



phoenixNAP®  
GLOBAL IT SERVICES

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**YOUR GLOBAL IT  
SERVICES PROVIDER**

# YOUR GLOBAL IT SERVICES PROVIDER

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PhoenixNAP has locations around the globe, each with full service infrastructure with affordable and predictable monthly costs, and staffed to meet your needs. We offer a portfolio of IT services that can be utilized as a single service or combined as a custom solution, built to fit your needs, no matter where you are based.

Independent of your location, if your customers and users are globally based, your infrastructure should be, too.

We offer a full portfolio of IT services in each geo-diverse phoenixNAP location to securely deploy, connect, and backup your environment and provide continuous availability across the globe.

By leveraging our global data center footprint, you can get closer to your users and deliver less latency, and the localized experience they demand.

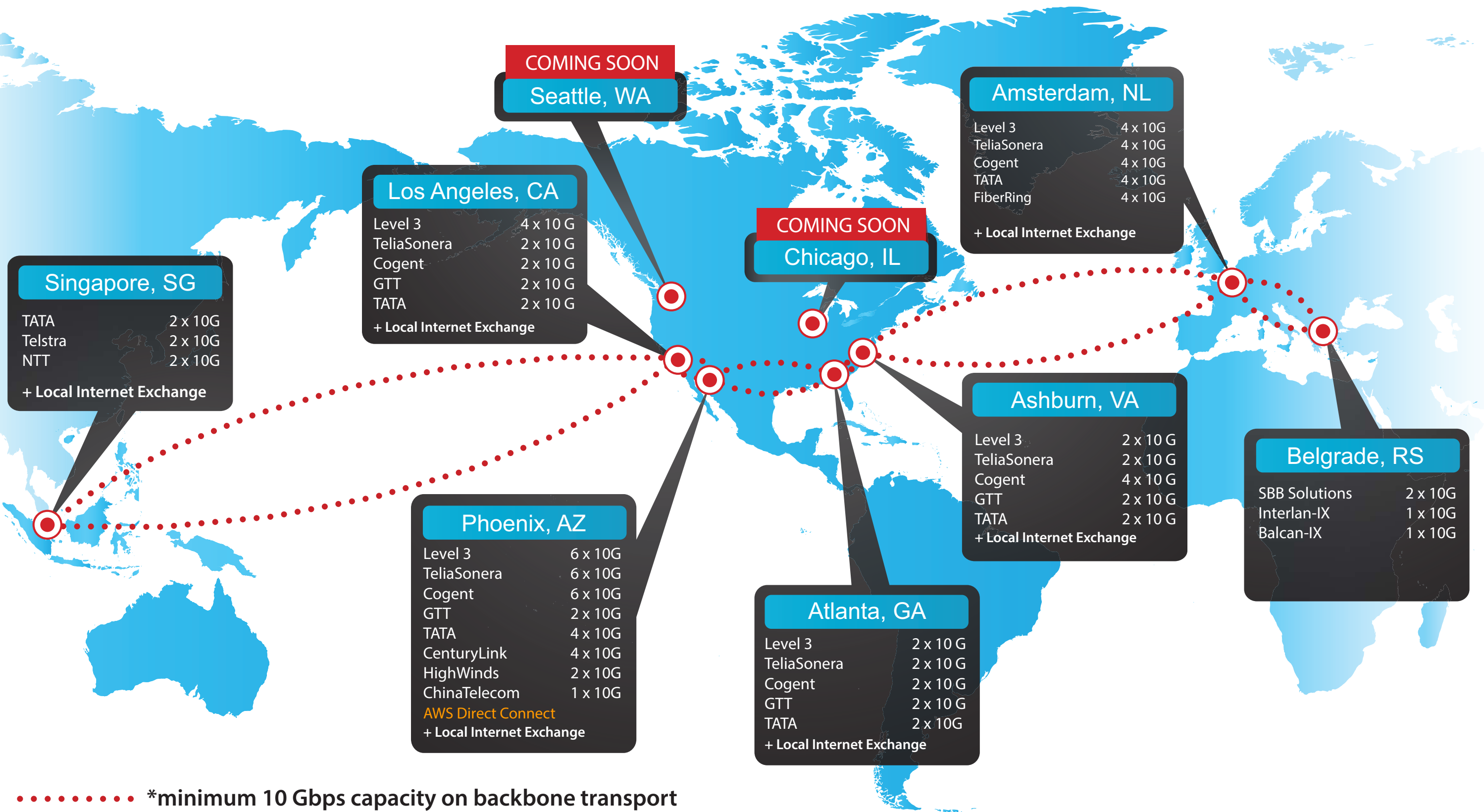


**phoenixNAP**<sup>®</sup>  
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HOSTED SERVER  
LOCATIONS



## About phoenixNAP

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Founded in 2009, **phoenixNAP's mission has always been to provide outstanding value and service**, using state-of-the-art technology, while continually improving our technical and human assets. It is through these methods that we are able to maintain an incredibly customer responsive experience. We remove the stress from IT management, so our customers can focus on their core business.

## Driven to Support Client Needs

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When you work with phoenixNAP, you don't just get state-of-the-art Data Centers, you gain access to our greatest asset - our people. PhoenixNAP employees are highly skilled professionals who maintain leading-edge knowledge of our hardware, software, and security measures. The phoenixNAP team is always here waiting to help. From our sales experts to our support team, we have one goal in mind: your success.



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## Single Provider, Diverse Services



At phoenixNAP, we don't rest on our laurels; **we are constantly innovating to improve and expand our service portfolio.** We pride ourselves on leading the market with a wide breadth of new and valuable solutions. Each phoenixNAP solution is built to support our long-term goal of delivering an ever evolving IT platform, while helping our customers meet all their technology and business objectives, both today and well into the future.

