

# HEAnet Increases Resilience & Availability

Interxion delivers greater resilience and high availability to HEAnet, Ireland's 2.5 Gbps research and education backbone.

## The Challenge

HEAnet serves a growing education and research sector as well as a national user population, all of which require world-class infrastructure. In 2008 it needed to supplement its existing state-of-the-art data centre and WAN resources to provide for growth and new projects in the shorter term. In addition, it needed a solution that would allow for rapid expansion if required while assisting in the formation of a longer-term investment and resource development strategy.

## The Solution

Following a thorough analysis of the market, HEAnet chose Interxion's Dublin data centre to house its Internet Point of Presence and provide increased diversity and space (100m sq) for its infrastructure.

“Our mission is to deliver highly available and resilient network services to our clients, who are, in turn, dependent on our infrastructure,” says John Boland, HEAnet's CEO. “Network excellence is the first pillar of our corporate strategy, and in a sense, everything else rests on that.”

The three-year contract with Interxion is a very efficient way of adding physical server space and another connectivity node to the HEAnet resource infrastructure through a world-class data centre. It offers technical superiority to match HEAnet's quality requirements and a cost-effective additional network resource.

“We now have effectively four data centres, including Interxion,” said Gareth Eason, HEAnet's Network Operations Manager, “The ongoing development of our services has meant that different services, such as email and videoconferencing, have specific server and network needs. This has accelerated a trend towards colocation for HEAnet, so that primary and back-up resources are physically independent, with multiple connectivity paths. A university might have five email servers, for example, and choose to put one of them in a remote data centre but on an extension to their local area network. Interxion's new Dublin data centre (opened April 2010) will offer us a clear path to potential expansion in space or connectivity.”



## What HEAnet does...

Established by seven universities in 1984 with the support of Ireland's Higher Education Authority, HEAnet provides connectivity and Internet access to its 57 member institutions in higher education and research. It also serves over 4,000 schools nationally. Its state-of-the-art national WAN is the electronic backbone of the country's entire education and research sector, with 10 Gbps international connections to peer resources such as the European GÉANT and JANET in the UK as well as the general Internet.

[www.heanet.ie](http://www.heanet.ie)

## What Interxion delivered...

- Best-in-class equipment housing with the ability to scale and reconfigure space as required
- Multiple physical security layers and 24-hour security support with controlled customer access 24/7
- Guaranteed power availability up to 99.999% with N+1 backup generators and cooling and N+1 UPS
- Redundant cooling equipment with free cooling and cold-aisle-cooling
- ISO 27001-certified information security management systems
- Capacity to test and pilot innovative projects
- Supplementary technical expertise

## About Us

Interxion is a leading European operator of carrier-neutral data centres. We serve our customers from 27 facilities located in 13 cities across 11 European countries.

Every Interxion data centre meets the most stringent industry requirements, offering the highest levels of security, power availability and energy efficiency.

Interxion's customer community also has access to 18 major European Internet exchanges and over 350 carriers/ISPs, giving exceptionally convenient, cost-effective and reliable connectivity.

### Our Customers

Over 1,100 organisations, ranging from global carriers and ISPs to leading content owners, service providers and enterprises, house their mission-critical infrastructure with Interxion. They include

- Akamai
- BT
- Cable & Wireless
- Coca Cola
- Fortis
- HP
- IBM
- Level3
- Nasdaq OMX
- Real Networks
- RTL Interactive
- Sage Software
- Siemens
- SunGard

### Quality of Service

Over and above expert local staff, Interxion provides a unique European Customer Service Centre (ECSC) that monitors customer security and systems 24x7 and provides quick-response support in five languages.

Following a rigorous independent assessment process, Interxion has been awarded ISO 27001 for Information Security Management Systems and Business Continuity.

### Contact Us

To find out more about our facilities and our full range of services and solutions, please contact us with your requirements:

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### Accreditations & Associations



Cofounder EMEA Chapter,  
Uptime Institute



Contributor Member,  
The Green Grid



ISO 27001-accredited  
Information Security  
Management Systems



Contributor, EC Joint  
Research Centre on  
Sustainability



Patron of the European  
Internet Exchange  
Association