

## Case Study

# Journey To A Secure & Scalable Colo Facility

**Client:** A Major Government Organization in Northern California

**Services:** Data Center Modernization, Hybrid Disaster Recovery, Network Management, & Smart Hand Services



### Challenges

- Enhance the security of the mission-critical data
- Provide a reliable system for communications across its departments and with the public
- Ensure maximum uptime for applications and systems
- Standardize data center architecture design for its colocation field offices



### Solutions

- Migrated applications and systems to Tier-3 data center facility to support redundancy and provide hybrid disaster recovery
- Provided 24x7x365 Smart Hands Service with 15 Minute Response time
- Provided Motion detectors and custom bars on cages to enhance its data security
- Provided Highly available 10G-40G networking

## Overview

The customer provides technology services to the departments and agencies of one of the major government organizations in Northern California, US. It offers innovative, reliable, and secure technology solutions that support the public's delivery of high-quality services.

## Challenges

- The customer was focusing to provide a reliable system for communications across its departments and to the public, ensuring that the applications and systems are accessible at maximum possible uptime.
- The IT infrastructure demands were increasing and evolving tremendously throughout the organization, due to increased usage of online channels by the departments, therefore the customer was in a need of a core backbone to be able to handle that bandwidth.
- They were also concerned about the data security, as they work upon highly critical & valuable data including information of the public and of the employees and wanted to make sure that the data doesn't get compromised.

## Solutions

- UnitedLayer being one of the leaders in colocation space, helped them to migrate their mission-critical applications and systems including the mainframe and some web services that are for public, in a highly connected and resilient colocation facility at 200 Paul in San Francisco along with the migration planning for legacy data centers to modern data centers.
- UnitedLayer delivered Smart Hands service to help them in enhancing the security of their applications by reducing their staff intervention in the data center. Smart Hands service offers access to a team of highly trained, in-house, certified technicians that are available 24x7x365 along with the services like fiber circuit installation to reduce signal errors, device management for remote device configuration, escalation to assess their workloads, and identify potential hardware failures before they result in downtime.
- UnitedLayer aided them to ensure physical security of their government workloads by providing Motion Detectors and Custom Bars on cages to enhance security. The customer can manage and monitor the physical and virtual security of their data center along with the responsiveness which is professional and expedient.
- UnitedLayer provides setup and management of network devices like switches firewall load balancers including the configuration of these devices to adapt to workloads, security patching, monitoring, alerting, 24x7x365 support across the globe for every customer.

## Customer Benefits:

- The customer secures his data in UnitedLayer's 200 Paul data center, the only data center in San Francisco which is built on bedrock with Zone 4 construction and is not in a 100-year flood plain.
- The customer can experience 24x7x365 uptime reliability of their network and it also expressed that they are now having peace of mind knowing that their systems are highly scalable and can be easily upgraded as they grow further in future.
- Fast and predictable performance in IT Operations with 99.999% availability for applications and systems with provisions for edge computing and 10G- 40G networking support.
- The customer is now able to utilize a colocation site that is highly secure and compliant to industry leading standards such as SSAE 16, HIPAA, ISO 14001, ISO 22301, PCI-DSS, NIST, FISMA, and SOC.

## UnitedLayer Advantage

At UnitedLayer, we put you on the fast track to growth and help you realize the full value of your investment in any Cloud Infrastructure Solutions. We design, build, and manage Enterprise-Grade Colocation Solutions that meet the Performance, Security, and Scalability to serve your Unique Business Needs.

For more information about UnitedLayer, visit us online at <https://www.unitedlayer.com>

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