

INFRASTRUCTURE & NETWORK



GLOBOTECH 2

INFRASTRUCTURE..... 3

NETWORK 5

DDOS PROTECTION..... 6

SERVICE-LEVEL AGREEMENT 7

CONTACT 8

ABOUT GLOBOTECH



GloboTech's core belief is to offer the expertise and support that results in a great customer experience.

Our philosophy at GloboTech is simple. We care about you and your business. From the moment you first engage with our sales team, to that technical issue at 3 AM that needs urgent attention, we will always be there for you whenever you need us. GloboTech Communications was created to resonate with your team to provide technical know-how and support in order to reduce your IT overhead and deliver world-class hosting solutions, regardless of the magnitude and complexity of your needs. We build strong, ongoing relationships with our clients while maintaining a resilient and quality IT infrastructure that is backed by the best SLAs in the hosting industry.

Pierre-Luc Quimper
President - GloboTech Communications

ABOUT OUR INFRASTRUCTURE

Our infrastructure is located in a secure, fully redundant and state-of-the-art data centre strategically located in the heart of Montreal, Canada to offer the best international routing for all our clients.

INFRASTRUCTURE FEATURES

✓ Power – 100% Uptime

Backed by UPS battery backup and generators, the facility is also connected to the highest priority electric grid regarding the restoration of electrical service in case of disaster.

✓ Cooling Modules

Redundant and high efficiency cooling system provides robust cooling and allows high-density hosting capability.

✓ Fire Protection

Facilities are protected with high-tech Fire Protection systems, providing a peace of mind in case of a fire.

✓ Connectivity

Dual physical fiber entrances and dual path between facilities allow a fail-over option in case of fiber cut. This enforces our statement of 100% uptime.

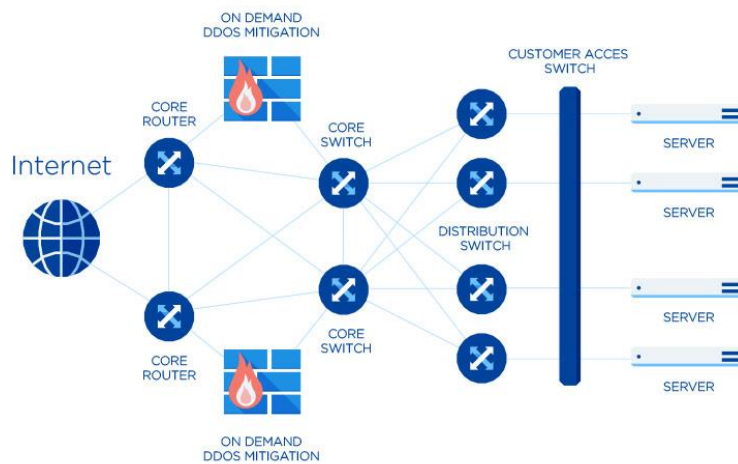
✓ Security

Dual layered physical access control. 24x7x365 security at building entrances and datacenter space.



OUR INFRASTRUCTURE

Network infrastructure is the foundation of any hosting provider and we have designed ours to propel your hosting ecosystem by employing full redundancy at the network, cooling and power levels to ensure you 100% Network and Power uptime.



OPTIMIZED BANDWIDTH

GloboTech has engineered its network and infrastructure to ensure we provide you with a 100% Network uptime by duplicating all our routing equipment and having redundant bandwidth providers connected using diverse fiber paths and entrance points.

NATIVE DDoS MITIGATION

In a world relying on online technologies, DDoS attacks have become one of the biggest threats against the internet infrastructure and its users. GloboTech now includes up to 10Gbps of DDoS protection built into our network.



FULLY REDUNDANT

GloboTech's premium bandwidth provides substantially better peering to users worldwide by employing intelligent routing and bypassing congestion which minimizes latency and packet loss.

ABOUT OUR NETWORK

We are proud of our network and you will feel the difference our Enterprise-Grade infrastructure provides.

INFRASTRUCTURE FEATURES

✓ 100% Network Uptime

Globo.Tech state of art redundant BGP network with only Tier1 providers offers a peace of mind network availability.

✓ Over 120 Gbps of Premium Bandwidth

Supported by only Tier1 backbone providers, our network capacity offers best performances when you need it.

✓ Fully Redundant Carrier-Grade Network

GloboTech's fully redundant network has been engineered to provide the fastest and most reliable connectivity. With a network capacity of over 120 Gbps and redundant routers at every level, GloboTech can fulfill any customer requirement while respecting its 100% Network Uptime SLA.

✓ Optimized Routing

GloboTech's premium bandwidth provides substantially better peering to users worldwide by employing intelligent routing and bypassing congestion which minimizes latency and packet loss.

✓ Undersold network

With over 120 Gbits of Premium Bandwidth, Globo.Tech network is never congested. Powerful bandwidth speed. Always available when you need it.