## PhoenixNAP Client Portal



Our platform is built to give you full control of your on-demand and physical resources through our easy to use, yet powerful Client Portal interface or our Open API. The phoenixNAP Client Portal gives you the ability to right size your technical needs to meet your current business objectives, all in a matter of hours or minutes. Quickly deploy, augment or replace compute and storage resources.



[WATCH VIDEO NOW](#)

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# A LETTER FROM THE PRESIDENT

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OPENING ITS DOORS IN THE SUMMER OF 2010, PHOENIXNAP HAS QUICKLY GROWN FROM A REGIONAL DATA CENTER INTO A FULL SERVICE, GLOBAL INFRASTRUCTURE-AS-A-SERVICE (IAAS) PROVIDER.

Through a wide breadth of product offerings, we provide top-of-the line solutions to our growing client base. Whether a prospective client is looking for **high-density colocation, flexible storage, physical servers, cloud options or hardware-as-a-service (HaaS)**, our highly-skilled staff and scalable solutions can successfully meet any infrastructure need.

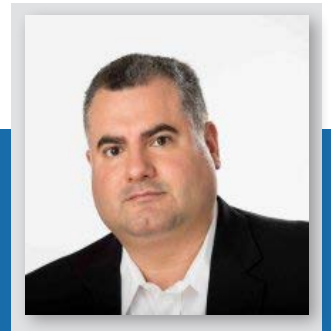
CLOUD LUMINARY VIDEO:  
IAN MCCLARTY, PHOENIXNAP | INTEL IT CENTER

[WATCH VIDEO NOW](#)



PhoenixNAP prides itself on maintaining affordable services while never compromising on quality. Our clients' satisfaction is our primary business objective and their success is the most valuable testimonial to our commitment.

As a true global solutions provider that has established nodes in **Amsterdam, Ashburn, Atlanta, Phoenix, Serbia, and Singapore**, we are able to support businesses of different sizes and in different geographical locations.



“

*Looking forward to the months and years ahead, we are excited to further expand and evolve as a company. As a leader in large scale infrastructure solutions, phoenixNAP vows to meet our client's expectations through our personalized services and solutions, and we are excited to continue supporting your needs for many years to come.*

**- Ian McClarty,**  
President, phoenixNAP

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# SERVICES

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**COLOCATION**



**CLOUD SERVICES**



**HARDWARE LEASING**



**BARE METAL SERVERS**



**MANAGED SERVICES**



**DISASTER RECOVERY  
AS A SERVICE (DRaaS)**



**OBJECT STORAGE**



# COLOCATION

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PhoenixNAP colocation services offer you global IT solutions in strategic locations across the U.S., Europe and Asia. With data centers on multiple global locations across globe, we provide world-class security, flexible infrastructure and network solutions to help you expand your business and reach your clients faster, while supporting all of your business and compliance needs.



