



neutral enterprise datacenter | internet exchange

Company Profile 2014

Engineered to bring you peace of mind

Infrastructure you can trust

Indonesia's leading provider of carrier neutral datacenter



## Foreword

The Indonesian growing ICT industry has been our passion for the past 18 years. Starting as a small internet service provider back in 1995, we have now transformed into one of Indonesia's leading companies in communication industry.

In 2009, we embark on a new mission. Leveraging from our expertise in the telecommunication infrastructure, we realize that we could contribute more to this growing and exciting industry by creating a smart digital infrastructure that would enable our users to have the best of both worlds, resilient telecommunications infrastructure and robust datacenter platform.

Welcome to the next generation datacenter. With the power to access multi tier network operator as well as robust datacenter infrastructure design, we believe we are your best partner in your digital infrastructure needs.



**Sugiharto Darmakusuma**  
Chief Executive Officer



## About Us

NEX Datacenter is Indonesia's leading provider of premium carrier-neutral data centres. Many organizations around Indonesia rely on our highly-connected, resilient and secure data centres to maximise the efficiency of their IT operations, reduce overall risk, and free them to focus on their own core business.

Inside our network exchange resides major national and international telecoms operators, content distribution networks and internet exchanges.

Indonesia's leading financial services, IT service provider, news portal, cloud operators and content companies use our data centres as hubs for connecting with each other.

We're data centre experts with a reputation built on reliability, flexibility, transparency and excellence in service delivery.

# 18

With more than 18 years experience in Indonesia's IT industry, we have become one of the preferred leading IT Company.



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## Our Vision

Emerging from one of the Indonesia's leading Internet Service Provider, CBN, NEX Datacenter aims to provide a secured and diverse network connectivity to Indonesia's IT infrastructure needs.

Using our experience in delivering and providing enterprise client from financial to content industries, our hope is to be the preferred partner for Indonesia growing IT infrastructure industries.

### Our Corporate Mission:

- We are committed in delivering compelling solution to our valued customer
- We are committed in creating an environment which empowered people to be the best they can be
- We are committed in delivering a superior total shareholder return through efficient operational management



# TIER 3

Our datacenter design is Tier 3 certified by Uptime Institute



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## IT Infrastructure You Can Always Rely On

### Resilient power

Fully redundant and resilient power supplies, at a minimum of N+1, ensure guaranteed uptime.

### Energy Efficient

Our datacenter is designed to operate efficiently. New technology and innovation are fundamental elements of new datacenter design, and we invest considerable resources into ensuring that the efficiency of our existing facilities is the best in the industry.

### High Availability

NEX Datacenter available for all kinds of users, small-medium-high enterprise could immediately place their servers in our datacenter. We magnified the opportunities owned by our clients by giving them uptime guaranteed.

### High Adaptability

With versatility in mind, we offer various options of services from rack colocation to secure cage partitioned area that could be customized to the need of our clients.

