

Global Hub - Hong Kong

Mega-i Advantage: 9th floor, 399 Chai Wan Road, Chai Wan, Hong Kong



General Information



Epsilon Global Hubs Hong Kong is in a secure caged area located on the 9th floor of the purpose built Mega-i Advantage complex, a data centre building that was opened in 2000. Currently up to 28 racks are available in this location; however plans to install additional equipment in the near future are in progress. The buildings' NOC is manned 24x7 and Epsilon has offices within the city to ensure that regional needs of clients are kept to a high standard with built in scalability.

A range of rack spaces are available from half racks to full racks in various dimensions to meet different customer demands. The technical areas allow for an power dissipation of 1.5 kW to 4 kW per rack as required. The caged facility is directly connected through to Mega I's M&E systems which are supported by dual incoming power feeds from local substations and backed up by multiple UPS units with 9,600 KVA capacity supported by Diesel generators with 28,000 KVA capacity.

Air Conditioning

The air conditioning infrastructure is designed in an N+1 redundant cooling configuration for all critical areas. The air room conditioning from a temperature and humidity point of view is set to remain at 22°C constant with a relative inlet humidity of 50 per cent.

'Multiple Chilled Water Type' CRAC units are used to serve all server equipment. A comprehensive water leak detection system is in place through the Building Management

System (which monitors all engineering systems), and reports any water leakage alarm to the building control room. There is also a redundant chiller system in place linked to multiple chiller water plants to support all the data centre's CRAUs and FCUs.



Power



The building is fed by dual power feeds providing an 11kV power supply from separate HKE zone substations; the use of multiple substations ensures the redundancy of the dedicated power feed.

Power allocation to the racks is delivered in pre agreed quotas as units of KVA with 1.5Kw minimum. Random power monitoring across the datacenter takes place to ensure that customer power allocation is within acceptable

units. This method of control also serves to efficiently monitor overall power consumption at the datacenter and ensure load is distributed evenly to all areas.

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If you wish to find out more about Epsilon's services and solutions or have any further queries please do not hesitate contact your Epsilon Business Manager or the Epsilon Sales Team.
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Generator



The site backup power is provided by multiple diesel generators with 28,000 kVA capacity, capable of supporting all the UPS and critical loads. There is a fuel tank with sufficient capacity to cater for prolonged city outages having a 24-hour continuous run time under full supply. Agreements are also in place to obtain further fuel from local suppliers if severe power outages occur, ensuring that

there is continuous generator power. Auto Transfer Switches (ATS) are installed which automatically manage switching between main power to backup power if required.

Cabling and MMR

To complement the co-location service, Epsilon has incorporated its Epsilon Connect platform within the Megal MMR on the 32nd Floor and the HK Colo (Sino Favor) MMR; having a multi lambda network connecting these locations. This provides seamless inter-floor connectivity for other Megal and HK Colo co-location customers. It also allows connection through to the rest of the Epsilon Global Network via a choice of network paths with a range of

latency parameters to match any requirement. The support of Layer 1/2/3 services gives each customer the peace of mind for all their connectivity options, with E1 through to advanced Global MPLS network services available.

All cross connections between cabinets at the EGH HK facility are carried out by Epsilon technicians, who can provide a range of remote hands and first line maintenance services. This

includes in rack requests and connections through to Epsilon Connect, offering full turnkey field services with the ability to coordinate any provisioning of the Epsilon Connect platform with the Epsilon provisioning teams located at the NOC in London. Epsilon technicians also provide a patching and testing services for third party connections that may not involve the Epsilon Connect platform.

Security and Access

Epsilon Global Hubs Hong Kong is a 24x7 manned co-location facility. There is a multiple interlocked access control system in place.

1. Visitor control system that requires registration on check in (First Tier).
2. Card access control system which is fitted to passenger and cargo lift
3. Hand geometry reader for entering into control room

4. Second Check-in at NOC (second Tier)
5. Door contact for all perimeter doors and plant rooms
6. Watchman tour system in place, which requires escort to rack or assigns access card to datacenter floor

The site also has multiple CCTV cameras (interior and exterior) placed in all critical areas and access points.



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Fire Detection and Suppression



There is a FM200 Inergen Gas based Fire Suppression System in place as primary protection for critical areas. This type of system is ideal as is totally dry, environmentally friendly, safe and non-corrosive. A Double Interlock Pre-Action (Dry Sprinkler) system is installed for secondary protection covering the entire data centre space including all corridors and walkways.

The site also has an automatic fire alarm (AFA) for the office area along with the Internet Service Center and the fire hydrant/hose reel system (FH/HR) in place has met the HKFSD requirement.

Technical Support

Epsilon provides the following support services on site for its co-location customers on an on call basis which is subject to SLA. The following first line services are available:

1. Pressing reset or power buttons (power cycling) on co-located servers and equipment
2. Provide customers with results of indicator readings of co-located servers and equipment
3. Observe and describe equipment behaviour based on ocular inspection
4. Checking, pulling and plugging of pre-

installed cables to different ports in patch panels

5. Performing server and /or equipment "ping test"
6. Pull out/reinsert a cards

In addition to the first line requests, Epsilon technicians are also skilled in installation and commissioning services and can assist customer with turnkey deployments. Quotes are available on submission of a scope of works via the account team.



*Epsilon Global Hubs,
Your Gateway to the Carrier world!*

*• State-of-the-art
infrastructure, power
and cooling*

• Redundant network configuration

• High level network security.



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