## PRIVATE CAGES

### A highly secure & private environment

- ✓ Customized private environments available
- ✓ Flexible ramp schedules starting with only 1 cabinet
- ✓ High density solutions available



## SINGLE CABINETS

### Efficient space, power and cooling

- ✓ Cabinets with 120V and 208V Single/ Three Phase circuits in the US and with 230V single and 400V Three Phase Circuits in Europe
- ✓ High density cabinets available
- ✓ Contract terms offered from 12 to 60 months



## FRACTIONAL CABINETS

### Simple scalability without the hassle

- ✓ 21U 1/2 - cabinets with 120V 30A (US) or 230V 16A (EU)
- ✓ 10U 1/4 - cabinets with 120V 20A (US) or 230V 8A (EU)
- ✓ Ability to grow with no contract extensions



Our technology environment is now extremely stable, and we've experienced no service outages or problems since moving to phoenixNAP. That translates into improved up-time for our chapters, allowing them to dedicate more time to fundraising and granting wishes.



- Paul Mehlhorn, Chief Financial Officer,  
Make-A-Wish Foundation® of America



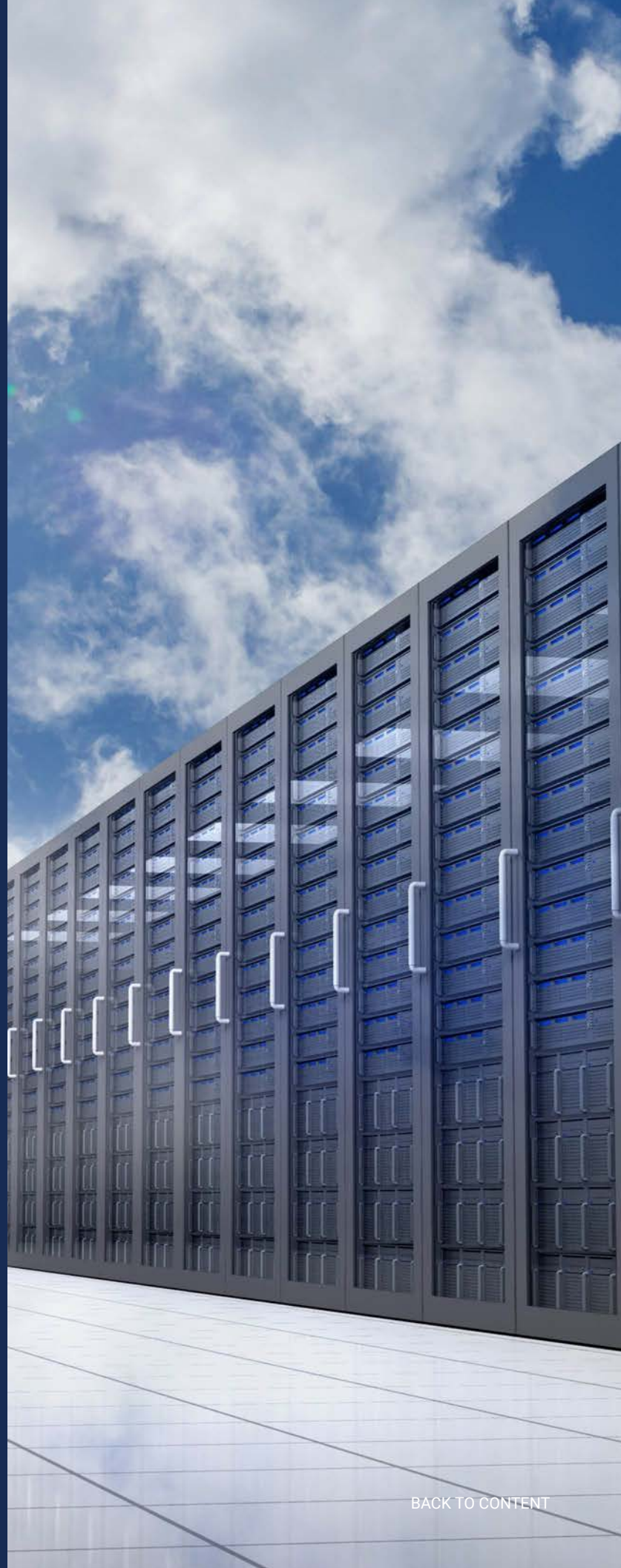


# CLOUD SERVICES

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PhoenixNAP offers a range of cloud products designed to add agility, flexibility, and scalability to your business.

