Company Profile

SoftLayer® Technologies

Contact Us
866.398.7638
214.442.0602
softlayer.com

About SoftLayer®

Headquartered in Dallas, SoftLayer is the innovation leader in Cloud, Dedicated, and Managed Hosting, and the largest private hosting company in the world. SoftLayer provides seamlessly integrated computing environments, with 13 world-class, global data centers and 16 additional network Points of Presence worldwide.

The company integrates and automates all elements of its platform, empowering enterprises of any size with complete control, security, scalability, and ease-of-management via a leading Customer Portal and Open API.

Key Advantages

SoftLayer's commitment to innovation, empowerment, and integration is demonstrated by tangible advantages for our customers, including:

13 Worldwide Data Centers Our data centers located in Amsterdam, Dallas, Houston, San Jose, Seattle, Singapore, and Washington D.C., are built with SoftLayer's unique pod data center design concept. Each is functionally independent with distinct and redundant resources, and fully integrated through SoftLayer's revolutionary network architecture, allowing seamless inter-data center capabilities.

16 Additional Network Points of Presence (PoPs) Our data centers are complemented by PoPs in 16 cities internationally. Each PoP provides direct connections to the SoftLayer Private Network for lower latency and a superior end-user experience.

Automated Services and Solutions Our revolutionary solutions provide customer-controlled, automated management of core functions including server reboots, OS reloads, software upgrades and migrations, firewall and storage management, load balancing, and more. These invaluable services are not available from most other providers without costly, manually-managed service plans.

Industry-Leading Customer Portal and Open API Our proprietary interfaces provide administrators and their API-applications direct access to more than 100 backend systems and activities. These are executed without any human intermediation, dramatically streamlining server management and reducing cost of IT operations.

Secure Network-Within-a-Network Topology Our first-of-its-kind network is comprised of two distinct and redundant gigabit architectures. This delivers the ease of use of a Public Network with the security of a Private one. Systems are fully accessible to administrators but safely off-limits from external users.

Immediate Scalability Our commitment to simplified, on-demand scalability extends from purchase to growth, reduction, refresh, and even cancellation. Online ordering, guaranteed 2-4 hour dedicated server delivery, CloudLayer® services delivered in 5 to 15 minutes, and online cancellation makes scaling up or down as easy and immediate as possible.

Integrated Geographical Diversity Our data centers are connected via private, 20G point-to-point connections, and integrated through proprietary automated tools for exceptional speed, redundancy, and flexibility. Customers can choose their server location on demand, create virtual racks containing servers in different physical locations, and even load balance between them.

Dedicated Servers

SoftLayer's standard hardware and services package is designed to provide convenience and redundancy, and alleviate the need for additional infrastructure. Every SoftLayer customer receives these features at no additional cost, along with the most responsive customer service in the industry.

- Intel® and AMD Multi-Core Hardware
- Public and Private 10G Networks
- 10/100/1000Mbps Server Uplinks
- VPN Out-of-Band Management
- 24/7/365 On-Site Support
- Best-in-Class Customer Management Portal
- Open API for Custom Integration
- Remote Reboot/Console/KVM
- Automated Deployment and Reloads
- Rackmount Hot Swap Servers
- Private, Dedicated, and Enterprise Racks
- Free Inbound and Private Network Bandwidth

For customers with applications that need even higher performance and capacity, SoftLayer offers a wide-range of options for upgrading standard server packages. Many hardware migrations can occur without switching chassis, giving users more control and minimal downtime. Hardware upgrades include solutions to increase RAM, higher speed and capacity hard drives, and SATA II/SA-SCSI RAID controllers.

SOFTLAYER®

Contact Us
866.398.7638
214.442.0602
softlayer.com

CloudLayer® Services

The CloudLayer family of services gives enterprises on-demand IT resources with massive and immediate scalability. Built on SoftLayer's core advantages and longtime leadership, CloudLayer services are available as stand alone solutions or can be combined with SoftLayer's dedicated servers to create seamlessly integrated computing environments. Monthly billing is based on hourly usage or monthly rates with no long-term commitment. CloudLayer CDN, CloudLayer Computing, and CloudLayer Storage are all part of this family of services.

Managed Hosting

SoftLayer Managed Hosting pairs our fully automated platform with expert planning and support. The result is a managed solution with unparalleled advantages, including one-business day deployment, monthly contracts, and 24/7 management of core services such as database, security, monitoring, and backup. It comes with our industry-leading Service Level Agreements (SLAs) for the highest uptime and assurance, and can be monitored through our leading Customer Portal, complete with an easy-to-use Managed Hosting Executive Dashboard.

Data Centers and Network

SoftLayer provides additional bandwidth and networking options that allow customers to fine-tune their level of connectivity and speed.

- 13 Data Centers Worldwide
- 16 Network Points of Presence Worldwide
- Over 2,000G Total Network Capacity
- 100Mbps and 1000Mbps Public/Private Port Upgrade
- Additional IP Addresses – Routed to Server or VLAN
- 10Mbps or 100Mbps Unmetered Public Bandwidth
- Private Network PPTP VPN (5 additional users)
- Private Network IPSEC VPN
- Local and Global Load Balancing
- Bandwidth Pooling

SoftLayer provides an unparalleled advantage in security, accessibility, and bandwidth efficiency through the power of our Private Network, part of our revolutionary Network-Within-a-Network topology. Our Private Network allows administrators to access servers via VPN over carriers that are not connected to our Public Network. This totally segregates public and private traffic, allowing administrators to manage their servers and securely transfer data without sacrificing public bandwidth to their sites. Private Network bandwidth is free.

Services

Software Through strategic relationships with Microsoft®, Red Hat®, and Parallels®, SoftLayer offers the latest, leading, 32- and 64-bit compatible software, provisioned using each vendor's best practices to ensure maximum stability and uptime.

- Microsoft Windows Server®/Windows Server 2008 with Hyper-V™/ Windows Server Core 2008 R2
- Parallels Virtuozzo
- Citrix®
- Red Hat ES/Fedora® Server
- CentOS/Debian Server/SUSE®/Ubuntu™
- FreeBSD® Server
- cPanel®/Parallels Plesk/Parallels Helm
- McAfee® Anti-virus
- Microsoft SQL Server® 2008/MySQL®
- PHP/Ruby on Rails®

Monitoring/Notification/Response SoftLayer provides advanced monitoring, notification, and response to system or service failures through proprietary monitoring software incorporating IPMI 2.0 and SNMP data collection.

StorageLayer® SoftLayer integrates multiple storage technologies (including NAS, iSCSI, and EVault™) into a unified storage and backup solution for automated enterprise backup, high-availability storage, data replication services, and more, with all data transferred securely within a customer's private VLAN.

SecurityLayer® SoftLayer partners with leading security vendors McAfee, Cisco, and Fortinet™ to offer comprehensive, integrated solutions that simplify managing and mitigating customers' overall business risk.

- Nessus® Vulnerability Assessment and Reporting
- Cisco and Fortinet™ Hardware Firewalls
- McAfee LinuxShield and VirusScan Anti-virus
- McAfee Total Protection – Linux, Windows
- McAfee Host Intrusion Protection with Reporting
- McAfee PCI Compliance Scanning and Certification

RescueLayer® SoftLayer's innovative recovery service boots failed servers into a RAM-disk recovery kernel with the failed server's regular IP addresses, giving it full access to Private and Public Networks, NAS and backend service network servers, a wide range of tools and disk recovery utilities, onboard file systems, and locally attached storage.

SOFTLAYER®