



# Baltimore

Conveniently located near downtown Baltimore and BWI Airport, TierPoint's Baltimore data center is one of 40 facilities across the US and part of a network with guaranteed exceptional performance and low latency connections. We are a trusted provider to thousands of customers across all industries. Whether you need a server rack, a full cabinet, or a suite of customized managed services — we have the IT professionals, security specifications, and resilient infrastructure designed to meet your business needs.

## Our Commitment

### Carrier Neutrality and Redundancy

With multiple on-premises carriers, and cross connects to other carriers, you get access to the Internet bandwidth and connectivity of your choice.

### Security

With a company-wide emphasis on security and compliance, our team adheres to strict, well-documented security processes.

### Responsiveness and Expertise

All our data centers are supported by passionate IT professionals focused on client success and responsiveness to client requirements. They have the technical expertise and desire to help you achieve your business goals.

### Scalability

At TierPoint we scale with you. All our data centers are built to meet growing demands for Disaster Recovery, cloud services, and managed services.

## Our Facility

### National Reach

With one of the largest and most geographically diverse footprints in the nation, our Baltimore facility is within 100 miles of TierPoint's five data centers in Philadelphia; located just 30 miles from Washington D.C.

### Compliance

Audited under SOC 1 Type II, SOC 2 Type II, SOC 2 + HITRUST, GLBA, HIPAA, PCI-DSS<sup>1</sup>, and NIST SP 800-53<sup>1</sup> annually, is ISO 27001 certified<sup>2</sup>, and ITAR and EU-US Privacy Shield<sup>3</sup> registered.

### Low Latency

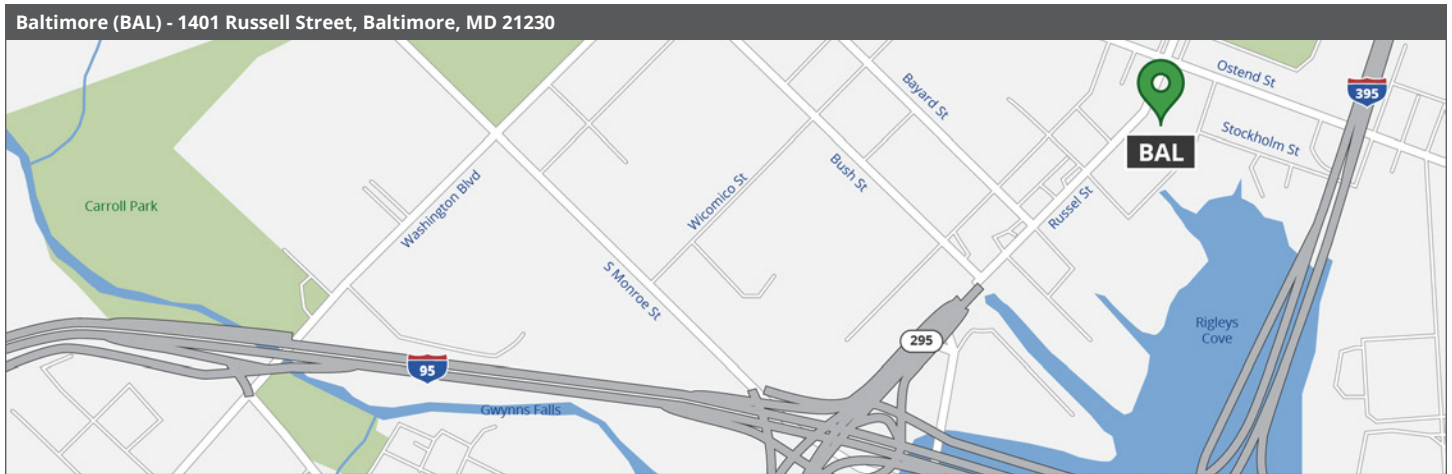
Achieve high performance and low latency by having your critical infrastructure closer to your employees and end-users.

### Reliability

Your IT infrastructure and related components are guaranteed by a 100% uptime SLA, supported by a local, dedicated team of IT professionals who are focused on delivering consistent and superior services.

1. Data Center Colocation Services (NIST Moderate baseline). 2. ISMS and data center colocation. 3. EU Standard Contractual Clause/DPA tem

Baltimore (BAL)		
<b>Space</b>	Facility Size	28,000+ square feet of data center space
	Deployments	Cabinets and cages
	Power Availability	AC and DC
	Business Continuity Seating	Limited Availability
	On-site Support	24x7x365 on-site support
<b>Connectivity</b>	Diversity	Diverse POEs, MDFs, and IDF's
	Carrier Availability	See our carrier list located at: <a href="https://connectpoint.tierpoint.com">connectpoint.tierpoint.com</a>
	Cross Connects	Fiber, copper and coaxial
	Interfacility	Various levels of connectivity of up to 10Gbps to other TierPoint facilities and carrier hotels
	Cloud On Ramps	CCX up to multi-10Gbps dedicated connectivity to AWS, Azure, and other hyperscalers
<b>Security</b>	Access	Secure three-factor authentication including biometric systems
	Cameras / Video Surveillance	IP camera surveillance, with a minimum 90 days of retention
	On-site Security	24x7x365 electronic / physical
	Compliance	SOC 1 Type II, SOC 2 Type II, SOC 2 + HITRUST, GLBA, HIPAA, PCI-DSS, NIST SP 800-53, ISO 27001, ITAR and EU-US Privacy Shield registered
<b>Reliability / Critical Systems</b>	Utilities	2N A-side and B-side power distribution design
	Generators	Redundant 1,500kW generators with 10K gallons of fuel storage on site
	Uptime Operations	100% Uptime SLA
	Utility Service	Pad mounted 1,500kVA transformer for Utility 1; 2,500kVA transformer for Utility 2
	Electrical	True N+1 UPS redundant systems
	Mechanical / Cooling	N+1 redundancy on HVAC units
	BMS Controls	Monitoring of all HVAC and electrical systems
	Life Safety	Preaction sprinkler
	Monitoring	Monitoring and BMS temperature & humidity monitoring w/ Ignition System
<b>Structure</b>	Production Data Center Space	14,000+ square feet gross
	Loading Dock	Exterior 4' dock height
	Hardened Exterior	Concrete and steel construction
	Shipping	Staging area and receiving cage



## Learn More

Find out how TierPoint can help with your cloud, colocation, and managed services initiatives. Call **844.267.3687** or email **[sales@tierpoint.com](mailto:sales@tierpoint.com)** to connect with one of our advisors. Or visit us at **[tierpoint.com](https://tierpoint.com)** to learn more.

## About TierPoint



TierPoint ([tierpoint.com](https://tierpoint.com)) is a leading provider of secure, connected IT platform solutions that power the digital transformation of thousands of clients, from the public to private sectors, from small businesses to Fortune 500 enterprises. Taking an agnostic approach to helping clients achieve their most pressing business objectives, TierPoint is a champion for untangling the complexity of hybrid, multi-platform approaches to IT infrastructure, drawing on a comprehensive portfolio of services, from public to multitenant and private cloud, from colocation to disaster recovery, security, and more. TierPoint also has one of the largest and most geographically diversified U.S. footprints, with dozens of world-class, cloud-ready data centers in 20 markets, connected by a coast-to-coast network.

**[tierpoint.com](https://tierpoint.com)**

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