From our highly competitive on-demand public cloud to the most complex single tenant private cloud solutions, phoenixNAP has you covered.





## MANAGED PRIVATE CLOUD

**Flexible & Cost Effective Single Tenant Cloud  
powered by VMware**

- ✓ We do all the heavy lifting from the hypervisor down
- ✓ Ability to grow as needed with no up-front capital
- ✓ Highly customizable and built from the ground up



## VIRTUAL PRIVATE DATA CENTER

**VMware based  
Secure multi-tenant cloud service**

- ✓ Rapidly extend your current IT environment
- ✓ Full control over cloud environment with precision
- ✓ Create up to 10 private networks at no additional cost



## PUBLIC CLOUD

**Right size cloud for your business needs**

- ✓ Only pay for what you use
- ✓ Competitive pricing models
- ✓ 20 Gbps DDoS Protection included



PhoenixNAP is an excellent partner for WebPal. We have tested its cloud product inside-out and identified it as a top-choice for WebPal customers to host their sensitive data.

The phoenixNAP infrastructure takes away concerns about data privacy, risk management, and accountability. Last but not least, the phoenixNAP team has been consistent in providing top-level service - we rest assured that WebPal clients will be in safe havens with our WebPal Secured Cloud offering.



**- Markus Latzel, CEO, Webpal.net**



# HARDWARE LEASING

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PhoenixNAP's Hardware Leasing options allow you to quickly get the equipment you need without up-front expenses or credit checks.

Our flexible lease terms provide you with predictable monthly expenses, warranties, and hardware replacement.





## SERVERS

### Fast deployment & 4hr repairs/replacements

- ✓ Supermicro™ servers with Intel processors
- ✓ Blade, Single U and Fat Twin™ server options
- ✓ Latest Intel® processors available



## NETWORK SOLUTIONS

### No credit check, no deposit, total flexibility

- ✓ Full Brocade™ catalog of options
- ✓ Cisco® and SonicWALL firewalls
- ✓ Initial switch configuration (basic) on request



## STORAGE OPTIONS

### Ideal leasing for data base & cloud storage

- ✓ Supermicro™ 8 Drive Bay servers available
- ✓ SSD and HDD storage options
- ✓ Scalable storage for growth



Service Levels have been excellent with quick responses to our inquiries and support requests. The infrastructure has been very reliable and overall we are very satisfied with the experience and service that phoenixNAP delivers.



