

hkcolo

The Neutral Colocation Provider
Bridging Asia Pacific

We are more than just a facility.

www.hkcolo.com





One of the largest Neutral Colocation Centers in Hong Kong and Asia Pacific Region, providing the data center facilities and connectivity services to multiple hundreds of clients.



OUR MISSION

To provide premium colocation and data center services where users demand a secured environment with high value-added services and multiple redundancies.

To cater to the expectation of a Tier-3+ data center with many additional services in which clients' business continuity can be improved, becoming a data center where a great variety of networks reside.

To provide a pool of local and international carriers where direct network connections are possible. The carrier concentration in the MMR of Carrier Colocation Center is going to make this possible.

Who We Are

Founded in 1999, HKCOLO is one of the leading neutral colocation service providers in the Asia Pacific Region. Operating as a Carrier Colocation Centers in Hong Kong. HKCOLO also operates the most carrier-dense Meet-Me-Room in the region enabling the network gateway to China, Asia, Europe and America comprising networks of multiple hundreds of clients connection and cross connection in our neutral facility. HKCOLO provides rack space, power, and access to local and overseas service providers, including long-haul connectivity.

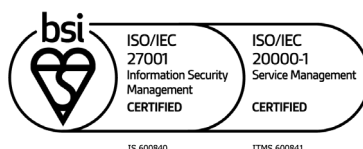
In 2010 HKCOLO acquired the Cloud Computing Complex facility in Tseung Kwan O. This facility serves cloud computing companies, banking and financial institutions, enterprises, application and hosting service providers, telecom carriers, internet content, service providers and infrastructure providers.

HKCOLO maintains strategic partnerships with various leading international data centers across the world. Our comprehensive services and strategic partnerships provide us unparalleled advantages to serve and deliver innovative and quality service solutions to our clients. Hong Kong being one of the world's major international

finance hubs. Data protection, data privacy and IT security holds paramount importance accordingly, it is considered among the most advanced standards in the world. HKCOLO looks ahead with enterprise and innovation, bringing new ideas, linking and leading with advanced methodologies to the communications industry. Designed to exceed international standards, our data centers comply with ISO and TIA standards, ensuring your data always remains protected and accessible at all times.

HKCOLO operates two facilities in Hong Kong, Sino Favour Center Carrier Colocation Center and Telehouse Hong Kong Cloud Computing Complex.

With its pedigree of experience and know-how, HKCOLO is **"Among the best, if not the best neutral colocation service provider bridging the Asia Pacific Region!"** We believe, **"We are more than just a facility"**.



Competitive Advantages



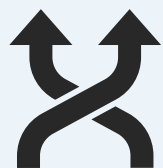
CARRIER-NEUTRAL ENVIRONMENT

HKCOLO enables a level playing field for all networks under its value of carrier neutrality, eliminating the high cost maintenance of infrastructure, creating a better environment for clients to conduct business.



KEY GATEWAY TO ASIAN TELECOM MARKET

HKCOLO is the key gateway to China and Asia for overseas telecom industries due to its strategic location in bridging the Asia Pacific Region.



