for the planning, implementation, and monitoring of its numerous services and solutions.

ISO 22301:2012 Business Continuity Management System

These strict guidelines ensure that VITRO Makati’s operations remain completely uninterrupted against all disasters—natural or man-made.
FULLY FORTIFIED

VITRO Makati is one of the nation’s most secure structures.

Security is the highest priority when operating a data center facility. VITRO Makati presents an incomparable, nonpareil position as possibly one of the most secure and impenetrable structures in the Philippines with an eleven-layer security design. With a serious approach to security, VITRO Makati guarantees that data and applications will always be protected.

24/7 Monitoring and CCTV Surveillance

Security staff are posted round-the-clock to ensure that unauthorized personnel are not on-site. High-definition, IP-based Close Circuit Television (CCTV) cameras monitor the facility, ensuring that there are no blind spots.

All-Area Access Control

A combination of biometric verification and access card limits physical access to the server farms.
Eleven-Layer Security

Any authorized representative who will request to physically access their hosted data must pass through eleven distinct and strict layers of security for proper authentication.

Layer 1: Perimeter Fence/Walkway Gate Barrier
Layer 2: Site Entrance Guard Checkpoint
Layer 3: Primary Security Reception Turnstile
Layer 4: Main Lobby Electronic Access Door
Layer 5: Reception Lobby Checkpoint
Layer 6: Elevator Lobby Mantrap
Layer 7: Passenger Elevator Access Control
Layer 8: Floor Guard Checkpoint
Layer 9: Service Corridor Mantrap
Layer 10: Server Room Door Checkpoint
Layer 11: Rack Checkpoint
OPTIMAL EFFICIENCY WITH NO SINGLE POINT OF FAILURE

Each major component in VITRO Makati is configured with redundant counterparts in place that seamlessly kick in to operation, to anticipate unfortunate events.

Isolated Service Corridor
When servicing certain components, VITRO Makati’s technical personnel pass through a dedicated service corridor, further limiting rack access only to authorized clients and visitors.

Fire Suppression Systems
In the unlikely event of fire within the data center floor, VITRO Makati’s Nitrogen-based Fire Suppression Systems kick in automatically, overpowering the source of the fire, and preventing it from damaging other components.

Back-Up Power
In the event of a commercial power failure, VITRO Makati’s power generators automatically start up to continuously provide electricity to server racks. Much like other VITRO sites nationwide, VITRO Makati has priority-level fuel supply contracts in place for assured fuel stock in cases of prolonged power failures.

Hot Aisle, Cold Aisle Configuration
VITRO Makati has a highly efficient, high-precision cooling and ventilation system and is equipped with a hot aisle, cold aisle configuration. This allows seamless air flow and adequate heat transfer to ensure that data center equipment achieves optimum performance by maintaining the manufacturer-specified operating temperature.

2N+1 UPS Configuration
VITRO Makati ensures that the electrical power flowing to the server racks is “clean,” - free of voltage spikes and drops - through its redundant array of Uninterrupted Power Supply (UPS) units that are concurrently maintainable.
UNPARALLELED INTERNATIONAL INTERCONNECTIVITY

VITRO Makati is the enterprise’s closest gateway to the Philippines and the world.

VITRO Makati is a carrier-neutral data center facility. Enterprise customers can interconnect to PLDT and other network providers via its Internet Exchange facility.

Dedicated Internet Exchange Facility

As part of the VITRO Network of Data Centers, VITRO Makati has a dedicated Internet Exchange facility that provides numerous IP peering services, enabling access to local eyeballs and various international content.

Part of a Nationwide Network of Data Centers

VITRO Makati is directly interconnected to PLDT’s massive network of data centers across the Philippine archipelago. Enterprises may choose to outsource data and applications across the entire network for additional redundancy needs.

Content Peering Services

• Multi-Carrier Content Peering
• Direct Content Peering

• VITRO Pasig
• VITRO Subic
• VITRO Cebu
• VITRO Clark
INNOVATIVE SOLUTIONS FOR DIGITAL TRANSFORMATION

Colocation

Enterprise customers can collocate their servers at VITRO Makati to eliminate the risk and hassle of operating and maintaining these in their own facilities. VITRO Makati’s industry-grade colocation services provide enterprise customers server racks with guaranteed redundant power and cooling. They can opt to collocate their existing servers or have a managed “data center within a data center” solution.

Data Center within a Data Center

VITRO Makati provides seamless data center relocation for organizations seeking efficient ways to run their ICT operations. The solution is supported by its fault-tolerant environment, skilled workforce, and an advanced telecommunications infrastructure providing multiple options for varying bandwidth requirements. VITRO Makati’s carrier neutrality makes it possible to reach diverse audiences with services delivered in the best way possible.

With the Managed Space Solution, enterprise customers can manage their own ‘data center’ within VITRO. Options for customization range from special provisions on physical security such as fenced areas, additional access control devices, fabricated racks, to remotely monitored CCTV cameras. VITRO Makati is also open to preferential set-ups for the client’s network infrastructure.

Rack Colocation Service

VITRO Makati customers can have installations ranging from a single server to complex clustered environments. They have full control over their equipment performed either on-site or remotely.

VITRO Makati colocation customers enjoy 24x7 skilled support for their server environment and network infrastructure. In addition, they can have special arrangements for server administration and monitoring.
Hosting Services

VITRO Makati offers a suite of hosting services with top-notch security, performance, and reliability at cost-effective rates. These solutions are scalable, easily expanding its capacity and capabilities in relation to an enterprise’s growth.

- Server Hosting
- Email and Web Hosting
- Domain Hosting

Business Continuity Solutions

Disasters, be it natural or man-made, can have a lasting impact on enterprise organizations. Disrupted operations may result to loss of revenue, customers, and even confidence of business partners. With a Business Continuity Strategy (BCS) in place, enterprise organizations can prepare for and minimize the damaging effects of disasters. With VITRO Makati’s pool of Business Continuity Practitioners, enterprise customers can assess and validate their business continuity plans to ensure that these are effective in addressing the organization’s vulnerabilities and threats.

Disaster Recovery Solutions

VITRO Makati’s Disaster Recovery Solutions provide enterprise organizations with seamless continuity and immediate recovery in the event of disasters. Enterprise customers can use VITRO Makati’s facilities, already equipped with workstations, telephone and fax lines, and other office equipment (such as printers and photocopiers). They can have a few of their IT staff work on resuming operations, or have an entire department use the facilities as a temporary office. This service is ideal particularly for help desk, contact center, and systems administration functions.

Disaster Recovery Solutions

- Fully Managed Back-Up
- Tape Vaulting
- Disaster Recovery Seats
  o Shared
  o Dedicated

Connectivity Solutions

- Internet Bandwidth
- Internet Exchange
- Cross Connection

Other Digital Solutions

- Cloud Services
- Big Data Analytics
- M2M Services
- Managed Security Services
ENTRUST YOUR DATA-DRIVEN ENTERPRISE TO VITRO TODAY

Schedule a site visit to VITRO Makati

http://pldtalpha.com/data-center/