

CONSIDERATIONS WHEN SELECTING A DATA CENTER PROVIDER





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Overview

This eBook provides an in-depth look at key considerations to keep in mind when selecting a data center provider. The goal is to give you the detail you need to evaluate data center providers, facilities and processes, and ensure you find the provider that meets your unique requirements.

There are many factors that should be considered when selecting your provider.

- **Low Disaster Risk.** Does the area have a low propensity for natural disasters such as earthquakes, tornadoes and floods?
- **Ideal Climate.** What is the climate like? Does it allow for easy cooling of the data center to offset the need for massive amounts of power to cool the facilities, providing a lower TCO for tenants?
- **Quality Connectivity Options.** Are there prominent carriers with quality fiber and Internet, increasing connectivity options and to reducing latency?

When sifting through the many options for a data center provider, it can be a daunting task. This eBook provides an in-depth look at key points you'll need to consider for selecting the right data center partner.



CONSIDERATION 1: Location, Connectivity & Scalability

Location & Accessibility

No matter how connected this world is, there's no getting around the fact that having your data nearby is a huge plus. At OneNeck, we believe local matters, and you should too when considering your data center provider.

Connectivity

A data center is only as good as its connectivity, so be sure to carefully consider your carrier options. What carriers are available, and how will you connect to them?

Scalability

The importance of scalability in a world where data is growing exponentially is a must. When comparing data center providers, ensure that even if they will meet your current need today, they can continue to meet your needs tomorrow.

Do they have room for your requirements in a private suite, cage or cabinet, and do they have the capacity (and plans) to expand in the future? Data center moves can be costly, and knowing your data center facility can grow as you do is key.



CONSIDERATION 2: Availability

When evaluating a data center partner, you must consider that the potential cost of a data center outage continues to rise as more critical business systems come to rely on information housed in the data center. The Ponemon Institute (in a study sponsored by Emerson Network Power) published the Cost of Data Center Outages study in 2015. The purpose of the study is to analyze the cost consequences of unplanned data center outages. The study reports:

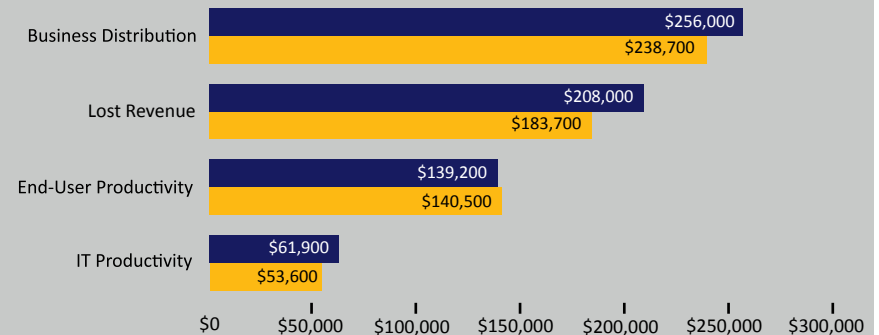
- The average cost of a data center outage was \$740,000, up 46% from 2010 to 2015.
- The average cost per minute was \$8,851, up 58% from 2010 to 2015.
- This cost of an outage much higher in certain verticals – communications, healthcare, e-commerce and financial services.

We address this from the start with the OneNeck data centers and designed them around an extreme availability architecture. What does that mean?

- We offer industrial-grade environmental systems that minimize risk from electrical power failure, fire, acts of nature and unauthorized access.
- We take a carrier neutral approach with multiple fiber providers available, creating deep redundancy in our connectivity.
- And, we offer our own enterprise-class, multicarrier Internet bandwidth service.

The Costly Breakdown

Costs from outages are on the rise. All average total costs of consequences from unplanned outages increased the past five years. **Most notable: Lost revenue from unplanned outages has increased by 77% since 2010.**



CONSIDERATION 3: Security & Compliance

If security and compliance is not top of mind when selecting a data center provider, it should be. Today, data breaches are higher than ever, and the cost to your business could be catastrophic. No one understands this more than OneNeck, and our data centers are built with your critical data in mind.

Our Tiering Methodology. OneNeck embraces the industry’s practices and concept models for running a data center at its peak performance, efficiency, security and reliability. The concepts, related principally to a data center’s physical infrastructure reliability include: continuous maintainability, fault tolerance and compartmentalization.

Tiering Methodology				
	Tier1	Tier 2	Tier 3	Tier 4
Number of delivery paths	1	1	1 active 1 passive	2 active
Redundancy	N	N	N+1	2N minimum
Compartmentalization				✓
Concurrent maintainability			✓	✓
Fault tolerance				✓
Average (all data centers combined) availability	99.671	99.749	99.982	99.95
Average (all data centers combined) downtime in Hr/Yr	28.8	22	1.6	0.4
Data center costs (US \$ per US kW)	\$10,000	\$11,000	\$20,000	\$22,000

SSAE 16. Every OneNeck data center undergoes an SSAE 16 review to confirm we:

- Maintain sufficient data and power redundancy
- Maintain appropriate physical security controls (person trap, security guards, biometric scanning and video cameras)
- Monitor for excessive temperature fluctuations
- Review alerts on a timely basis
- Have appropriate fire/water detection and protection

HIPAA. We can negotiate BAA for colocation and provide a press release of successful examination.

