

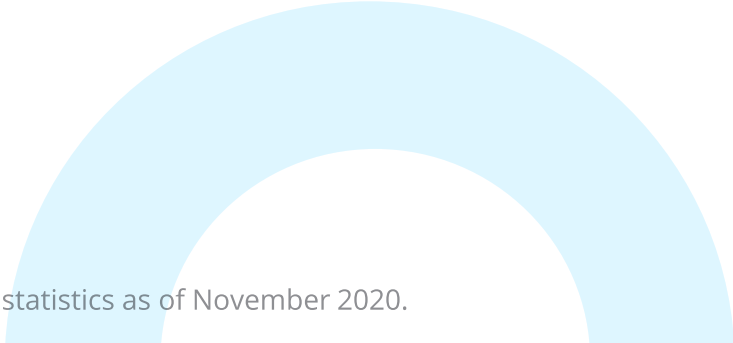




# Edge Data Center Services

Improve digital experiences. Instantly.



# Content

- Zenlayer Overview
  - Edge Data Center Services Overview
  - Product Features
  - Use Cases & Case Studies
- 
- 
- 

# Zenlayer at a Glance

Enabling organizations to improve their global user experience  
by providing edge cloud services

## #1

in Global coverage

- 180+ edge data centers
- 6 continents / 35+ countries
- 15 Tbps backbone / 230+ private lines

## < 25<sub>ms</sub>

to 85% of world's internet users

- 1,000+ global peers
- Emerging market expertise

## < 15<sub>min</sub>

Support response time

- 24/7 global tech support
- 95%+ TTR < 4 hours  
(Trouble ticket resolve time)