### Secure Infrastructure

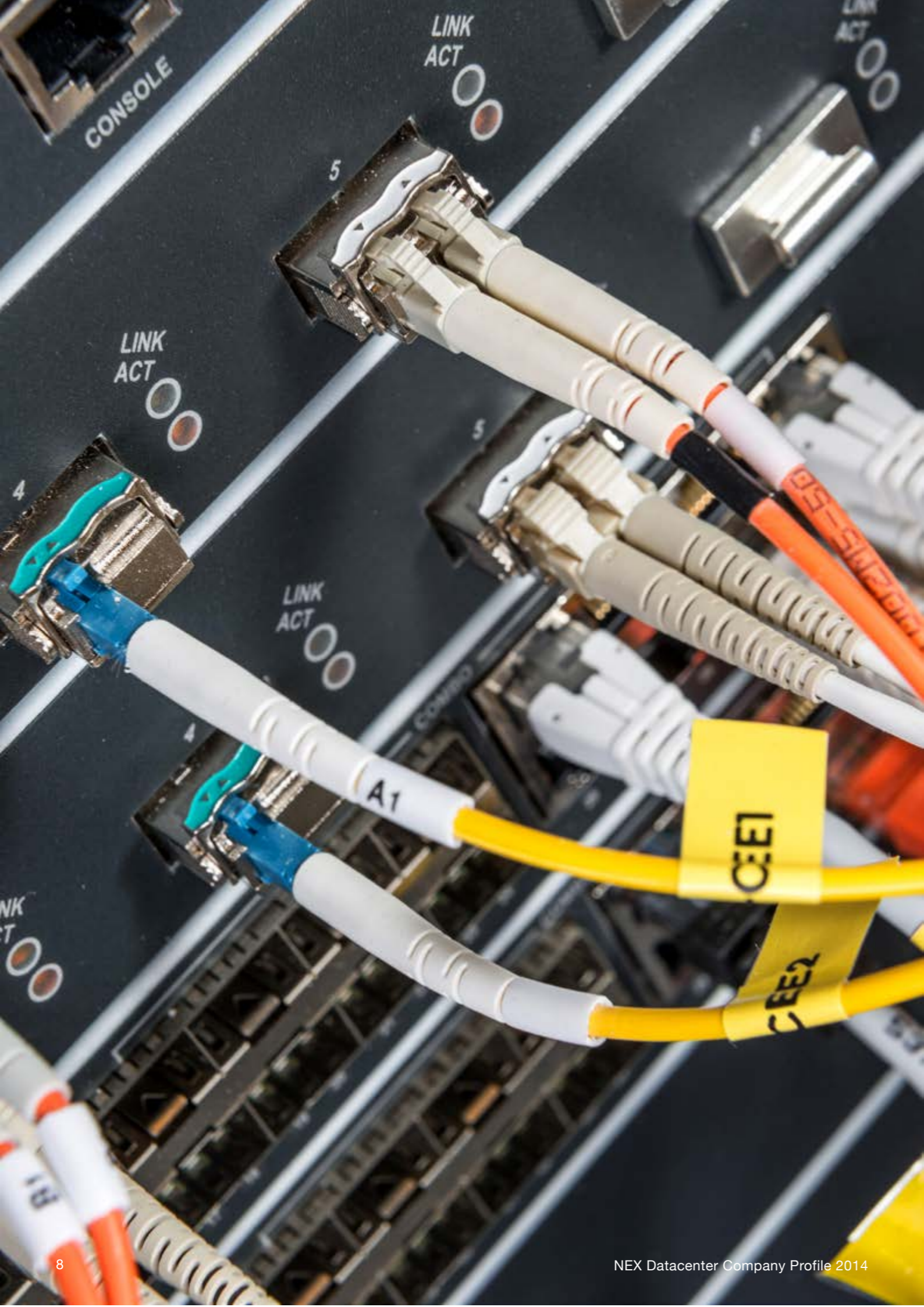
Extensive physical security, including round-the-clock monitoring security guard, biometric as well as perimeter identification access card.

### Intelligent Fire Suppression & Detection

By integrating advanced early smoke detection and fire suppression systems, we can reduce fire hazard at its minimum level.

### Infrastructure Features:

- N+1 UPS and PAC Infrastructure
- Multiple Power Generators With Separate Daily and Monthly Fuel Tanks
- Building Monitoring System
- Concurrently Maintainable Critical Infrastructure System



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## Unrivaled Connectivity For Your Network Resiliency

Our carrier neutral facility gives you direct access to an unrivaled choice of international and local fixed line, broadband and mobile networks, internet exchange points, content distribution networks, trading platforms and cloud hubs.

To meet your peering and transit requirements, you can interconnect with Tier 1 and Tier 2 global and national network providers, Internet Service Providers (ISPs), as well as Direct access to Indonesia Internet Exchange (IIX).

By taking advantage of the flexibility and choice of connectivity in our datacenter, you can improve your online performance and reduce your network costs.



### Network Highlights:

- Connect to multiple telco / NAP provider through our fiber optic infrastructure
- Connect to 100+ commercial office building throughout Jakarta using CBN Fiber Optic Metro-E



# 100

More than 100 leading companies in Indonesia, trust their IT infrastructure on us.



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## Why Indonesia's Leading Company Put Their Trust On Us

Our employees have a commitment to deliver great customer service with an honest and transparent approach.

With our team of engineering experts ready to answer our customers technical needs, applying their knowledge to deliver flexible and practical solutions, our commercial teams work with customers to provide solutions that create value.

We understand the need for responsive, always available hands-on support for your business, that is why we have a dedicated teams onsite day and night, ready to support you.

Whether you're planning to expand your business or considering launching new products and services, we are here to provide the advice and support you need.

### Five Reason Why They Choose Us:

- Operated by Datacenter experts
- Strategic Location
- Multiple Level Security Access
- Intelligent Fire Suppression and Detection
- Configurable Rack Space

# 80%

By putting our customer need first, we have consecutively achieved 80% customer satisfaction rate year after year



## Meeting Our Responsibility Raising The Industry Standard

As the leading operator of carrier-neutral data centers in Indonesia, we are committed to deliver quality service and excellent performance, thus raising the benchmark in the industry standard.



