

HOSTING

CLOUD
CONSULTING

ENGINEERING

WHY STEADFAST

Cloud Consulting, Engineering and Hosting

We make **IT** work, so you can take care of business

MODERN NETWORK AND INFRASTRUCTURE

Why Steadfast? Our Data Center and Its Security Are World-class - 350 East Cermak

One of the 7 largest data centers in the world, 350 East Cermak is the most interconnected multi-tenant data center in the Midwest with over 70 network providers and proximity to network, cloud and content ecosystems available within the region.

Physical Security Infrastructure Highlights:

- 24x7 onsite security personnel.
- Monitored CCTV camera systems 24x7 with 90-day retention.
- Biometric / card access to all spaces.
- VESDA particulate detection, clean agent extinguishers, pre-action dry pipe sprinkler for fire protection.

Operational Security Infrastructure Highlights:

- 99.99% total uptime SLA.
- 16,000 sq. ft. of dedicated data center space with support for at least 1.2 MW of power.
- Built to Tier III standards (2N redundant power and N+1 redundant environmental systems).
- Minimum UPS capacity of 15 minutes (at full load).
- Diesel generators with fuel on-site for multiple days of operation.
- Power density of up to 16kw per cabinet.
- 24/7 On-site staff to help with any issues or technical concerns maintained by experienced cloud IT teams to maximize the value of the cloud without worry.

Network Connectivity Infrastructure Highlights:

- **Intelligent Routing** - BGP by itself is not enough, our network is actively looking to improve performance at the rate of 10,000 routes a minute to assure you're always using the best route possible.
- **Connectivity to Top Tier 1 Networks** - We connect to only the highest quality Tier 1 network to assure the lowest number of networks traversed to reach your final destination. Currently, we connect to Level3/CenturyLink, NTT, Telia Carrier and Cogent - the four largest global IP networks.
- **Direct Peering Relationships** - Not only do we connect directly to the top Tier 1 networks, we also have over 100 active peering sessions directly with networks such as Amazon, Google, Facebook, Microsoft, Netflix and more across three distinct peering points.
- **Our Team** - The network is backed by a highly skilled network operations team and continuous 24/7 monitoring of network health. Our team understands the importance of network quality and reliability and provides industry leading response and resolution times.
- **Independent Internal Network** - An internal network is available, protected from public Internet access, to be used to access servers, storage, backups, and other services inside the Steadfast network. This helps assure the highest levels of performance and security for traffic staying inside Steadfast data centers.
- **Fully Redundant Network Configuration** - All core and distribution levels of the network (public, internal, and between the different Steadfast data centers) are built to 2N redundancy, always with ample capacity for failover.
- **Only Carrier Grade Hardware** - We use only carrier grade Juniper Network and Cisco hardware with support for 40 and 100 Gbit/sec connectivity.
- **IPv6 Leader** - We have been a true dual stack network with dual stack IPv4 and IPv6 since 2009 and provide the same level of quality and service over IPv6.



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COMPLIANCE AND CERTIFICATIONS

Compliance and Sustainability Certifications:

SSAE18 and SOC2 Type 2 Audits

PCI-DSS

ISO 27001

LEED Gold

Energy Star

GDPR and SSAE18 SOC Audit Compliance:

Security and compliance for our customers is critical. Therefore, even though we do not operate or process data in the EU, we have chosen to voluntarily comply with the GDPR standards. To assure compliance with EU requirements we comply with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework, as set forth by the U.S. Department of Commerce. Our continued participation in this program can be confirmed at (<https://www.privacyshield.gov/>) with the details available in our Privacy Policy (https://www.steadfast.net/legal-information#privacy_policy). Additionally, we complete an annual 3rd party audit of our security policies and procedures as a part of our SSAE18 and SOC 2 audits. These extensive don't just look at our policies but verify through records and documentation over a 6-month period that procedures and policies are followed. In meeting these standards, we are confident that Steadfast provides an environment in which you can be completely compliant with GDPR.

WHAT SETS US APART?

We Treat Our Customers as Individuals:

Many vendors provide the same "off the shelf" cloud and managed IT infrastructure services. Steadfast stands out with highly customized service to meet your unique needs and specific business challenges.

- We understand how to help you achieve business solutions with IT.
- Personalized service at all stages of engagement.
- Custom-designed infrastructure solutions.
- On-demand technical support and expertise available.
- We are a partner to your team, not just a vendor.

We are Obsessed with Great Support:

Every minute spent waiting for a support call center to route requests through different prioritization tiers or teams can cost you lost revenue and productivity. We circumvent this by removing these barriers by connecting you directly to a skilled support technician, from our data centers facilities, who can take immediate action.

- Our support is always available – 24/7/365.
- No call centers or tiered support ticket prioritization – real, onsite, skilled engineers, 100% US based.
- 30-minute response SLA - HALF the typical industry time (avg. reported response time for Steadfast is 7.4 minutes).
- In that first hour other providers struggle with replying to tickets, where the Steadfast technicians have already responded, resolved issues and closed that ticket.

We Can Help You Control Costs:

Controlling costs is more than just getting the lowest vendor price. It's about understanding how to reduce or avoid costs over the life of service and maximizing your IT investment. Steadfast custom designs your services (with no added design costs) to meet your individual needs, enabling you to pay for only what need.




- Competitive industry pricing.
- No "add-ons" or tiered support escalation costs to troubleshoot technical issues faster.
- Remove hidden or unnecessary costs associated with off-the-shelf services.

We Can Prove It - We Take Care of Our Customers at All Costs:

- Providing managed cloud and colocation services for over 20 years, and virtualization services (Now "the cloud") for more than a decade.
- Consistent 97% to 99% customer retention rate.
- Proudly maintain a constant Net Promoter Score (NPS) of 70+ (excellent to world-class ranking) - not many can accomplish this achievement.





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