



UKS South Datacentre – Studley

Dedicated managed environment for mission critical services

Since 1998 our original datacentre has been delivering mission critical services to customers. Built to support 2kW per rack the facility delivers 250 footprints over two data floors.

UKSolutions

UKS Limited, Birmingham Road, Studley, Warwickshire B80 7BG
Email: sales@uksolutions.co.uk Tel: 0845 004 1333

Our datacentres are the core of our business.

With 10 years of continual operational life, the Studley campus has a proven track record of delivering availability to clients with the most demanding applications, complemented by our connect, secure and support services.



Introduction

A broad portfolio of hosting solutions available at our datacentres ensures our customers deliver maximum value through a careful and considered choice of space, with the peace of mind that the opportunity to expand exists. Our hosting services range from a single server though to dedicated racks, energy efficient “pods” and private suites, all delivered with exceptional physical security and environmental resilience.

Standard Co-location Services

Our datafloors are where our clients visit most often. All are fitted out with the latest cooling, fire prevention and power distribution equipment which are described later in this datasheet. The five datafloors span two buildings on our Studley campus, with the most recent space in UKS North designed to deliver a fault tolerant N+N environment and power services balanced with energy efficiency, whilst UKS South offers more cost effective hosting with a proven track record to deliver.

UKS South Services	UKShells Colo	Single Server	1kW Full Rack	2kW Full Rack
Service Lead time	1 Day	1 Day	1 Week	1 Week
Size (HWD)	Mini-tower (330mm) or 1-2U	Up-to 4U or 440mm tower	445x600x950	1900x600x1050
Rack unit equivalent	2U	4U	42U	42U
Power receptacles	1 x IEC 320 C13	1 x UK 13Amp	UK 13Amp	UK 13Amp
24x7 Access	N/A	N/A	Optional	Optional
Optional Services	IP Transit, Diverse Network Feeds, IP Addresses, Support Services			

Cooling

Heat is an enemy to reliable data storage. It is essential that the datafloors are kept at the optimum temperature to ensure integrity of data and to avoid problems.

The environment within each datafloor is constantly monitored through an array of temperature and humidity sensors, alerting us to any potential problems before your data is affected.

Power

Harnessing and maintaining power is at the very core of delivering our service to clients. All of the technology we possess would be rendered ineffectual without a continuous, uninterrupted supply of power, so we have designed our facilities with this in mind.

Our site is connected directly to the national grid via two 11kV connections, each fed from separate sub-stations as it pays to plan ahead with power. The UKS South site uses a dedicated critical power distribution system ensuring your equipment is protected in the event of any unexpected incident and to allow us to carry out a planned preventative maintenance programme. UKS South utilises a single supply and combines this with two independent backup generator sources.

Each system is backed up through battery UPS and generators. We consider every eventuality and alongside fuel supply agreements and routine maintenance programmes we even store enough fuel on-site for one week's performance.

Security

Data security requires robust management and we are focused on delivering this. You will appreciate that we are unable to elaborate in too much depth about our internal processes online, however you can be assured that we have the most stringent arrangements implemented. Amongst the measures we take to protect our clients are anti-ram bollards designed to stop a truck situated around the sites' perimeter, 24/7 CCTV, perimeter fencing, manned guarding and access to site limited to pre-booked access requests with a requirement for Government issued ID for verification. These alone show why we'll help you pass any audit you may wish to conduct with flying colours.

With the physical threat controlled, our security focus continues to the data. Our technical team include security specialists deploying and maintaining the very latest appliances and two-factor authentication products. The only partnerships we maintain are with similarly leading providers - a testament to the quality of our deployments.

Fire Protection

We take the risk of fire very seriously. Cutting-edge fire detection systems are situated throughout our locations and all procedures are designed to highlight and minimise any potential risk.

Both our facilities utilise building wide, multi-zonal fire detection systems with both ionisation and optical detectors in suites, roof cavities and sub-floors. To some this would be enough, but for complete peace of mind, on top of this we've gone even further and in our SDF1 suite we have installed VESDA aspirating smoke detectors, which are able to detect fires before they flare, allowing the best possible opportunity to detect and control the spread of fire before it can take hold.

