



PHYSICAL INFRASTRUCTURE

OVERVIEW

As business moves to the cloud it can be easy to think that the digital world is beyond the need for physical components.

But the truth is that your organization depends more now on its physical IT infrastructure than it ever has before. From office buildings to data centers, manufacturing plants to warehouses, all organizations rely on IT infrastructure—cables, wires, servers, racks, distribution panels, and more—to deliver the vital services and applications they need to stay competitive.

That's why TenFour delivers all of the critical components that comprise your business's physical IT infrastructure as a streamlined utility service designed to provide optimal performance at a reduced cost. We eliminate complexity and technology debt by providing you with a suite of rigorously tested, high quality modular components that are selected and deployed according to the specific circumstances in which they're needed.

The initiatives that differentiate your business—whether it's persistent wireless connectivity for customers, RFID-enabled purchasing or logistics, or manufacturing processes enhanced by Internet of Things (IoT) devices and functionality—depend on maximum equipment availability and performance. Our physical infrastructure service is deployed in conjunction with standardized configurations designed to minimize exposure to potential security threats. Plus, each component is embedded with a collection of standard frontline defenses to automatically report performance, health, and security information at no additional cost.

To build something great you need a strong foundation, but you have more important things to worry about than the cables and panels that power your business. With TenFour's total commitment to redundant design, lifecycle management, and equipment monitoring, you can rest assured that your infrastructure is always performing at its best.

BUSINESS SOLUTIONS



Flexibility & Scalability

The nature of life is to change, and we know this applies as much to your business as anything else. With our utility-based approach we're able to not only help build the IT infrastructure your organization needs now, but expand or reduce that infrastructure as needs change in the future. All of our components are selected for their ability to easily integrate with one another within TenFour's specially designed reference architectures. And because our other IT service platforms—such as Local Area Network, Network Security, and Unified Communications & Collaboration—are designed to work in concert, they can be added to support all aspects of your IT infrastructure.



Reliability

Your organization's physical IT infrastructure is as important as the nerves in your body; if they're not working, nothing is. That's why our components are selected according to the highest quality specifications and rigorously tested to ensure they provide maximum availability and resiliency. With guaranteed lifecycle management on on-site maintenance, TenFour's PI service is designed to outlast the length of your contract and ensure connectivity for years to come.



Cost

By combining our standardized approach to component selection and testing with industry best practices in design and configuration, we're able to build reliable IT infrastructure that provides consistent performance and reliability at a single, predictable cost. We're able to easily maintain and support your infrastructure over the course of its lifespan, replacing or upgrading parts only when necessary and saving you from having to constantly refresh your technology. And most importantly, by leaving your infrastructure to us, your IT team is free to realign its resources and focus on the projects that actually help generate revenue.

ADDED VALUE

Availability & Support

We provide support to all members of the organization and any services built upon it. If an issue arises, our 24/7/365, U.S.-based Network Operations Center (NOC) is always available to proactively or immediately remediate any problem. Plus, we provide scheduled, regular updates and emergency patch management for all hardware and software and test all changes before implementing them in a production environment.

Lifecycle Management & Maintenance

Our on-going lifecycle operations support process keeps your software and hardware up to date in order to address critical vulnerabilities, bugs, or new functionality. On top of this, we pay special attention to all power supply components to ensure your infrastructure's electronics are functioning despite any power disruptions.

Reduced Technology Debt

We use fully redundant and rigorously tested software and hardware in conjunction with our specially designed reference architectures to make implementation, operations, and administration as streamlined and worry-free as possible. Plus, we refresh all equipment at regular, agreed-upon intervals so you never have to worry about technology debt.

Security & Compliance

All of the physical infrastructure components are installed and maintained utilizing BICSI best practices, including designated labeling and documentation of all components. Plus, our embedded network security service lowers surface attack area in support of attack prevention, risk reduction, and compliance requirements.

SERVICE FEATURES

Physical infrastructure components included in our PI utility service include:

- 10G fiber cable connected to the WAN circuit
- Scalable, locking server racks for agility and security
- Uninterruptible Power Supply (UPS) for added reliability
- Cat6 or Cat5e copper cabling connecting all end-user devices
- Single or multiple rack location housing and security equipment
- Demarcation and end device connectivity
- Various components, such as patch cords & panels, J hooks, fiber trays, and more

BUSINESS USE CASES



Single-Floor Office Space

Business Problem: An organization has an office on one floor, in one building, that requires a solid connection between a variety of devices within 300 feet of a telecom closet. The infrastructure must maintain power regardless of potential interruptions in order to maintain 24/7 persistent operations and data storage and availability.

TenFour Solution: As part of its PI service, TenFour will install a single, stand-alone, multipurpose Main Distribution Frame (MDF) with one rack capable of establishing a single set of connections, within the office's telecom closet. We will then wire, in a neatly organized and labeled design, all of the devices to the MDF with 300 feet or less of copper wiring to provide distribution to all end-point devices. All additional infrastructure components will be included as part of a single price for the service, as well as maintenance, support, and monitoring, to ensure the infrastructure is running optimally. An Uninterruptible Power Supply (UPS) ensures that temporary faults in the building's power supply do not cost your infrastructure performance.



Multi-Floor Business Space

Business Problem: A large organization, such as an office, manufacturing facility, or warehouse, requires multiple points of distribution for end devices across multiple floors or a large space. All of the potential access points are widely distributed throughout the environment and must maintain power regardless of potential interruptions in order to ensure 24/7 operations and data storage.

TenFour Solution: We will install a single multipurpose Main Distribution Frame (MDF) on the ground floor of the location, and then a series of Intermediate Distribution Frames (IDFs) on each subsequent floor or location. We will then wire, in a neatly organized and labeled design, all of the devices to the IDFs with 300 feet or less of copper wiring to provide distribution to all end-point devices. TenFour's PI design architectures provide for high capacity connections between MDFs and IDFs via fiber optic cabling. All additional infrastructure components will be included as part of a single price for the service, as well as maintenance, support, and monitoring, to ensure the infrastructure is running optimally. An Uninterruptible Power Supply (UPS) ensures that temporary faults in the building's power supply do not cost your infrastructure performance.

END TO END

At TenFour we understand that your organization's physical infrastructure comprises the foundation of your operations, but it's only as useful as the IT applications that rely on it. That's why we deliver every facet of your business's IT infrastructure as easily integrated utility services:



Wide Area Network



Local Area Network



Unified Communications & Collaborations



Internet of Things



Data Center



Network Security

ABOUT TENFOUR

What got you through the Information Age won't get you through the Digital Age. You need new tools.

That's why we've created a new type of IT infrastructure company. TenFour builds exceptional, private domain global IT infrastructure that is simplified, has fewer defects, and costs less to operate than traditional models. And we don't just build and operate your IT infrastructures; we own them.

We're not a Cloud computing company, but we've taken the Cloud model and extended it beyond compute and storage to core components, platforms, and services, such as routers, switches, wireless access points, IP phones, IoT devices, and so much more which has traditionally been "uncloudable." The best part is: just like electricity and water utilities, you pay only for what you use, when you use it.

LET'S GET STARTED

You're building the future of your company, but you don't have to build it alone.

Reach out to **+1 973 267 5236** or email **hello@tenfour.com** to see how TenFour's UCC utility service can help ensure everyone throughout your organization is speaking the same language.