EASY CROSS-CONNECTION

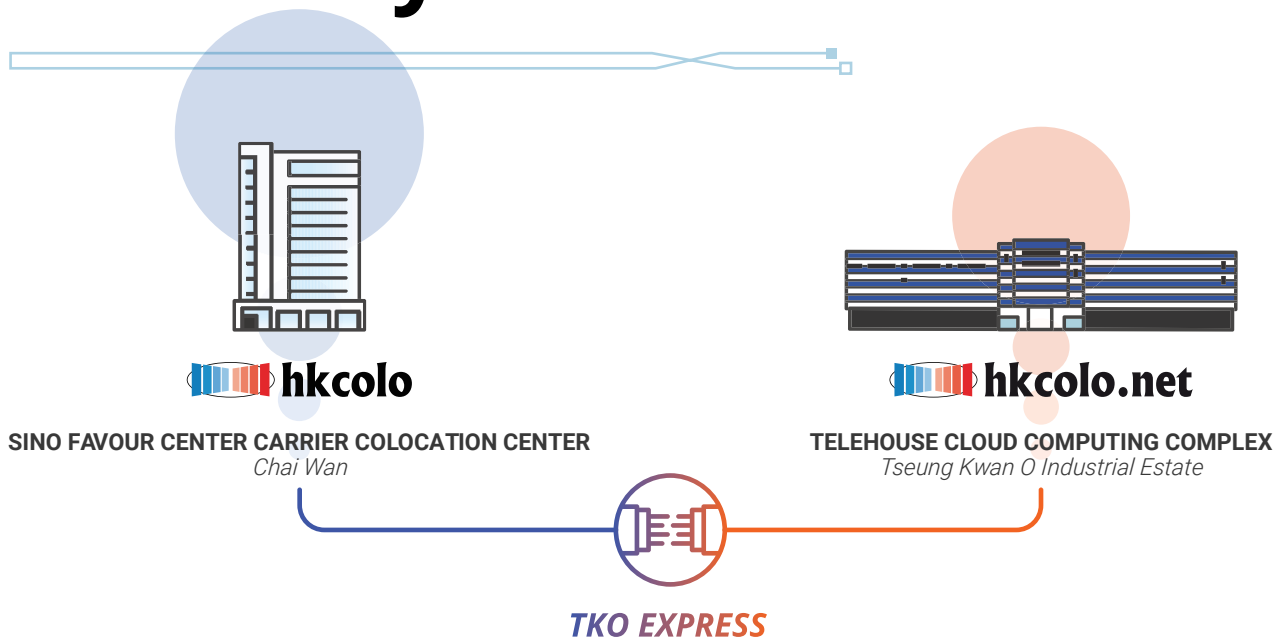
HKCOLO provides environment for easy cross-connection, clients can enjoy maximized flexibility and reliability on high network performance at competitive price levels.



GLOBAL STRATEGIC ALLIANCES

HKCOLO has strategic alliances with major global colocation and data centers through which world-class business networks are created for clients to grow their business.

Service & Network Diversity



Dedicated short-path diverse interconnectivity between HKCOLO data centers, to quickly provide your business with unparalleled, scalable and flexible core network connections.

Transportations

High Accessibility and Convenient Location



What's more



We aim to provide colocation and data center services where users demand a secured environment with high value added services and multiple redundancies.

We provide a pool of local and international carriers where direct network connections are possible.

01 PREMISE

- Long lease term with landlord
- Secured space for client

02 CAPABILITIES

- 27 years and counting of solid experience in data center industry
- Providing high quality services to meet client expectations needs

03 NEUTRAL PROVIDER

- Home to all FTNS providers
- Hong Kong Broadband (HKBN), Hutchison Global Communications Limited (HGC), PCCW Limited (PCCW), Twn gas (TGT), TraxComm Limited, Xenith (formerly Superloop)

04 SERVICES

- Redundant N+1/2N power and N+1 cooling supply
- Capability to provide tailored colocation solutions and custom-build data center

Waste Management



HKCOLO loves and shows concern to our planet. We adopt environmentally-friendly waste disposal, recycling program and operations in our site.

We also join hands with the Hong Kong government in their effort to protect the environment by participating in the Producer Responsibility Scheme on Waste Electrical and Electronic Equipment (WPRS)



Service.

Fulfill all your needs and expectations



Colocation

HKCOLO offers neutral colocation services in a highly secured, redundant and neutral environment. HKCOLO facilities are designed to give your business the scale and flexibility as your business grows.



Cabinets

Customizable cabinet spaces to meet your specific colocation requirements. Our facility provides N+1/2N power and cooling redundancy fully supported by our dedicated UPS and generator systems. Tier-4 grade spaces built to your specifications are also available.



Private-Cages

Flexible partitioning of the floor space and private area is available with restricted access upon request enabling corporate operations in high efficiency.



Dedicated-Suites

Dedicated and flexible designated space is available upon request. Restricted access control ensures higher level of security in the private-based area.



Security

Monitoring services by our NOC with 24 hours digital CCTV recording throughout the entire site, secured access control with dedicated card key, unauthorized entry is prohibited, emergency exits are wired with alarms.



Managed Services

HKCOLO can provide you one stop managed services dedicated for your single project operations supporting by our 24X7 monitoring system so as to lessen your corporate burden on network management and ensure the high quality services in a cost-effective way.



Network Operations Center

24 X7 proactive facilities management is performed by our technical support team, including equipment and traffic monitoring, first-level smart hands support, engineering support, maintenance, fault reporting, network planning and system recovery.

Data Center Solutions.