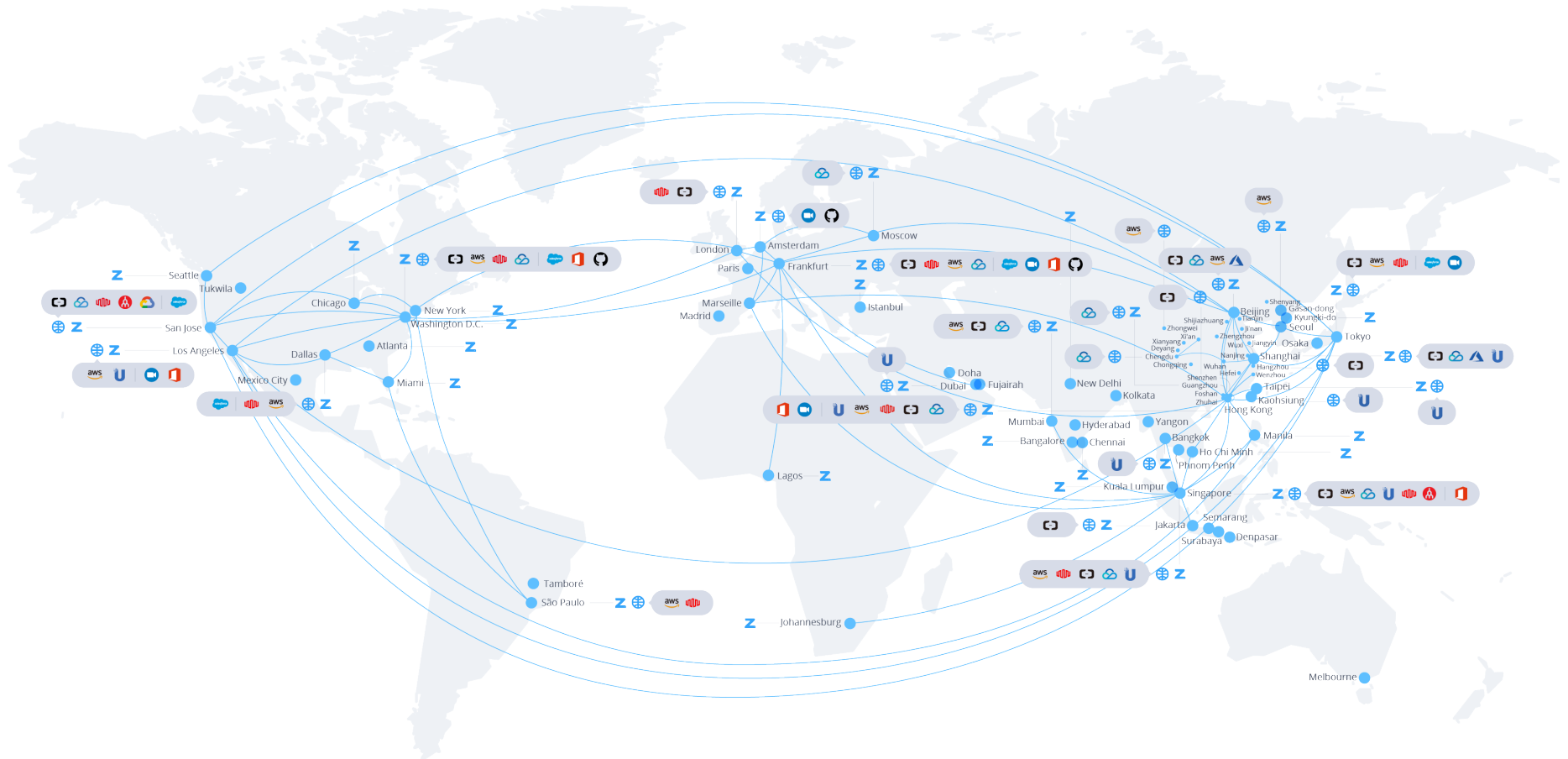
# Zenlayer is #1 in Global Coverage

**180+**  
edge nodes

**35+**  
countries

**230+**  
private lines

**1,000+**  
peers



## Infrastructure

- Data Center
- Cloud Wan

## Services

- ⊕ Cloud Networking
- ⚡ Bare Metal Cloud

## Public Clouds

- aws AWS
- Microsoft Azure
- Google Cloud

- Alibaba Cloud
- Tencent Cloud
- UCloud

- Equinix Cloud Exchange
- Coresite Open Cloud Exchange
- MegaPort

## SaaS

- Salesforce
- Office365
- GitHub
- Zoom

# Trusted by 300+ Global Customers

## Gaming



## Cloud



## Telecom



## Streaming / Online Education / Real Time Communications



## E-Commerce / Retail



## Mobile



## Other



# Partners & Industry Recognition



DIGITAL REALTY



CORESITE



**NETWORKWORLD**  
FROM IDC

2018 10 Hot SD-WAN Startups



Everest Group®

2019 Top 10 SD-WAN Trailblazers



PTC  
Innovation  
Awards



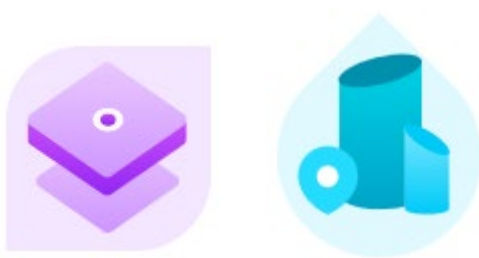
2019 Best Networking Innovation



2019 Trusted Cloud Certification



# Integrated Products and Services



## Compute

- Bare Metal Cloud
- Edge Data Center Services



## Networking

- Cloud Networking
- IP Transit



## Application

- Cloud WAN
- Content Delivery Network
- Global Intelligent Accelerator

# WOW service that exceeds expectations

## Easy contact

- 24/7 technical support via phone, email
- 24/7 proactive network and device monitoring

## Fast responses

- < 15-minute response time
- On-site technicians at core PoPs

## Quick resolutions

- 95%+ TTR < 4 hours (Time to resolution)
- 99.99% SLA (Built-in redundancy for both circuits & hardware)





# Edge Data Center Services

Consistent standard of service,  
everywhere in the world



# Edge Data Center Services

Deploy and manage your IT infrastructure  
anywhere in the world

## Consultations & Solutions

- Site selection **based on individual needs**
- Strategic and regulatory **guidance**
- **Technical advice** on hardware specs and optimal configurations
- **Proof of concept (POC)** testing

