

# RingCentral Data Center Overview

RingCentral houses its core technology infrastructure and global network in multiple, state-of-the-art data centers to reliably deliver business-class phone and fax functionality over the web.

## Location

Multiple sites • Geographically diverse • State-of-the-art facilities • Strategic co-locations

Located on the east and west coasts, our data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. Our data centers—in close, physical proximity to the world's top 20 Internet exchange points—are co-located with all the major U.S. telecommunications carriers to ensure the fastest response times and interconnect services possible. The geographic diversity of our locations acts as an additional safeguard, minimizing our risk of loss and service interruption due to natural disasters and other catastrophic situations.



## Capacity

2X capacity for growth • Full-scale testing laboratory



With over 200,000 businesses relying on RingCentral, RingCentral handles roughly 1 billion minutes of voice traffic per year. Today our data centers are equipped to handle twice that capacity, which leaves us plenty of room for growth. To keep expansion efforts from ever affecting our customers' phone service, we maintain a full-scale laboratory environment to thoroughly test any network changes before we roll them out.

## Architecture

Vendor neutral • Commodity-based servers • Three layers of failover redundancy

At RingCentral, we don't expect our servers to operate indefinitely without failure. We know from experience that any equipment can fail. When it comes to network availability and "up-time," we believe the best approach is to build multiple layers of redundancy into a vendor-agnostic, commodity-based architecture. We also believe that our architecture IS our technology—which is why we treat this knowledge as strategic, closely guarded information. We don't reveal the details of our configuration to anyone. We utilize many load balancing and failover technologies to keep our telephony systems continuously up and running. For example, we designate primary and standby servers in each of our data center locations to maximize redundancy.



## Security

Physical - "Man trap" entry

Human - 24x7 security guards

Electronic - CCTV and recorders, motion detection, hand geometry readers, fiber vault, HID with pin readers

We take the security of our systems, facilities, and people very seriously. We recognize that only the most rigorous human and electronic security measures can help us protect our business and our customers' businesses. We chose our data center locations with security in mind, selecting world-class network operations centers (NOCs) that are continually monitored 24x7, and are staffed by highly-trained, on-site engineering specialists. Entry to each data center location requires biometric identification as well as dual person authentication and a built-in system of "man traps." Security and safety systems are audited monthly for maximum insurance; each data center is certified SSAE 16 compliant.

## Availability

99.999+% Site SLA • N+1 power, cooling • SSAE 16 Compliant

Power and cooling systems are all state-of-the-art, N+1—meaning, in the event one system goes down another full-capacity system immediately takes its place. Power is monitored electronically every 15 seconds, with alerts sent automatically via text message. Our data center facilities use VESDA (Very Early Smoke Detection Alert) systems to monitor heat and carbon monoxide levels at more than 1500 sensor points site-wide. Cooling units use reclaimed water for maximum efficiency.