Reliable and Sustainable



Business Continuity Plan

Disaster recovery involves a set of policies, tools and procedures to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster. Focuses on the IT or technology systems supporting critical business functions, as opposed to business continuity, which involves keeping all essential aspects of a business functioning despite significant disruptive events. Disaster recovery can therefore be considered as a subset of business continuity.

At HKCOLO, business never stops.



Remote & Smart Hands Services

A high-level support minimizes network downtime with early detection, increases operational efficiencies, and reduces maintenance cost. From equipment and traffic monitoring, network planning and problem diagnosis, to disaster recovery and other complex task required by clients.



DC Relocation

A safe and systematic IT and network equipment relocation. Perform site survey activities, layout planning, and multi-vendor coordination on behalf of clients to ensure scheduled start of production at the new data center site. Ensure risk and contingency plan to mitigate problem during data center and system relocation works in order not to hamper client's business operations after relocation.

Liaising with IT system integrators and telecom service providers to relocate IT equipment and WAN circuits to prevent any system trouble. We also provide hardware solutions base on client requirements and product specifications.

Managed Services.

All-round services



Direct China Transit

HKCOLO provides high performance, low latency, direct Hong Kong to China route IP transit service. Clients are able to connect to our China network partners, China Telecom and China Unicom with multiple high speed BGP Tier-1 uplinks.



Firewall Management

We provide managed firewall service to protect our client's mission critical systems from unauthorized access. Our services include provision of firewall appliances, setting up of security policies, and monitoring of operational status.



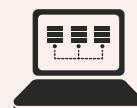
Backup Management

HKCOLO provides data backup and restore services, including backup tape rotation and library management. We also enable backup-as-a-service through the cloud and our inter-connected facilities.



Server Management and Application Monitoring

Provide 24x7 services, monitoring the operational status of servers, applications and network connections to minimize server and application downtime. We also provide services to install and update server operating systems, as well as other customized server management services.



Network Traffic Monitoring

Network Operations Center (NOC) closely monitors the network traffic of our infrastructure and provides alerts of abnormal activities to our clients. Through our client portal, our clients have direct access to common networking tools (such as MRTG) to monitor their own network traffic.



Remote & Smart Hands Services

Through our 24x7 remote & smart hand support service, our experienced technicians, NOC personnel and engineers offer hands-on assistance to clients on all critical data center management tasks.



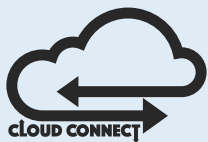
Network Engineering Support

Our experienced team of network engineers provides a range of support services from network planning, equipment configuration and installation, to day-to-day operations support. Operating 24x7 HKCOLO offers worry-free business support at any time of the day.



Connectivity Solutions.

Faster than your imagination



For companies that need secure, reliable access to one or more leading public cloud services, our Cloud Connect offers a multi-cloud network provisioning service, delivers a private connection with predictable and scalable bandwidth between their network and cloud services.



Internet service availability from different service providers including HKIX. HKIX is a neutral and professional layer-two settlement-free Internet exchange point based in Hong Kong for faster and cheaper interconnections among different networks on Internet. Exchange traffic locally without a need to route it overseas.



JPIX (Japan Internet Exchange) is a neutral layer-two settlement-free Internet exchange in Japan. It enables faster interconnections among networks and local traffic exchange, reducing latency and costs by avoiding overseas routing.



Cross Connect

HKCOLO offers a worry-free cross-connection service. It is an organized approach to a traditional point to point cabling network. It handles all physical network infrastructure connectivity throughout the data center to the diverse Meet-Me-Room.



Business Made Easy

HKCOLO is house for local and international providers making it easy for connectivity anywhere in the world. Making a difference in helping to grow and expand your business because at HKCOLO we aim to help you succeed.



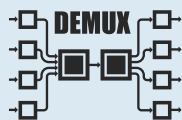
Internet Access

HKCOLO is a neutral data center. We provide local and international internet bandwidth to our clients. Different Tier 1 carriers can be chosen in our sites. Clients can choose the service providers and best routing as per their needs. We also provide high quality internet service with premium China access for enterprises.



Intersite Connectivity

We use the best, stable and reliable connection service which is TKO Express provided by Xenith to provide our intersite connection between our sites in Hong Kong Island and Kowloon. It guarantees a top-speed and reliable connection. Our clients can be benefited if they are using both of our data centers as one can be a production site and the other can be a recovery site.



Demuxing Service

Hassle free and cost efficient of setting up a node at Hong Kong using the demuxing service at any destination throughout the globe.