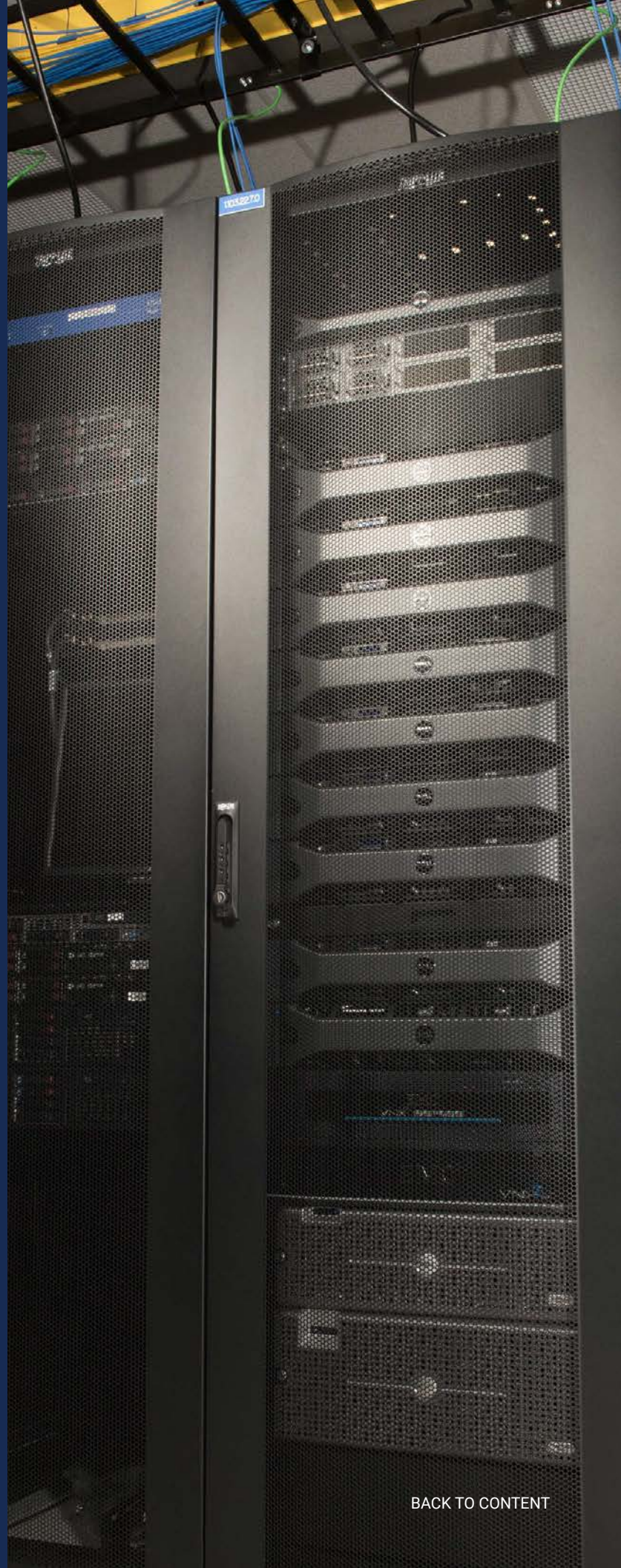
**- David Marcon, IT Infrastructure  
Director, Voice Media Group**



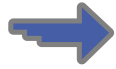
# BARE METAL SERVERS

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Thousands of customers around the globe continue to enjoy phoenixNAP's superior reliability and unmatched value with our On-Demand Dedicated Servers. Experience 24/7/365 Live Chat support, 20-minute ticket response guarantee, 100% network uptime, and amazing prices with phoenixNAP. You can trust us to deliver on our promise.



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## PERFORMANCE

### The latest enterprise grade hardware

- ✓ Up to 15 TB bandwidth included on all servers
- ✓ Redundant all 10Gbps Brocade network
- ✓ Deployed with 3 networks: public, private and IPMI



## REACH

### Give your global users a localized experience

- ✓ Faster Connection to End-User
- ✓ Lower Latency
- ✓ Localized Performance



## VALUE

### Keeping you operational is priority #1

- ✓ Free DDoS protection
- ✓ 100% Network Uptime
- ✓ 24/7 live chat, telephone & email support



PhoenixNAP team taught me a lot and gave me the knowledge that was needed to build my product and do what I efficiently do now: provision for sneakers market.



- **Anthony B., owner and founder, Sneaker Server**





# MANAGED SERVICES

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PhoenixNAP offers a wide array of IT infrastructure services to help businesses of different sizes keep pace with market dynamics. From custom and bare metal managed services, to various data backup and recovery solutions, we are making it possible for IT decision-makers to find the right solutions to power their company's growth.



With technical professionals on location in many of our facilities 24/7 we can respond to security, performance or scalability requests with unparalleled support. Our team of infrastructure experts can help you quickly evaluate any issues with your colocation or cloud environment. We have the staff that can help when you can't personally reach your hardware or systems.



## Managed Networking

PhoenixNAP offers a wide breadth of Managed Network Services to meet your needs. We maintain skilled personnel so we can provide fast and efficient assistance when you need it. Our dedicated NOC personnel provide cross connects that are fully end-to-end and quality assurance tested before being handed off to you. Access to connectivity takes, on average, only five days.

- ✓ Initial configuration
- ✓ Structured cabling
- ✓ SLA backed 100% uptime transit network



## Managed Data Center Services

PhoenixNAP's professional Managed Data Center Services provide clients with a worry-free, cost-effective installation process. From secure equipment receiving, to completing the rack and stack installation and in-house cabling services, we ensure that our client's infrastructure is expertly and quickly deployed, according to their specific requirements.

