

Data Center Specifications

Our Mission:

Our mission is to empower your company with the best Customer Relationship Management solution to increase your sales, marketing, customer service and overall business effectiveness!

We are a full-service CRM consulting firm specializing in:

- ◆ Hosting
- ◆ Software Sales
- ◆ Training
- ◆ Support
- ◆ Consulting

Why choose TopLine Results?

Quality—We are committed to producing the highest quality work to ensure your satisfaction. We make CRM solutions work for you.

Reliability—Our staff is here to provide timely help when you need it most.

Speed—our competitive edge. Our expertise allows us to complete your project efficiently and affordably, meeting deadlines and staying within budget.



TopLine Results Corporation

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TOPLINE RESULTS HOSTING DATA CENTER

TopLine Results hosting servers are housed in a certified SAS70 data center.

Data Center Specifications

- ◆ Cooling is provided by multiple redundant Liebert climate control systems. These are in an N+1 configuration which means one can be shut down for maintenance and the facility is still cooled.
- ◆ Electricity is stepped down from our own transformers and supported by a backup UPS and diesel generator secondary system that is tested weekly. Both A and B power sources flow through separate paths including separate generator, separate UPS, separate distribution panels, separate static switches clear into the rack. If a customer elects this service, they receive guaranteed N+1 along the electrical path. NSI can perform maintenance on UPS, generator, etc. without the customer incurring an outage.
- ◆ All server cabinets have extended depth capacity and have front and rear locking doors.
- ◆ Internet connectivity is redundant (2 switches, 2 routers and 2 diverse path local loop links and duplicate ISPs from tier 1 provider AT&T and from Cogent Networks. Maintenance of any piece of equipment in the network path will not require a customer outage as long as they have duplicate NICs, duplicate switches and they pay for 2 cross connects to each of 2 switches. A configuration like this provides complete assurance of up time even during maintenance events on a switch.
- ◆ The data centers are protected from fire by FM-200 Fire Suppression Systems which will not harm server hardware.
- ◆ Both data centers are video recorded for security.
- ◆ Physical security provided by 24-hour manned network operations center as well as proximity badge access and thumbprint biometric access systems.
- ◆ Network is monitored 24/7/365 by trained and capable network operations staff
- ◆ All data center floors are raised so cooling and electrical can be routed underneath server cabinets.

TopLine Results Corporation has provided Customer Relationship Management (CRM) consulting, training and support since 1999. Headquartered in Wisconsin with regional offices throughout the U.S., our company provides nationwide web-based CRM training and services. TopLine Results was recognized as the Sage Software Business Partner of the Year several times, and has been a member of the Sage Software President's Club for six consecutive years (2001-2006).