Virtual POP

We can simplify and instantly deploy a virtual POP for you allowing clients to connect to partners and carriers.

SINO FAVOUR CENTER CARRIER COLOCATION CENTER



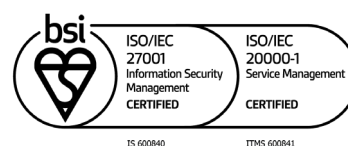
SINO FAVOUR

1 On Yip Street, Chai Wan

It is one of the largest Neutral Colocation Centers in Hong Kong and Asia Pacific Region, providing the data center facilities and connectivity services to multiple hundreds of clients.

Located in Chai Wan, Hong Kong island, Sino Favour Center is a renowned building for the communications industry in Hong Kong. Sino Favour Center provides direct access to a large ecosystem of carriers including major submarine cables suitable for network and connectivity focused businesses.

Sino Favour Center Carrier Colocation Center caters to Telecom Carriers, ISPs, CDNs, SMEs and Startups.



INFRASTRUCTURE

BUILDING FEATURES

No. of Data Hall Floors	5
Gross Floor Area	3,716 m ²
Floor to Beam	2.8 m
Floor Loading	750 - 1,500 kg/m ²
Standard Cabinet	42RU x 600mm x 1072mm
Colocation Solutions	Standard Cabinet, Secured Cages, Dedicated Suites, Build-to-Suit, Cable Landing Station (CLS)

POWER

Power Capacity	3MVA
Power Density per Cabinet	1.5kVA - 3.5kVA
Power Feed	Diverse feed - 32A AC power supply with IEC60309 commando
Voltage	220V/single-phase, 380V AC three-phase available upon request
UPS	N+1 / 2N
Battery Backup at Full Load	15 minutes
Generator	N+1 / 2N
Fuel Storage	8-hours on-site fuel supply

COOLING

Cooling System	DX Cooling System
Cooling Design	N+1
CRAC	N+1
Temperature	18°C to 27°C
Relative Humidity	30% to 70%

FIRE & WATER LEAKAGE SYSTEM

Fire System	FM-200 Gas Suppression and Pre-action Sprinkler
Smoke Alarm	VESDA & Cross Zone Smoke Detectors
Water Leakage Detection	Water leakage detection with circuit and location type detector

SECURITY

Physical Security	24 x 7 x 365 Security Guards
Surveillance	24 x 7 x 365 Digital CCTV
Access Control	Card key with PIN and other security control. Emergency exits are wired with alarms.

CONNECTIVITY

Meet-Me-Room & TBE room	Dual MMR and TBE Room eMMR (electronic Meet-Me-Room)
FTNS Provider	Hong Kong Broadband (HKBN), Hutchison Global Communications Limited (HGC), PCCW Limited (PCCW), Twnogas (TGT), TraxComm Limited

