FirstLight®
The First Choice for Advanced Fiber-Optic Telecommunications & Related Services

Advanced Cloud Package

FirstLight has made moving to the cloud easy. With FirstLight's Advanced Cloud package, all of the services necessary for a successful cloud deployment are included.

- **Backup & Recovery**
  A full-featured backup solution that tightly integrates with the FirstLight cloud, providing dual copy (geographically redundant) protection and the vast capabilities of Veeam Enterprise® software.

- **Monitoring w/ 24x7 Alerts**
  A solution for self-help monitoring of applications and servers in our cloud environment. We'll help you create pre-determined alerts for our IT technicians to monitor around the clock. If they're triggered, we'll alert your IT staff or vendor to ensure that you have a proactive approach to address issues before they impact service.

- **Managed Antivirus**
  Protection against modern threats and a single dashboard view of your environment to ensure that antivirus software is up to date on your servers.

- **Windows Updates**
  Automatic Windows® updates to ensure that you're patched and protected from potential exploits.

- **Next Generation Firewall as a Service**
  A full-featured virtual firewall to protect your cloud assets and provide secure access from your remote locations. FirstLight leverages Sophos™, an innovative and award-winning security partner. In concert with additional security measures, Sophos and FirstLight provide a robust set of security solutions that customers can leverage to protect their critical applications and data.

The cloud has revolutionized the way modern organizations approach information technology. According to a study by Morgan Stanley, adoption of public cloud infrastructure is predicted to rise as high as 91% by 2019. That adoption rate would likely grow faster if not for concerns about downtime, price, and ease of migration. With FirstLight, those concerns can be put to rest. The FirstLight cloud provides a secure, geographically redundant and high-availability environment for servers, storage, backup and recovery and disaster recovery. We're focused on redundancy, and we've built our cloud infrastructure and fiber optic network to support the modern enterprise in its goal of eliminating downtime, reducing latency and improving the performance and availability of critical data and applications.

Unlike some cloud providers, FirstLight provides a simple, flexible and scalable pricing model that helps IT decision-makers keep their costs under control.

Reasons to Join FirstLight's Cloud

- **Power and Speed** – Whether it's Internet or WAN, FirstLight's customers are connected to the cloud on a low-latency network capable of speeds up to 100 Gbps.

- **Savings** – There's no need to buy and upgrade servers. With the cloud, shift from CapEx to OpEx, and reduce the total cost of ownership of your technology.

- **Control** – Our infrastructure and solutions are built to provide maximum control so you can manage your unique environment while still taking advantage of the benefits of cloud.

- **Scalability** – Guaranteed resources for processor, memory, and storage that you manage and reserve based on your organization's needs. Scale up or down whenever you need to.

- **Security** – Our facilities have 24x7 video surveillance and incorporate multiple layers of security.

- **Eliminate downtime** – Geographically redundant cloud infrastructure coupled with an award-winning DR solution means a Recovery Point Objective (RPO) of seconds and a Recovery Time Objective (RTO) of minutes.

- **High Performance Storage** – For applications/databases that have high I/O requirements.

- **Support** – Our support teams are staffed in our facilities 24/7 and ready to serve you. Unlike many cloud providers, we don't charge customers for the ability to call us for help. Customer support is included with our cloud services.

- **Easy Migration** – We're with you every step of the way by providing dedicated project management and migration tools to help ensure your cloud transition is a smooth one.

Cloud Computing/Infrastructure as a Service (IaaS) Solutions

Our Cloud Services

From colocation and data center services to backup and recovery, FirstLight offers customized cloud services to safeguard your data and free your IT staff's schedules.

- Cloud Computing/Infrastructure as a Service (IaaS)
- Data Centers
- Disaster Recovery
- Backup and Recovery
- Next Generation Firewall
- Virtual Desktop Infrastructure
- IBM Power Systems in the Cloud

Data Centers/Colocation Facilities

FirstLight operates 12 geographically diverse data centers/colocation facilities with redundant, diversely routed Internet connections up to 100 Gbps with available private peering.

- Albany, NY
- Brunswick, ME
- Bangor, ME
- Portland, ME
- Portsmouth, NH (2)
- Keene, NH
- Manchester, NH
- Lebanon, NH
- Burlington, VT (2)
- Romulus, NY

Compliance & Security

We take data security seriously. FirstLight is HIPAA compliant and is annually audited against the HIPAA Security Rule in the areas of Administrative Safeguards, Physical Safeguards, and Technical Safeguards. FirstLight is also in compliance with SOC-2 Type II and PCI 2.0 Data Security standards.