In the unlikely event that a fire should get past all our detection systems and flare, fires in SDF1 will be suppressed using FM-200 Heptafluoropropane agent, ensuring any risk to your data is negligible.

Support Services

We offer complete peace of mind. We have found seamlessly combining our support services has been the best means to successfully get the job done for our customers and we're confident you will find us hard to beat.

Our technical teams boast wide ranging skill sets, specialising in two important areas: systems support and network and security solutions. Each team member is equipped to lend their assistance in a huge variety of situations, but chiefly concern themselves with software and hardware platforms, firewalls, network hardware and connectivity solutions. You can count on us to support you at any desired level, from simple ad-hoc programmes which allow for effective and efficient budgeting, to infrastructure management for the ultimate assurance that your critical services are in hand.

Our continued success allows us to extend to all our customers competitive rates on the purchase and lease of equipment and hardware, taking advantage of our reduced vendor costs and enhanced service relationships to complete the UKS managed service offering.

Environmental Considerations

Our business is important but so are our social responsibilities. We are committed to making decisions that minimise our impact on the environment.

We actively encourage our key suppliers to follow our lead and help our customers pursue their environmental strategy. The UKS North data centre offers high specification hosting space, utilising the very latest energy saving equipment and technology to reduce the environmental impact of our critical systems.

Facility Amenities

We understand the needs of our customers and endeavour to provide you with a comfortable environment, conducive to stress-free working. When you are working on-site, you will have access to thoughtfully positioned and carefully maintained rest areas with hot and cold drink facilities and somewhere quiet to get away from it all. When you need to refresh, we have male and female showers - our aim is to make you feel as at home as possible whilst you're onsite.

You are free to use our wireless network and our location's proximity to the motorway network makes us easy to find, with plenty of local accommodation available if required.

Technical Specification

Building Specification	
Technical (hosting) Space	Delivered as up to 200 foot-prints
Floor Loading	2.5kN per square metre
Building	Technical space split over two floors
Other Amenities	Service lift, meeting room and linkway to UKS North at high at low level with access to site security desk and rest area.
Provisions for extended on-site working	Access to customer rest area equipped with welfare amenities, toilets and showers in UKS North
Power Specification	
Power Specification	1kW/M ²
Utility Supply	3.8MVA 11kV Supply delivered via dual cable arrangement from Studley and Redditch substations
Core Distribution	1.6MVA Transformer
Backup UPS	Multiple MGE Galaxy 5000 UPS Units
Generators	2 x 1MVA prime rated diesel generator systems
Generator Autonomy	115,000 litres fuel (1 week) with fuel supply agreements
Power per Footprint	Suites designed to average 2kW per footprint
Environmental Specification	
Cooling - Specification	1kW/M ² load
Cooling - Air Handling	N+1 Denco close control air conditioning system
Monitoring	Suite based centrally managed Building Management System, with monitoring including: temperature; leak detection; occupancy; sound levels; and BMS input from air-handling units, fire systems and other local M&E equipment.
Fire Detection	Building-wide fire detection with suite based multi-zones with both ionisation and optical detectors in roof, data floor and raised floor. Suite SDF1 includes VESDA aspirating smoke detectors.
Fire Suppression	FM-200® Heptafluoropropane agent in Suite SDF1
Access	Site perimeter control with "pod" style anti-tailgating doors between building reception and secure areas
Site Security	24x7 On-site security Full alarm system monitored 24x7 PAC access control system with audit logs and formal documented site access policy Internal and external CCTV with up to 90 days of motion activated capture
Other Network Provision	
Roof Space	Apparatus for satellite and radio equipment subject to planning
Site Fibre Providers (Deliveries via independent ducts)	BT (Stratford, Ipsley & Redditch Headless Cross exchanges), Virgin Media [ntl & Telewest connections] (Studley, Bromsgrove & Kings Norton exchanges) NEOS Networks Fibre Accessible - www.neos.net GEO - www.geo-uk.net
Other Telecommunications Access	Global Crossing (Fibernet) via Birmingham, Telehouse East or Sovereign House POPs, Interconnect to carriers in: Telety London/Manchester and Telehouse London via UKS Connect service

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UKS Limited
Birmingham Road
Studley
Warwickshire
B80 7BG
United Kingdom

sales@uksolutions.co.uk
0845 004 1333

Data Matters