We are an award-winning green data centre with a 100% power uptime record.

Our infrastructure is designed and built from the ground-up by our own in-house teams. The outcome of this has become a robust, secure and efficient solution to the data centres business continuity. ISO 27001 certification, almost unlimited power and sub 0.32ms connectivity to London are just some of the reasons that Custodian continues to grow.

All specifications have been developed to provide future proof resilience and to give us the option to be very flexible for our client’s needs. All of the built-in advantages of our campus site such as power availability, building management systems, connectivity and security have been combined with the most advanced proven technology.

Our Green Home

Custodian is the only colocation facility in the world to show its efficiency live online.

We won the Green Data Centre award within the first year of opening for pioneering a fresh air cooling system with the environment at the core of our design.

As world leaders in data centre cooling design, our evaporative cooling system has put us at the front of the industry for delivering greater resilience, whilst using less energy. We use five times less energy per kW of IT load than the average data centre. Our PUE regularly drops below 1.2, meaning that for every 1kW used to power equipment hosted in the data centre, we use 0.2kW of power to operate all related areas of infrastructure, such as cooling and lighting.
Following continued expansion, Custodian has developed a new approach to data centre provision. Rather than building large data floors, our new development launched in 2016 is presented in a series of data rooms with between 18-24 racks. These rooms contain just two rows of racks with a single cold aisle and two hot aisles. The main advantages are:

**An Extra Security Layer**
Whether the room belongs entirely to one client or a number of colocation clients, access to it will be limited to those in that room only.

**Contained Environment**
As it is unaffected by other rows of racks and their temperatures/airflows, the room is easier to control at its optimum environmental level.

**Contained Fire Suppression**
A fire threat in any individual room can be dealt with by our argonite suppression systems without having an effect on any other rooms in the data centre.

**Inexpensive Private Cage Options**
Our unique private cages are available for clients who cannot justify taking an entire room. As no rack footprints are lost, this is a very inexpensive solution for a private secure area.

This new 250 rack facility is now available with the capacity for a further 1000 rack availability within the building.

**Make It Your Own**
If you’re taking your own suite or room, we can help provide a range of ways to brand it for you. Your very own data centre.
Location & Site

Our flagship data centre is located in a strategic out of city location, just outside of the M25 and just 35 miles from Docklands. Located in Maidstone, our site is not located on a flight path and Gatwick Airport is just 40 minutes down the road.

We are able to offer a wide array of facilities with almost unlimited options and flexibility thanks to the ownership of our own site. Our facility and location benefits from:

- 20 minutes from J5 of the M25
- 5 minutes from a fast rail link
- Within a secure campus site
- 63m floodplain above sea level
- 42,340sq ft. of office space
- Meeting and presentation rooms
- More than 300 secure on-site parking spaces
- Licensed restaurant plus 24 hour vending
- 24hr supermarket and fuel under 500m
- Office space available on standby or dedicated DR use
- On-site Satellite Farm/Earth Station offering bespoke up-link and backhaul of data
Our skilled technicians and engineers are on hand 24/7/365 to provide an exceptional level of client support. The technical team monitor every possible element of our infrastructure, polling more than 15,000 data points from in-house monitoring systems.

**On-site Support**

Technical staff are always on-hand to help with everything from free basic remote hands to advanced network consultancy. We appreciate that the small stuff is important, whether it be a CAT5 cable at 3am or having a hard drive delivered straight to our site for you to collect and install the next day.

- Full system monitoring to NOC and automated self-diagnostics
- Network status and loadings
- Individual rack power metering
- AHU environmental conditions
- Very Early Smoke Detection Alert (VESDA)
- 1 Hour fire rated data rooms
Our data centre is located within a ring-fenced media broadcast hub in the Kent countryside.

