General

Jem Camba - 2018-12-04 - in Presales

The basics about Packet - who we are and what we offer.

What is Packet?

Packet was founded in July 2014 with our passion to build a better internet. Our platform brings the price and performance benefits of bare metal servers to the cloud, powering highly-available performance workloads through a unique, never-congested network.

We offer bare metal servers, on demand (seven minutes or less) in our public cloud, hosted in our datacenter. We make this as automated and consistent as using things like AWS.

With Packet bare metal, there are no noisy neighbors, shared resources, or hypervisors to gum up the works and impact your workload. Your dedicated servers are 100%, well...yours!

While our servers & services are completely unmanaged. If you experience issues with your server you can reach out to our support team via email, Slack.

Is Packet bare metal designed for high availability?

Yes! We deploy our Portals, website, API and associated micro-services in an HA environment, so we have thought a lot about how to make Packet a great platform for highly available application deployments.

All our servers have dual, bonded network interfaces, which are cabled to different top of

rack switches, which in turn connect to redundant core routers. Basically, 2N redundant at the server, rack, and facility level.

Another thing that sets us apart from other colocation or dedicated service providers is our metadata service. It allows you to define User Data for Cloud-init, which paves the way for service discovery, application installation, or whatever else you need for bootstrapping a node into a cluster.

Does Packet offer an "on premise" solution?

We built our hardware automation technology so that it could be shipped anywhere. For now that's mainly in our four public cloud data centers, but we also do a lot of private deployments in our facilities as well.

Although we do not currently automate legacy gear, for certain large scale users we will deliver our automation in an "on premise" environment. If you are looking at a greenfield deployment we would love to [talk with you](#)!

Where are the core facilities?

- [EWR1](#) is located in Parsippany, New Jersey.
- [SJC1](#) is located in Sunnyvale, California.
- [AMS1](#) is located in Amsterdam, the Netherlands
- [NRT1](#) is located in Tokyo, Japan.

Where are the Edge facilities?

- [SEA1](#) is located in Seattle, Washington.
- [LAX1](#) is located in Los Angeles, California.
- [DFW1](#) is located in Dallas, Texas.
- [DFW2](#) is located in Dallas, Texas.
- [ORD1](#) is located in Chicago, Illinois.
- [ATL1](#)is locate in Atlanta, Georgia.
- [IAD1](#) is located in Ashburn, Virginia.
- [YYZ1](#) is located in Toronto, Canada.
- [FRA1](#) is located in Frankfurt, Germany.
- [SIN1](#) is located in Singapore.

- [HKG1](#) is located in Hong Kong, China.
- [SYD1](#) is located in Sydney, Australia.

Does your facilities offer a speed-test?

Each core and edge site has a speediest, please review [here](#).

Does Packet own its datacenters?

While Packet is a leading force in the cloud market, we are not a real estate development firm. As such, we lease large amounts of space and power from colocation providers ([read about our selection process and grab our RFP template](#)).

What kind of certifications does Packet have?

Packet does not offer PCI compliant hosting and rarely sign BAAs, we are deeply committed to security best-practices. As such, a lot of our customers want to know about the certification status of each of our facilities.

We rent large amounts of colocation space from Tier 1 providers like Equinix and Interxion ([read more about our process here](#)), and each of our data centers have been certified to national and/or international security standards.

- **EWR1** is SSAE16 & SOC certified, plus HIPAA, HITECH & PCI DSS 3.0 compliant.
- **SJC1** is in process for SOC certification.
- **AMS1** is ISO 27001, ISO 22301, and ITIL v3 certified.
- **NRT1** is new and in process for SSAE16 SOC-1 Type ll, ISO/IEC 27001: 2013.

Tags
certification
core
datacenter
edge
facilities