- ✓ Managed rack and stack services
- ✓ Managed cabling services
- ✓ Managed shipping services



## Managed Backup & Recovery

PhoenixNAP can help you address all of your backup, replication, and business continuity needs with our Backup and Recovery services. Whether looking for an enterprise-level solution, completely managed by our dedicated technical and support teams or an unmanaged solution that you can configure yourself, phoenixNAP has a Backup and Recovery option that will work for you.

- ✓ Choice with both bare metal and cloud storage
- ✓ Competitive, cost effective pricing
- ✓ On demand bare metal or network storage



## Support You Can Rely On

Being responsive means more than just answering your technical questions and fixing your problems, it means listening to and working with you to address your account and business needs. From your first sales interaction, to technical or billing inquiries, we have the people and the resources to take care of you and the growth of your operation.

- ✓ Escalation support
- ✓ Certified technical engineers and architects
- ✓ 24/7/365 direct call and advanced support





# DISASTER RECOVERY AS A SERVICE (DRaaS)

[WATCH VIDEO](#)

Recognizing our clients' need for operational availability and business resiliency, we have deployed DRaaS solutions that help them meet your business objectives. Utilizing industry leading solutions by Veeam and Zerto in combination with our global infrastructure, management and expert support, we offer access to affordable disaster recovery solutions.



- ✓ Enhanced performance and reliability of your mission critical applications
- ✓ Automated recovery of Tier 1 applications from your DRaaS instance
- ✓ Minimum downtime and impact on performance and user productivity
- ✓ No need to invest in purchasing and dedicating new assets to DR



Reliable



Mission Critical



Customizable

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# OBJECT STORAGE

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For businesses handling petabytes of HD videos, graphic files, enterprise documents or even engineering files and medical images, we offer object storage as a secure and cost-effective solution for your business needs. Its inherent ease of integration with modern web and mobile applications helps create an environment where IT professionals from a wide variety of industries can see significant benefits.



Geo-diverse



Multiple pricing  
options



Self-service  
portal



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# Enterprise Grade Reliability

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Our partnerships with industry leading hardware and software vendors allow us to design and build a platform infrastructure using the latest technologies. These relationships also open the door for us to offer you **early access to the latest comprehensive product suites of hardware, and robust software for our Infrastructure as a Service offerings.**



Arizona's First **AWS Direct Connect** Location

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vmware®

veeam



BROCADE®

Zerto

nimble  
storage

Micron®

Microsoft

CISCO™

Odin | Plesk

CLLOUDIAN®

cPanel®





# Why phoenixNAP?

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[WATCH VIDEO](#)

In today's competitive IT marketplace, you have countless infrastructure service and provider options. At phoenixNAP, we work extra hard to earn and keep your business, while providing premium service and value. You can rely on us to deliver affordable monthly payment options, quick response times, a global footprint and a strong up-time record to help you achieve your technical, security, business and financial goals.



**Ultimate Flexibility**



**Versatile Services**



**Responsive Support**



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## ▶ PHOENIXNAP CUSTOMER EXPERIENCE

Find out how companies like yours are using phoenixNAP's solutions to enhance their business processes! Take a look at our case studies!



## ▶ HOMESMART INTERNATIONAL MAKES REAL ESTATE EASY WITH PHOENIXNAP'S VMWARE-BASED CLOUD





## ▶ TGEN TESTIMONIAL

Find out how companies like yours are using phoenixNAP's solutions to enhance their business processes! Take a look at our case studies!





# Flagship Data Center Compliance

As a global IT services provider, phoenixNAP is a **Payment Card Industry Data Security Standard Validated Service Provider (PCI DSS)** and maintains a **SOC Type 1** and **SOC Type 2** audited data center facility. Our heightened security measures allow you to bypass the expense of a complete security audit and, instead, use our report to meet some of your own guidelines.



The physical security standards we meet also help you address any industry-specific regulations you might be subject to such as the **Sarbanes-Oxley Act (SOX)**, **Gramm-Leach-Bliley Act (GLBA)**, or **Health Insurance Portability and Accountability Act (HIPAA)**. And if you are taking online payments, you can leverage our physical security measures to meet some of your own PCI requirements.