Clients who use Custodian Data Centres benefit from our holistic approach to security. We understand that security is critical but appreciate that you may need to get to a server in the early hours of the morning. With that in mind, we have a 24/7/365 in-house security team, who patrol internally and externally, with infra-red CCTV, airlock gate systems and physical security features which include inner and outer fencing to all boundaries.

A centrally controlled access system monitors, records and manages all aspects of access into the facility and within the site as a whole. Each data floor is protected by swipe card entry. Cards are issued subject to specific identity checks and are activated/deactivated on each visit.

ISO 27001 Certified Data Centre

ISO 27001 is the most widely accepted certification available for supporting information, physical security and business continuity. This certification underlines the data centre’s commitment to preserving confidentiality, integrity and availability of all physical and electronic assets managed by the business.

The Custodian Security Management System and processes covered by the ISO 27001 certification are based on a detailed risk management analysis of the company’s entire data centre facilities.

A secure data centre, within a secure site:

- 24/7/365 in-house security team
- Infra-red CCTV movement tracking systems monitored and recorded 24/7/365
- Data rooms and suites are separate locked areas within the data centre security systems
- SEAP 3 rated perimeter fencing
Power

Client racks are fed by a **true dual feed infrastructure**, each from diverse, independent UPS systems with separate Automatic Transfer Switches, Transformers and Generators. We have three private substations and twin EDF grid feeds that are switchable on site at the data centre.

We can offer almost unlimited power availability with standard 32 Amp feeds presented at each rack footprint.

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**Our site benefits from:**

- Diverse Power Grid Feeds
- Three on-site substations
- Automatically activated diesel generators
- Priority refuelling contracts with monthly generator testing

**Our clients benefit from:**

- Almost unlimited power per rack
- True 2N UPS dual path resilience
- ‘On-Line’ design for zero interruption during power-fail
- Full UPS chassis bypass can be achieved without interrupting load
- Critical SLA’s on power provision
Cooling

Controlled Environment

Our award-winning infrastructure is designed to exceed the most demanding environmental and cooling requirements. Custodian operates a revolutionary evaporative cooling system, completely negating the need for mechanical cooling, providing a positive impact for both the company’s efficiency and the wider environment.

For 95% of the year, the data centre utilises fresh air cooling, brought in from outside and filtered to clean room standards to eliminate contamination, passing into the data centre via a bank of multiple fans. In the event that British temperatures soar beyond a set threshold, the evaporative system comes online.

A reverse osmosis plant purifies water which the system then uses to produce a very fine mist. Within a large chamber, this moisture is used to raise the humidity of the slow moving air which passes through, decreasing its temperature. The adiabatic system also acts as a room humidifier, and is supported by dual water mains, ensuring that it is resilient against mains failure. This approach is 2N resilient, with completely separate duplicate systems protecting against failure should one element be affected by outage or technical difficulty. Our environmental monitoring systems incorporate temperature, humidity and water detection systems generating real time SMS/email updates to engineers. Ensuring all devices get a suitable supply of cold air around them.

- “Free Air” high capacity overhead supply
- Fully tuneable and expandable to requirements
- Stand alone 2N redundancy
- Dynamic air handling units
- Constant temperature, humidity and leak detection monitoring
- Critical Service Level Agreements on cooling provision
- 24/7/365 on-site engineers
- 2N environmental monitoring systems
- Environmental controls linked to our sophisticated central building management system
CDC Evaporative Cooling Diagram
Network Specialist

We have a range of connectivity options at our data centre. We have a renowned high capacity IP transit network that is fully multi-homed, a multitude of carriers on site and dark fibre backhaul. We are more than just a data centre at Custodian. We also offer hybrid cloud, connecting directly to Azure, AWS, Google + private clouds.