HIPAA COMPLIANT Health Insurance Portability and Accountability Act

AICPA SOC 2 Formerly SAS 70 Based

PCi Security Standards Council

FirstLight provides a full complement of scalable network, Internet, data center, cloud and voice services on its own fiber optic network to meet the ever-evolving bandwidth and technology needs of enterprise and carrier customers in the Northeast.

NETWORK
- Metro Ethernet
- Wavelength (2.5, 10 & 100 Gbps)
- Traditional TDM (T1, DS3, OCx)
- Dark Fiber

INTERNET
- Dedicated Bandwidth
- Symmetrical Connections
- IPv4 and IPv6 Support

CLOUD SOLUTIONS
- Servers (IaaS)
- Backup & Disaster Recovery
- Virtual Desktop
- Unified Communications as a Service (UCaaS)

DATA CENTER / COLOCATION
- 24x7 Monitoring and Customer Access
- HIPAA, PCI, SSAE 16 and SOC 2 Compliant*
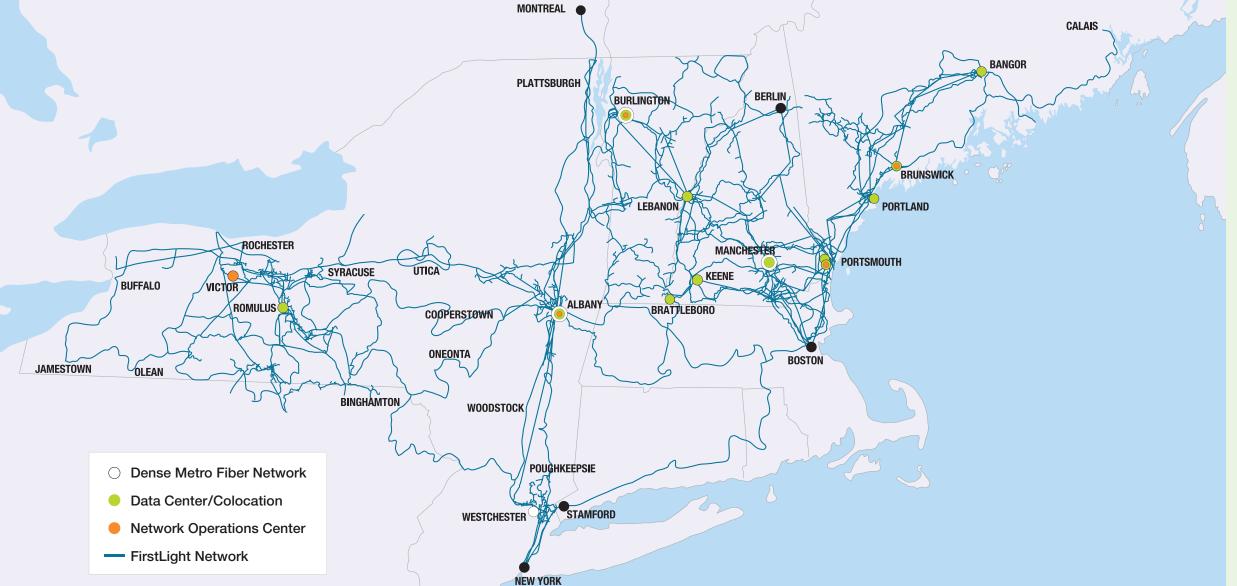- Colocation Services with Individually Locked Cabinets and Cages

VOICE
- PRI/T1
- SIP Trunks
- Business Lines
- Meetings & Collaboration
- Cloud Phone System

ADVANCED TECHNOLOGIES
- Hardware Sales & Implementation
- Managed Services

Map legend:
- ○ Dense Metro Fiber Network
- ● Data Center/Colocation
- ● Network Operations Center
- — FirstLight Network

Map locations: MONTREAL, CALAIS, PLATTSBURGH, BURLINGTON, BERLIN, BANGOR, ROCHESTER, SYRACUSE, UTICA, LEBANON, MANCHESTER, PORTSMOUTH, PORTLAND, BRUNSWICK, BUFFALO, VICTOR, ROMULUS, COOPERSTOWN, ALBANY, KEENE, BRATTLEBORO, JAMESTOWN, OLEAN, ONEONTA, BOSTON, BINGHAMTON, WOODSTOCK, POUGHKEEPSIE, WESTCHESTER, STAMFORD, NEW YORK

Business >> Accelerated

For more information on our Cloud Services, call FirstLight at 1-800-461-4863 or visit FirstLight.net.