Meets or exceeds requirements for:  
**HIPAA SOX GLBA**

# PhoenixNAP Videos

**CLOUD LUMINARY VIDEO:**  
**IAN MCCLARTY, PHOENIXNAP | INTEL IT CENTER**

**WATCH VIDEO NOW**

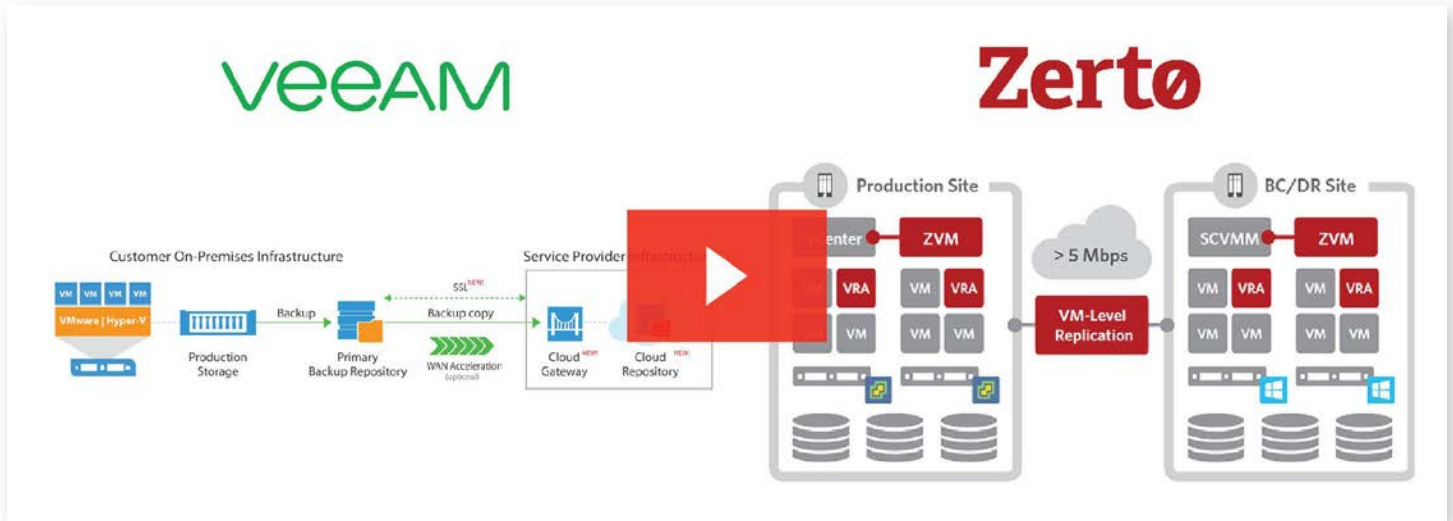


Ian McClarty, President at PhoenixNAP, explains how many independent software vendors (ISVs) want easy access to a cloud-based option for media processing, transcoding, web streaming, remote graphics and similar workloads in a pay as you go model, all while keeping their focus on their primary products.

He describes how Intel and PhoenixNAP are making this possible by utilizing the power of the Intel® Xeon® processor E3 family with Intel® Iris™ Pro graphics available via the cloud.

## DISASTER RECOVERY AS A SERVICE WITH PHOENIXNAP

[WATCH VIDEO NOW](#)