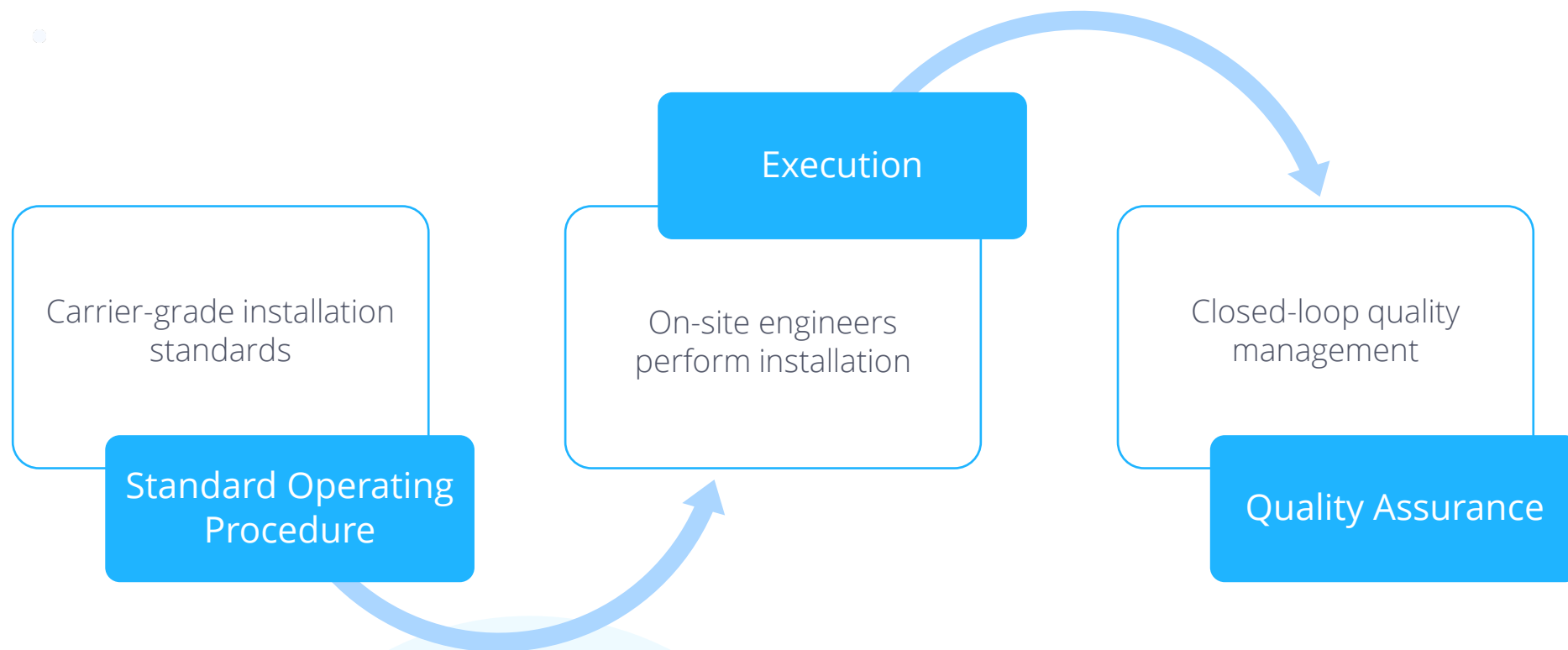
## Procurement & Deployment

- Equipment purchasing
- Transportation and delivery
- Customs clearance assistance
- **Equipment installation** and system/network configuration
- **Network provisioning** (Zenlayer's IP transit is a blended network uses best carriers in each region)

## Monitoring & Maintenance

- **24/7** proactive device and network monitoring
- **Custom-built tools** that utilize best-in-class network monitoring software such as Kentik and Catchpoint to provide real-time network analysis

# Standard Deployment Procedures



# Certifications

Certified Zenlayer engineers deliver quality work



MCSE



RHCE



AWS Cloud



Dell CSP



Microsoft Azure



CCNA, CCNP, CCIE

...and more

# Local Operations Teams

On-site teams guarantee fast responses on critical issues



# Remote Hands Services

## Equipment Racking

- Check target machine information (rack, SN, etc.)
- Check system version and hardware status
- Install rails and trays per client
- Complete integrated wiring and labeling
- Configure RAID, OS, IP per client
- Configuration rights turned over to client after completion

## Equipment Unracking

- Check target machine information (rack, SN, etc.)
- Verify machine status
- Unracking per client, cable packing, rail deinstall

## IDC Migration

- Check target machine information (migration number, rack, SN, etc.)
- Unrack, and rack per client requirements

## Inspection and Monitoring

- Data Center Environment, temp, humidity monitoring
- Regular equipment health status inspection
- 24x7 data center IP-DVR video surveillance