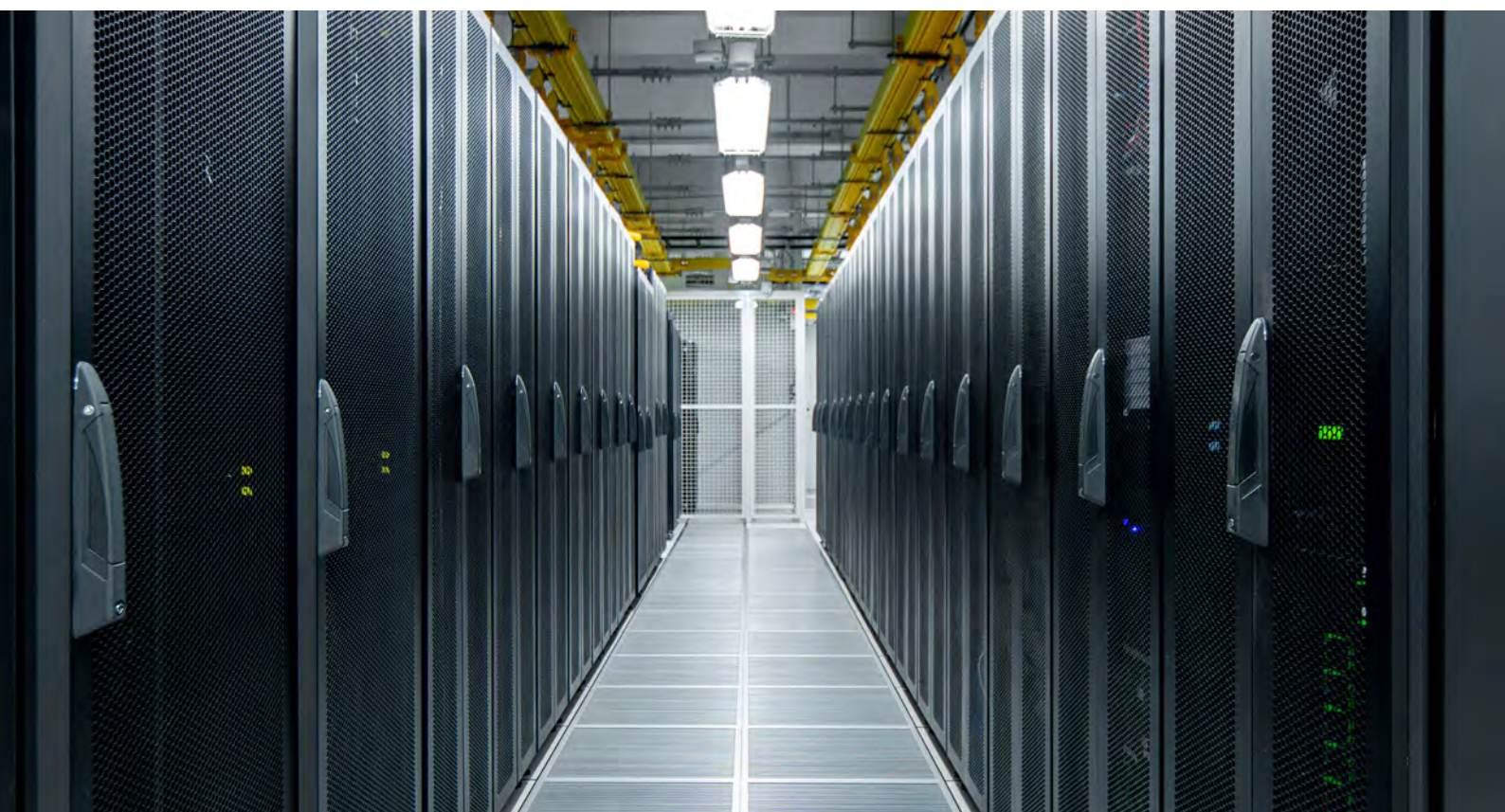
TECHNICAL OPERATIONS

Technical Operation Center (NOC)	24 x 7 x 365 TOD provides first level Remote Hands & Eyes support and higher-level Engineering Support Service.
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NETWORKS

Major Networks Available	HKCOLO has multiple hundreds of clients connected in Carrier Colocation Center. It has been the selected partner and home to major local and international network carriers
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R CENTER
n, Hong Kong



Facility Features.

More than just a facility



01 RECEPTION AREA



02 NETWORK OPERATIONS CENTER



03 BUSINESS CONTINUITY PLAN



04 CONFERENCE ROOM

05 SECURED ACCESS



07 DATA HALL

06 CAGING ZONE

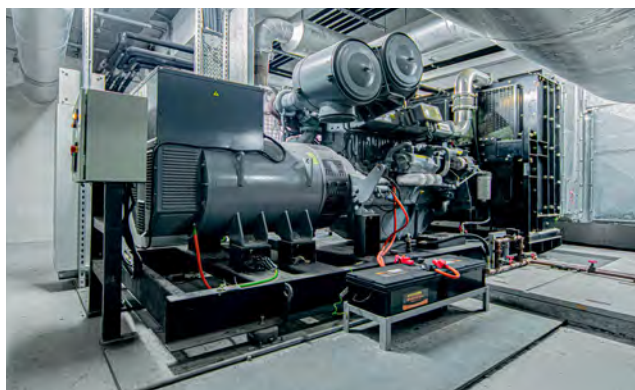


08 CCTV MONITORING



09 DIVERSE MMR

10 GENERATOR SET



11 MAIN POWER BOARD



12 FIRE SUPPRESSION SYSTEM

INFRASTRUCTURE

BUILDING FEATURES

No. of Data Hall Floors	3
Gross Floor Area	33,829 m ²
Floor to Beam	2.9 - 4.3 m
Floor Loading	750 - 2,000kg/m ²
Standard Cabinet	42RU x 600mm x 1072mm
Colocation Solutions	Standard Cabinet, Secured Cages, Dedicated Suites, Build-to-Suit, Cable Landing Station (CLS)