Providers Currently On-Site

We are carrier agnostic so can deliver everything from the facilitation of diverse routing into the facility to your data floor, to a full managed network or IP Transit. The core network infrastructure has been installed with a host of carriers, which include: BT - CenturyLink - NEOS/SSE Telecom - Virgin Media - NTT - Custodian Data Centres

CDC   -   THN   -   GS2   -   SOV   -   GOS
    | M ER

Data To Telehouse North In Sub 0.3MS

Custodian’s very own Dark Fibre Network runs over a physically diverse ring via Telehouse North and Level 3’s Goswell Road facility. We are able to provide 1, 10, 40 and 100Gbps wavelength services or transparent Ethernet (Layer 2) services to most data centres throughout the UK and Europe.

Our Renowned IT Transit Network

Custodian operates a fully multi-homed and highly resilient IP transit service under our own ASN 50300. Our network is based entirely on Cisco hardware and has an extremely high level of resilience and diversity in both its physical and logical routing.

Here are some key facts about our BGP / IP transit network:

- Very high capacity - No full transit edge ports are smaller than 10GB.
- All backbone links are in multiples of 10GB.
- All standard customer ports are 1GB/s – with 10GB/s ports also being used.
- Fully IPv6 capable since 2009.
Our multi-homed IP Transit service includes direct connections with no less than five full-transit providers, as well as extensive peering's to other UK and European ISPs via our direct connections to some of the world’s largest public peering exchanges.

We have more than 900 directly adjacent peering’s with other Global ISPs. A full list maintained by a third party organisation can be found here: [http://bgp.he.net/AS50300#_peers](http://bgp.he.net/AS50300#_peers)

We are also independently monitored from over 30 locations around the world every 60 seconds and the results of this are published at [http://uptime.custdc.net/](http://uptime.custdc.net/)

**Tier 1 Full Transit Providers**

Directly Connected to 7X Full Transit Networks:

- Cogent (AS 174)
- GTT (AS 3257)
- HE.net (AS 6939)
- CenturyLink (AS 3356)
- NTT (AS 2914)
- Voxility (AS 3223)
- 4D-DC (AS 31463)

**Hibernia Networks (GTT) including:**

- Telia (AS 1299)
- Global Crossing (AS 3549)
- TINet (AS 3527)

**Peering Exchanges/Partials:**

- London Internet Exchange (LINX)
- Amsterdam Internet Exchange (AMS-IX)
- London-based Internet Exchange Point (LonAP)
Each client rack space connection comes as standard with the following...

- Access to two separate 1Gbit/s ports (10Gbit/s also available) which are connected to two different physical Cisco switches located in separate racks.
- Each upstream access-layer switch has power from two independent and isolated UPS power systems.
- Each switch is then cross-linked to two upstream Cisco aggregation routers.
- Each router also takes its power from two different UPS systems.
- All of our switches and routers carry a full global IPv4 and IPv6 routing table for optimum next-hop and best-path routing.
- Subnet with HSRP / VRRP gateway.
- BGP Peering with (or without) your own public ASN.
- PI or PA address space supported.
- Your own spanning-tree instance, allowing you to connect and manage your own resilient network between your equipment and ours.
- Access to a live traffic graphing portal showing your usage and 95th percentile.
- All Layer-3 IP Transit services are then carried over our highly resilient Layer-2 backbone network, which is based on Cisco hardware and operates over multiple 10Gbit/s wavelengths.
- All services are monitored by our 24/7/365 Network Operations Centre which comprises of highly skilled engineers, monitoring and alerting systems working together to ensure our network is operating efficiently.

**Our Financial Stability**

Custodian DC Ltd is home to the IT infrastructure of a number of large multinational companies, we also have contracts with the NHS, a number of local authorities and Universities. To be in that position we have been through some very stringent due diligence processes, consequently our client base is the best demonstration of our financial stability.

Custodian DC is owned by the shareholders of Dovedale Associates Limited, who in turn own Maidstone Studios Ltd where the main Custodian facility is based. Accounts and parental cross guarantees are available for all companies mentioned, and as such offer very significant and long standing balance sheets and trading histories to re-assure clients.