## OS Reinstall

- Check target machine information (rack, SN, etc.)
- Check system version and machine status
- Configure RAID, OS, IP per client
- Configuration rights turned over to client after completion

## Server Reboot

- Check target machine information (rack, SN, etc.)
- Check machine status, fault lights, screen information, etc.
- Upon confirmation from client, reboot server

# Remote Hands Services

## Server accessories

- Check target device information (rack, SN, etc.)
- Check status, fault light, and screen information
- Replace spare parts
- Verify device is fault-free

## Temporary Cabling

- Verify switch port with network administrator
- Perform client's temporary wiring as needed

## Equipment Troubleshooting

- Check target device information (rack, SN, etc.)
- Check status of device
- On-site troubleshooting per client
- Locate fault point, repair or replace fault

## IPMI Operation

- Check target machine information (rack, SN, etc.)
- Check machine running status and configuration requirements
- Perform IPMI/iLO configuration
- Verify client connectivity to IPMI/iLO

## BIOS

- Check target machine information (rack, SN, etc.)
- Check machine running status and set requirements
- Perform BIOS configuration
- Verify client request after configuration

## Cable Check

- Check target machine information (rack, SN, etc.)
- Check device status, NIC status, and screen information
- Plug in cable and check switch with network administrator
- Resolve with temporary wiring or possible hardware fault



# Cloud Services

Bare Metal Cloud · Cloud Networking  
Cloud WAN · Content Delivery Network  
Global Intelligent Accelerator





# Bare Metal Cloud

High-performance computing +  
cloud-like flexibility

## Dedicated

- Dedicated servers **reduce latency by up to 40%** vs. virtual machines
- Eliminate “noisy neighbor” effect

## Interconnected

- Connect all 40+ bare metal PoPs via **Zenlayer’s private backbone**
- Directly connect to public clouds such as AWS, Azure, Google Cloud, Alibaba Cloud, etc.

## On-demand

- **Activate in 10 minutes**
- Add bandwidth/IPs as needed



# Cloud Networking

Build a global private network in minutes



## Performance

- Reduce latency & jitter by up to 40% during peak periods (vs. public Internet)
- Zero packet loss
- High availability

## Connectivity

- Quickly build hybrid- or multi-cloud environments to meet business needs
- Directly connect to public clouds and SaaS

## Elasticity

- Scale up or down depending on demand
- Choose from 1 Mbps to 10 Gbps



# Cloud WAN

Improve enterprise productivity through SaaS acceleration



## Automated

- Automatic deployment of traffic rules through a centralized portal
- Full visibility into real-time network conditions
- Rapidly provision with zero-touch configuration

## Performance

- Enterprise grade security with private backbone and encrypted IPSec tunnel
- Accelerate applications between offices, data centers, and clouds
- High availability: built-in redundancies ensure 99.99% uptime

## Cost-effective

- Optimize bandwidth using QoS (Quality of Service) and flexible terms
- Complement MPLS by using Cloud WAN for backup



# Content Delivery Network

Accelerate delivery of content to users worldwide

## Connectivity

- <10 ms latency in major cities
- <30 ms latency around the world
- Intelligent routing with high network redundancy
- Rich API support

## Security

- HTTPS secure cloud acceleration
- Back-to-source verification
- Referrer anti-theft chain
- Support for TLS 1.3, certificates, black and white lists

## Reliability

- Zero packet loss between nodes
- Multi-server and route redundancy for load optimization
- Real-time monitoring and analytics



# Global Intelligent Accelerator

Reduce application latency and accelerate dynamic content worldwide

## Security

- Edge computing capability with Lua for customizable security logic
- Supports latest security protocols

## Performance

- <10 ms latency in major cities
- <30 ms latency around the world
- Private links between major PoPs guarantees 0% packet loss for cross-border traffic
- NVMe servers for extreme I/O throughput

## Insight

- Real-time metrics to inform decision making
- APIs to access advanced analytics on your own platform



# Improve digital experiences. Instantly.

## Global offices

Los Angeles (HQ)

Mumbai (HQ)

Shanghai (HQ)

Singapore (HQ)

Beijing

Hangzhou

Hong Kong

Nantong

San Jose

Shenzhen

Taipei (coming soon)

## Contact

[sales@zenlayer.com](mailto:sales@zenlayer.com)

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