PCI. We can provide customers with our Attestation of Compliance (AOC).

ISO 27001. We can provide customers a link to our certificate.

U.S.+– EU Safe Harbor. We can provide customers a link to the government website listing our certification as current.

SOC. We can provide a SOC 1 Type 2 report with Management Responses.

Physical Security

The OneNeck data centers are a fortress in actual construction and in accessibility. We ensure no unauthorized access of the facility by:

- Access Control: Three-factor authentication: Biometric, proximity card and PIN
- Surveillance System: Recorded and monitored digital video at 50+ points
- Security Officers: Patrol facility 24/7



CONSIDERATION 4: Comprehensive Services Portfolio

Comprehensive doesn't begin to describe the breadth of our products and services. From providing complete hybrid IT solutions to helping you optimize your current infrastructure, we can do it all.

- **Public, Private & Hybrid Cloud Solutions** — The cloud can deliver added computing capacity and data storage when you need it most. Cloud services are also less expensive, more extensible and can grow with you. And because the cloud never sleeps, you can count on OneNeck for 24/7 support. When it comes to the cloud, we offer you choice: public, private hosted, on-premises or any hybrid combination.
- **Managed Services** — Having the proper IT environment is only half the battle. It takes experience, knowledge and expertise to maximize its benefit for your business. From managed applications to databases, networks and servers, our team can provide you with the support to get the most out of your investment.
- **Colocation** — We also offer colocation services as part of managed hosting. We maintain nine data centers that are strategically located around the country. In addition, ReliaCloud[®] — OneNeck's enterprise-class hosted infrastructure for resource-intensive applications — is available to support single-server to enterprise-scale needs. ReliaCloud offers outstanding application performance with zero downtime.
- **ERP Application Management** — As more companies integrate legacy enterprise systems with the cloud, Enterprise Resource Planning (ERP) becomes a critical business asset. Partnering with OneNeck for ERP and application management solutions ensures you get maximum performance and value. Whether your operating with a legacy system or looking to implement ERP for the first time, we take an agnostic approach and work with a portfolio of platforms to make sure you get a system that fits your needs today and well into the future.



- **Hardware and Software** — Any network infrastructure is only as strong as its weakest link, which is why OneNeck only works with best-of-breed hardware and software vendors. Our clients depend on us to deliver superior solutions, which is why we go to great lengths to evaluate our hardware and software partners and become experts in their products.
- **Professional Services** — There are times when you have an IT project that is just too big to handle, you need additional expertise to get the job done or you want independent insight on how to get the greatest ROI and still plan for the future. OneNeck Professional Services provides independent, unbiased evaluations and recommendations. Our experts help you assess, plan, migrate and build systems customized to meet your unique requirements.
- **Hybrid Solutions** — No one IT approach meets all requirements, so every networking strategy is a hybrid. OneNeck has the resources and expertise to assemble the right balance of hardware, software and cloud resources to meet your needs. Every engagement starts with an assessment of your needs and an understanding of your objectives. We then develop a strategy that addresses your immediate needs while laying the groundwork for the future.



CONSIDERATION 5: The Processes & The People

When choosing a data center provider, it's more than just a facility at stake. The people and the processes that run the facility and interact with you on a day-to-day basis must be a high priority in the selection criteria.

More than just a collection of components, OneNeck data centers are a holistic system that are powerful, safe and efficient. Designed, built and automated to adapt and respond to conditions with superior power, climate, fire protection, physical security and telemetry. This means the only events that require human intervention are either routine maintenance or repair.

When you migrate your data to a OneNeck data center, you'll find...

A passion for customer satisfaction:

- Complete transparency of logs, events, metrics and issues
- Internal priorities that reflect your priorities and commitments
- Bias for communications in advance of heightened risk

Experienced professionals from top to bottom:

- Facility managers with more than 10 years of data center experience
- Extremely low staff attrition
- Approachable and responsive



In Summary

We hope that you take away from this eBook some basic must-haves when selecting a data center provider. Maybe you're looking for basic colocation services or a more-encompassing solution that includes cloud strategies for your organization. No matter what you're looking for, we're here to help...

Want to see a local OneNeck data center for yourself?

Call us today to [schedule a tour](#).

About OneNeck[®] IT Solutions

OneNeck IT Solutions provides world-class, [hybrid IT solutions](#) for thousands of businesses around the globe. From [cloud and hosting](#) solutions to [managed services](#), [ERP application management](#), [professional services](#), [IT hardware](#) and top-tier [data centers](#) in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. A Fortune 500[®] company, TDS provides wireless; wireline and cable broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide.



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