



## INFRASTRUCTURE SHEET

As 15 August 2011

### OUR FACILITY

#### 2,000 square meters

- Form built on function
- Secure and Self-Contained
- Easily accessible by Public Transport 24 hours a day
- Our center is purpose-built for operations under complete company control

#### Self-Sustainability

- In-house Food & Beverage service (24 hours upon 50% fill out of facility)
- In-house property maintenance crew

#### Power

- Manila Electric Company (600 amph)
- Perkins Generator backup power source (132 KVA)
- Automatic Transfer Switch

#### Safety

- Chemical-based and Environment friendly fire suppression systems in all critical areas (production and server areas) are deployed.
- Segregated electrical lines for each production area
- Fire alarm system is installed in all areas
- Fire hose system is also installed
- Load balanced electrical system

#### Access Control

- Biometrics and multi-layer security access for critical areas to be implemented
- Audit Trail for all access
- Security Guard posted and roaming within the premises
- 24 Hour Shift Administrator

### IT INFRASTRUCTURE

Our Data center is equipped with Secured data cabinets with a backup power of 10KVA APC on-line RM UPS, 3Com Gigabit switch as our Core switch and Edge switches. We're using Cisco Routers.

Secured using both Microsoft and Open Source platform

Gigabit backbone (10/100/1000) was implemented to maximize data and voice traffic. Fiber Channel (FC) backbone was deployed for our Storage and Archive system.

The collapsed backbone will enable us to expand rapidly if there are any requirements from the clients.

Several backup servers always available for contingencies

All workstations are equipped with 1 KVA UPS with a standby power of 10-15 minutes.

### **Primary Servers**

- 7 IBM xSeries Servers (Rack mountable)
- 2 IBM Xeon servers (Tower Type)
- 1 IBM Direct Attached Storage (DAS) with Fiber Channel
- HP Xeon Servers
- Quad Core Servers for Asterisk and Dialers and Database Servers

### **Support Servers**

- CCTV Server (can be viewed remotely)
- Time and Attendance/Access Control using Biometric Systems
- Secured VPN and FTP Servers
- Network Attached Storage (NAS)
- Direct Attached Storage (DAS)

### **Workstations**

- 250 Branded PCs
- 250 seats currently with the capability of expanding to 550 -600 seats. We have prepped up areas wherein we can easily set up an additional 180 workstations in a months time if needed; the rest will take another 60- 90 days to set up.
- Microsoft Windows Operating System (2000/XP/Vista) / Opensource

### **Business Center**

- 18 Seats with power internet access that can handle both Voice and Data
- Meeting area capable of handling 6 people
- Confined area
- Rooms separated from the main operations area

### **Firewall/DMZ**

- IP-Based Firewall
- MAC Filtering
- Web Access Control and Monitoring
- Layered Firewall
- Cisco PIX Firewall

## **INTERNET CONNECTIVITY**

Internet Connection is sourced from different providers for redundancy. Our primary connection is the Fiber Optic line and our secondary is a wired Private Leased line.

- PLDT iGate E1 (2 Mbps) Private Leased Line
- BayanTel (eMeralco) via Infocom using Fiber Optic (10MBPS Fiber Optic backbone) and can be scaled up to 100 MBPS of bandwidth within 24 hours
- Eastern Telecoms (ETPI) 10 MBPS Lease Line scalable to 45 MBPS (DS3)
- 4 MBPS scalable to 10 MBPS Dedicated Leased Line (DLL) from Comclark using AsiaNetcom
- Several DSL lines for internet browsing and bursting to 10 MBPS which serves as our backup lines
- All internet connections are load balanced and scalable
- Additional connections may be installed depending on clients requirements
- Total of 24 MBPS always-available dedicated Private Leased Lines coming from different Internet Service Providers.

### **Communications**

- Toll Free 1-800 US number (1.888.553.9229)
- UK Number (+44 (0) 208.099.1006)
- Secure electronic fax (HIPAA Compliant eFAX) (1.886.304.0942)
- Secure remote FTP Server (Primary FTP is based in the US – Secondary is based in the Philippines)
- Calls are answered 24/6 from Monday to Saturday (Philippine Standard Time)
- Everyone speaks English
- 24 hour shift administrator
- SMS System for Broadcast Texting and notification

### **SECURITY**

#### **Physical**

- Facility is completely under company control
- Multi-layer Biometric access system will be implemented
- 24/7 security guard manning
- Compartmentalized production areas
- CCTV monitoring of all critical areas and accessible remotely. Recording is 100%

#### **IT Operations**

- Internet and email access is controlled to meet client specifications
- All USB ports are physically disabled
- Workstations have no floppy and/or optical drives
- Complete audit trail for files handled by the facility
- Regular security audit is performed
- Random remote monitoring of all workstations are performed.
- All incoming/outgoing internet access are monitored and audited.
- Voice traffic is separated from the data/internet browsing traffic

### **TRAINING**

- Our Lecture Room can take 25-30 seats.
- The Business Center can be used for one-on-one interviews and business telecon and Video conferences. It can also be used for project incubations.
- Both lecture room and business center are isolated from production areas.

- Classroom equipment available include LCD projector, white boards, desks, and chairs
- Connectivity and computers can be provided in the training areas.
- We have access to stable of trainers from the industry should the training not be available in-house.

#### **FACILITY MAINTENANCE**

- We have a 24/7 maintenance crew
- We have janitors and janitress manning specific areas 24/7

#### **OUR FACILITY - ACCESSIBILITY AND CONVENIENCE**

- Located along the less congested portion of the Makati Central Business District.
- Surrounded by public transport hubs (jeepneys, buses, FX shuttles, MRT and LRT rail systems)
- Good access to neighboring cities (Manila, Parañaque, Pasay, Taguig, Mandaluyong), and domestic and international airports.
- Close to major shopping districts and medical center