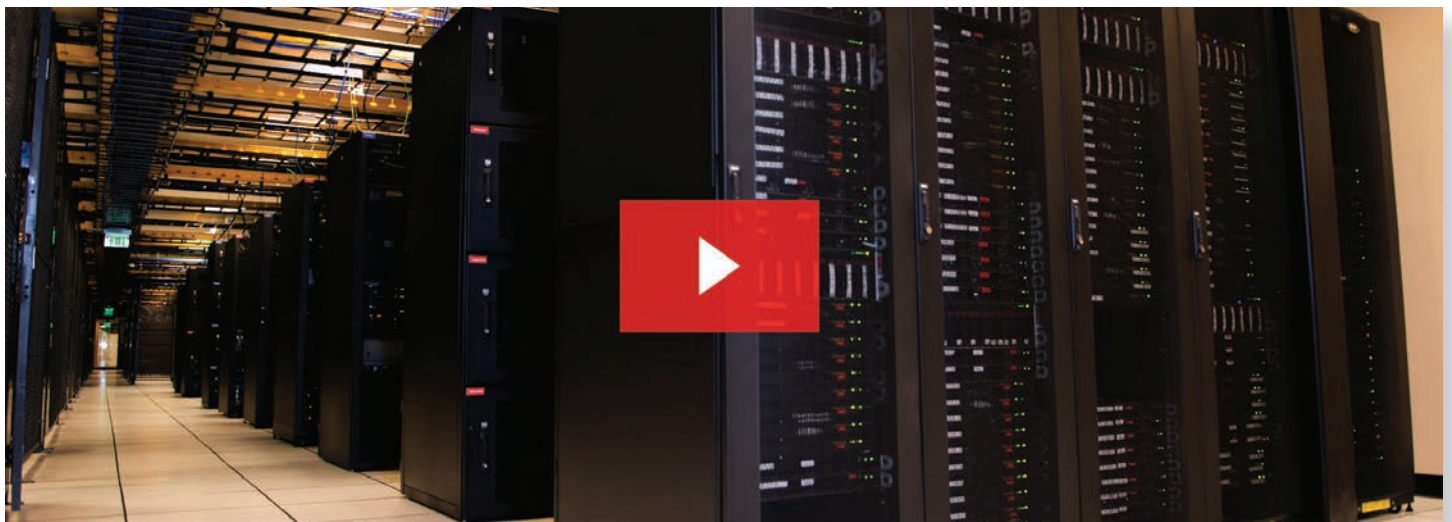


Empowering your business with next generation, enterprise-class software and virtual infrastructure solutions, phoenixNAP's Disaster Recovery as a Service (DRaaS) will fully support your business continuity plan on the IT operations side of your organization.

Ensure your mission critical applications are supported with advanced, reliable and affordable Disaster Recovery as a Service options to counter threats leading to data availability losses.

## PHOENIXNAP AZ DATACENTER INTRO

[WATCH VIDEO NOW](#)



See phoenixNAP's Flagship Data Center!

Hear phoenixNAP President Ian McClarty, V.P. of Product Development William Bell, Managing Vice President of Sales David Brimley, and more provide insights on what phoenixNAP can offer your business.



# Check out our promotions

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PhoenixNAP continuously works on improvement and innovation, while we introduce new services, locations and technologies we often present our customers and partners with unique opportunities which might present themselves in a form of discounts, free upgrades or complimentary services.



We encourage you to revisit our special offers webpage or for better results please follow our activities on social media where we share all new promotions and special offers. Remember you can call or email us at any time and ask questions directly. Nothing stands in your way of taking advantage of special offers and we welcome your feedback and requests. Let's say in touch!

# Learn more about phoenixNAP's solutions

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## ▶ MEET THE POWER OF CLOUD-BASED WORKSTATIONS

PhoenixNAP, Intel and IMSCAD invite you to explore cutting-edge remote workstation experiences! Sign up for an exclusive trial today and start leveraging the potential of Intel's on-chip graphics on phoenixNAP's global cloud platform.



## ▶ FREE MICROSOFT SQL 2016 LICENSES ON YOUR PREFERRED IT ENVIRONMENT

Get MS SQL 2016 and gain exclusive discounts on phoenixNAP's Virtual Private Data Center (VPDC) and Bare Metal Server solutions! Learn more about the power of SQL 2016! For a limited time only, we are offering 4 cores of MS SQL 2016 free for 6 months and a 2-month free special on the IT infrastructure solutions of your choice.



## ► EXCLUSIVE WEBCAST: THE POWER OF MEDIA AND GRAPHICS IN THE CLOUD

Find out how the cloud-based access to Intel's graphics processing technologies is changing the future of media streaming! Learn about the future of media processing directly from cloud experts at phoenixNAP and Intel!







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## Helping Customers Achieve Results

Visit [www.phoenixnap.com/experience](http://www.phoenixnap.com/experience)  
to learn why customers choose to work with us for their business and technology needs.