CERT NO.: 2011-2-2046  
ISO 9001 : 2008



## Technical Specification

### General

SLA	99.98%
Colocation Service	42u Rack and Secured Cage
Max. Power per Rack (watt)	6,600
Telco/NAP Internet Providers	12
Network Infrastructure Type	Fiber Optic, CAT5/6 UTP
Floor slab to raised floor height (cm)	60
Raised Floor Type	Calcium Sulphate
Floor Insulation	Aeroflex
Floor loading (kgs/sqm)	1,000
Floor slab to ceiling height (cm)	460

### Cooling Infrastructure

Dual Cooling System Datacenter	Air and Water Cooled
Cooling System	Precision Air Conditioning (N+1)
Datacenter Temperature (Celsius)	22 ±3
Datacenter Humidity (%)	55 ±5

### Security System

Site Monitoring	24 hour CCTV
Datacenter Access	Fingerprint, Card Reader
Onsite Perimeter Security	24 hour Security Officer

### Electrical Infrastructure

Electrical Capacity	2 MVA
Feed Source (PLN)	2
Main Electrical Transformer	2 (N+1)
Clean Earth Resistance (ohm)	~0.5 ohm
PDU at rack	2 (A+B)
UPS Configuration	N+1
UPS Battery Support Time	45 min (at 100% load)
Total Harmonic Distortion	≤ 3%

### Power Generators

Power Generators	4 x 2 MVA (N+1)
Monthly Fuel Tanks	2 x 30,000 ltr
Daily Fuel Tanks	4 x 1,000 ltr
Generator Fuel Capacity	3 x 24 hour
Power Generator Recovery Time	< 1 minute

### Environment Monitoring

Pre Detection System	VESDA
Fire Suppression	Pyroshield
Sensors	Smoke, Fire, Water, Temperature, Humidity, Electrical
Notification System	Alarm, Messaging System

Our growing list of Indonesia's leading companies,



and many more

## Meet Our Partners Listen to Their Story



**Dondy Bappdeyanto**  
Chief Executive Officer  
InfinySystem

We have been partnered with NEX Datacenter since 2009. As a cloud service provider, we rely on the resiliency of a datacenter infrastructure and also the stability of the Internet services. NEX Datacenter has been proven their reliability by providing us a 99,9% SLA of their services and it has been a major contributing factor in expanding our businesses.



**Irfan Badruzaman**  
Offline Marketing Manager  
Tokobagus.com

Toko bagus was built in 2005 in Bali, until now we already have 1,9 million active ads and 3 million subscribers.

The rapid growth of our e-commerce business has been accommodated marvelously by NEX Datacenter. They provide us with resilient infrastructure and also great support, whenever problems occur in our server or in our Internet connection they will immediately respond and analyze the problem and came up with the best solution.

Based on the great support we receive from NEX Datacenter, we are becoming more confident that we could reach our vision to become the #1 e-commerce in Indonesia



**Sarwani Dwinanto**  
Head of Infrastructure Division  
Detik.com

As a news portal we need the most excellent Datacenter we could have, so when breaking news arise we could immediately increase our bandwidth so our viewer could see the breaking news without any disruption

We have experienced the resilient infrastructure of NEX Datacenter since years before and we are very satisfied with their great support until now.



## Visit Our Datacenter Take The Tour

- Cyber 2 Tower, 2nd Floor  
Jl. HR Rasuna Said X5 No.13  
Jakarta Selatan, 12950  
Indonesia  
(021) 2902-1268

Choosing the right datacenter partner is an important decision. You want a company that can deliver the expertise and infrastructure you need to reduce costs, improve performance, and enhance your services. At NEX Datacenter, we build open, transparent and lasting partnerships with all our customers.

We do this by delivering reliable datacenter solutions that enable you to concentrate on your core business. That's why we would welcome the opportunity to meet you in person.

Visit our datacenter and discover just how far we go to deliver outstanding services that support your business.



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Cyber 2 Tower Building, 2nd Floor  
Jl. HR. Rasuna Said Blok X-5 No.13  
Jakarta 12950  
Indonesia

Phone  
(+62) 21 - 2902 1268

Fax  
(+62) 21 - 2902 1269

Email  
[Info@nexdatacenter.com](mailto:Info@nexdatacenter.com)

[www.nexdatacenter.com](http://www.nexdatacenter.com)