POWER

Power Capacity	40MVA
Power Density per Cabinet	2.0kVA - 7.0kVA
Power Feed	Diverse feed - 32A AC power supply with IEC60309 commando
Voltage	220V/single-phase, 380V AC three-phase available upon request
UPS	N+1 / 2N
Battery Backup at Full Load	15 minutes
Generator	N+1 / 2N
Fuel Storage	24-hours on-site fuel supply

COOLING

Cooling System	Water Cool System
Cooling Design	N+1
CRAC	N+1
Temperature	18°C to 27°C
Relative Humidity	30% to 70%

FIRE & WATER LEAKAGE SYSTEM

Fire System	FM-200 Gas Suppression
Smoke Alarm	VESDA & Cross Zone Smoke Detectors
Water Leakage Detection	Water leakage detection with circuit and location type detector

SECURITY

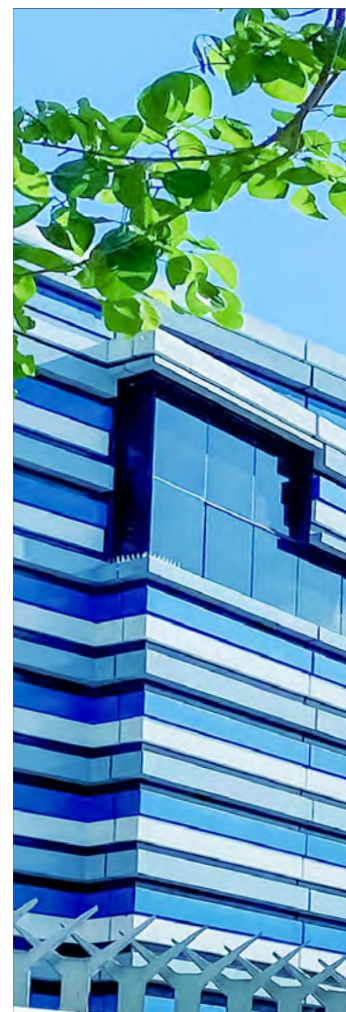
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TECHNICAL OPERATIONS

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TSE

2 Chun Yat Street, Ne



TELEHOUSE HONG KONG CLOUD COMPUTING COMPLEX



TSEUNG KWAN O

New Territories, Hong Kong



ISO/IEC
27001
Information Security
Management
CERTIFIED

IS 596001

ISO/IEC
20000-1
Service Management
CERTIFIED

ITMS 596000

It is the first data center certified by TIA-942 as Rated 4/Tier 4 in the financial region spanning across China, Japan, Korea and Singapore.

Located in Tseung Kwan O inside the Hong Kong Science and Technology Park (HKSTP), Telehouse Hong Kong Cloud Computing Complex is one of the largest and most technologically advanced data center in Hong Kong serving Enterprises with Mission-Critical IT needs. This data center also serves as a Cable Landing Station for international data connectivity.

Telehouse Hong Kong Cloud Computing Complex caters to Financial Institutions, Global Corporations, Government, Cloud & SaaS Providers.



Alliance & Partnership.

Creating Infinite Business Opportunities

Through strategic alliance, partners acknowledge each other as the market leaders in their regions. Now HKCOLO is being recognized as the market leader in Hong Kong and the Asia Pacific.

The alliance help to promote new business opportunities for our clients and unifies colocation and interconnection facilities around the world.

Be one of our strategic partners, please e-mail cs@hkcolo.com.



Many Brands, One Experience





Clients.

Multiple hundreds of networks across the globe connected in Sino Favour Center Carrier Colocation Center enable the companies to achieve their goals by enlarging networks' availability and generating new business opportunities. It has been the selected partner and home to major local and international network carriers, including local, regional and international operators, fixed/ integrated operators, wholesale and retail operators, submarine cable operators , ISP & ICP, MNO and MVNO's, regulators and telecoms associations.

Our data center has direct access to many active FTNS ready to provide service with broad selection of speed and media types.

Client Profile

- Submarine Cable Operators
- Wholesale Carriers
- Retails Carriers
- National Carriers
- Voice and Data Carriers
- VoIP Providers
- Mobile Virtual Network Operators
- eFTNS and FTNS Operators
- Internet Content and Service Providers
- Application and Hosting Service Providers
- Regulators and Telecom Associations
- Cloud Computing Companies
- Banking and Financial Institution

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