✓ Native DDoS Mitigation

In a world that is becoming increasingly dependent on online technologies, DDoS (distributed denial of service) attacks have become one of the biggest threats against the internet infrastructure and its users. GloboTech now includes up to 10Gbps of DDoS protection built into our network.

ABOUT OUR DDoS PROTECTION

We have been protecting our Clients from DDoS attacks for more than 15 years and we have accumulated in-depth knowledge and experience in mitigating against these malicious activities. Let the experts at GloboTech secure your server now.

DDOS PROTECTION FEATURES

✓ 10Gbps Native DDoS Protection

Our Cloud and Dedicated Servers include up to 10Gbps DDoS protection as part of our Fundamental Management plan. The protection is built-in and you don't need to configure anything on the server.

✓ No Action required. Instant Protection.

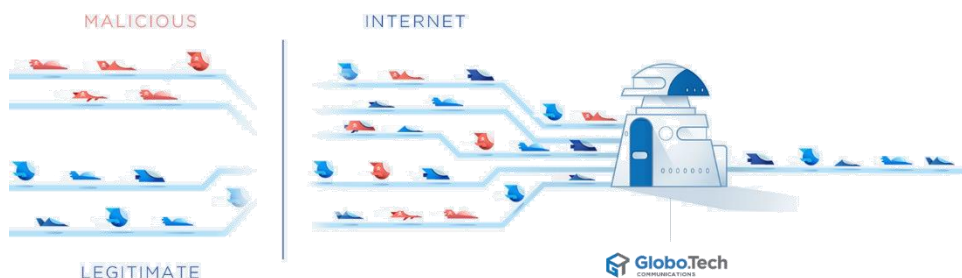
Once your server is activated on GloboTech's network, our Intelligent DDoS Mitigation Platform will protect your infrastructure without requiring any human intervention.

✓ Transparent to the end users

Our DDoS Protection is designed to be fully transparent to you and your end users by using state-of-the-art technologies coupled with our extensive knowledge on DDoS Mitigation.

✓ Free with all our Dedicated Servers and Cloud Servers

All our Cloud and Dedicated Servers now include FREE DDoS protection. Choose the server that best suits your needs and let GloboTech protect you.



OUR SERVICE-LEVEL AGREEMENT



100% NETWORK UPTIME

Our fully redundant public network has been designed for 100% Uptime. It's as simple as that.



100% POWER UPTIME

The (green) electricity in our datacenters will always be available to power your infrastructure at GloboTech.



90 Seconds Cloud Server Delivery

Once your account has been confirmed, you will receive access to your new Cloud Server within 90 Seconds.



Fast Dedicated Server Delivery

Once a new customer has been approved and payment has been received, we guarantee that your new dedicated server will be delivered within 4 hours.



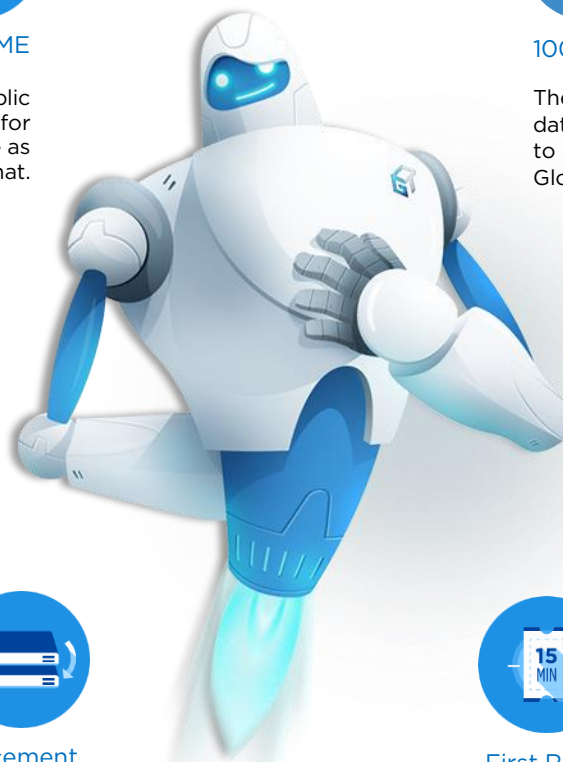
Hardware Replacement
1 Hour or Less

From the moment that we have determined that a hardware part is causing your issue, we will replace it within 1 hour or less.



First Response to Support tickets within 15 Minutes

We guarantee that we will first respond to your technical support request within 15 minutes or less.



GET IN TOUCH WITH OUR SALES TEAM

We strive to provide the best pre-sale assistance. Chat now and experience the GloboTech difference.

Toll free: 1-888-482-6661
Montreal: 514-907-0050

By email: sales@globo.tech

CONTACT OUR SUPPORT TEAM

Our support team is available 24/7/365 for all your technical support issues. Use the GloboTech Support portal or use the email address and send us an email.

Toll free: 1-888-482-6661
Montreal: 514-907-0050

By email: support@globo.tech

Montreal Office

630 Sherbrooke W. Suite 200

Montreal, Quebec H3A 1E4, Canada

