

# Datum Connect Series Making Co-location Work

## Volume 6 – Keeping the lights on



## The morning after

So what next, once the honeymoon is over and real life begins? How can you ensure that the partnership you planned with the third party co-location provider is harmonious, fruitful and long-lasting? What do you need to consider in order to ensure that the relationship remains a positive support to your business?

### Clear expectations

As with any ongoing partnership, it is vital that you have taken time up front to truly understand what is behind the promises that have been made and the impact that this could have for the future. Selecting a co-location provider is not just about the technical issues. The total platform of your IT equipment, the facility and the way that it is managed is the bedrock of modern business operations. And for all the reasons why it makes more business sense to outsource your data centre, it also makes sense to ensure the co-location provider is the right partner to support your business.

No matter how well you architect your IT equipment, how good your systems management software or how fast and intuitive your applications, a poor working relationship with your data centre provider could undermine your organisation's ability to do business.

On the following pages we will take a look at some of the elements that are going to be key to a successful partnership.



## Service-enhanced co-location

Trusting anything precious to the care of a third party can feel like a tremendous leap of faith, but just like a conscientious parent leaving a child at pre-school for the first time, the whole experience can be less daunting if you know that the teacher is fully qualified and vetted, that you can come in and check when you need, that you will get regular progress reports and that you will be immediately notified if anything is wrong.



As part of the Attenda IT Services group where client peace of mind is the fundamental principle, the delivery of always-on availability, robust security and enterprise class service is hard wired into Datum. As a client of other data centres, Attenda had experienced the other side of outsourcing - being left in the dark, unable to get timely support, forever chasing tickets and never knowing when anything had not gone to plan. Datum's business relies on satisfied clients, and that is why we place such a high value on service—proactive, timely, personal and transparent.

**Knowing who to call**— In an ideal world, you will never encounter any glitches or issues, but if something does happen, do you know who to call, and do they know who you are? Datum provides all clients with a named Service Manager, and both in and out of hours contact details for the Service Desk. Additionally Datum Engineers provide a remote hands service to assist as needed when your team cannot get to site.

**Knowing when works are planned that could impede your access, or temporarily reduce resilience**—Datum ensure that Client Notifications are issued with plenty of notice of any planned, preventative or other essential maintenance.

**Knowing who has had access to your racks**—In addition to adherence to the client's list of authorised personnel, Datum's stringent security controls and key management system enables us to provide you with detailed reports on who has had access and when, providing you with a full audit trail if required.



**Knowing how much power you have consumed**—Datum provides all clients with regular proactive reporting, detailing power consumption per rack as well as hall temperature and humidity metrics collected by the hall monitors and Building Management Systems.

**Speed of response**—Whether it is response to a service case, or production of usage reports, if the provider has a track record of people eager to fix problems without the need for constant chasing, you will be able to have significantly more confidence in the overall partnership.

## Assurity of service

Few businesses can tolerate significant downtime, reliant as we all are on a functioning infrastructure and constant connectivity. As part of your due diligence in selecting the co-location provider, you will have assessed the resilience levels of the data centre to ensure that they have the necessary technologies and processes to support the level of uptime promised.

Datum offers 100% uptime SLA to support our co-location service and the



facility has been designed from the ground up with 2N resilience. This is delivered via 2 diverse power feeds from the mains supply running in parallel into the data hall and backed up with separate generators

and UPS systems for each feed to ensure continuity of service, Datum Farnborough has been classified to **DCA Class 3 Fully Operational**.

## Security and access

If you have bought into a secure data centre, you will have been reassured by the access controls in place. What this means to you as the relationship develops is that there will be procedures in place to ensure that no unauthorised person can access the data hall or your racks.

To ensure client security, Datum maintains an approved access list for each client. In other words, it is important to ensure that you keep us, the data centre provider, informed of any personnel or authorisation changes. In addition, consider the access controls of the site. Datum's location on a List -X site requires all visitors to be pre-booked, although emergency access can be obtained if required. To ensure ease of access, all Datum clients are advised to apply for permanent QinetiQ security passes to the Cody Technology Park.

## A connected ecosystem

As your business develops you may look for specialist service providers to support business growth or facilitate transition to the cloud, be it public, private or hybrid. A co-location provider such as Datum that understands the importance of enabling IT to support clients' businesses, will help you to access these providers and services via direct interconnections to your infrastructure.



### The power of the Datum Connect ecosystem

Datum can help point you to a choice of providers who can help you while **Datum Connect** also delivers a searchable online directory. You can quickly find a provider to suit your requirements, filtering your search by Supplier Category to show all Connect members within that category, or through the keyword search to locate a specific supplier.

The directory includes Service Providers, Managed Hosting companies, Cloud Hosting businesses, ISVs, Systems Integrators, Connectivity Partners and other co-located specialist suppliers as well as complementary services such as Migration and Cabling. Within the Supplier's directory entry, you will be able to review their service offerings, learn more about the company and access their contact details.

## Differentiation checklist

When selecting your co-location provider, consider how they can support you effectively through the life of the contract. The following checklist can help call out some of the additional factors that will support a constructive partnership for a successful long term relationship.

Item		Check
<b>Goal alignment</b>	Consider how the co-location provider can support your goals, particularly around service levels and pricing models	
<b>Flexibility</b>	A good co-location contract allows for flexibility and ensures that both sides are involved in decision making and planning	
<b>Pricing and long term costs</b>	Selecting a co-location provider on price alone can result in longer term unexpected business costs. Ensure business needs are evaluated first so that the full service is more cost-effective than running an in-house facility.	
<b>Enhanced and neutral connectivity</b>	Neutrality of connectivity and breadth of choice around carrier and cloud providers delivers the most flexibility and competitive terms helping you to manage the mix to optimise IT availability.	
<b>Multi-factor security</b>	Granularity of security along with auditing and activity reporting will help to secure your organisation's intellectual property	
<b>Accreditation</b>	Independently awarded accreditation provide assurance that best practice approaches continue to be adhered to through the life of the contract.	
<b>Workable ecosystem</b>	Availability of co-located service providers can support your hosting and hybrid infrastructure needs as the relationship develops.	
<b>Management systems</b>	The facility needs to be managed just as much as your equipment. Ensure the provider has tools to monitor, manage and report key elements eg temperature, humidity, smoke and fire	
<b>Maintenance</b>	A data centre's capability and performance is a snapshot in time. Demonstration of regular maintenance and equipment review is critical to ensure continued fitness for purpose.	
<b>Supported power densities</b>	Since equipment densities are on the increase, ensure the facility has sufficient headroom to meet future higher densities	
<b>Sustainability</b>	Consider PUE and energy efficient cooling systems	
<b>Space management</b>	Over and above being able to add another rack or row somewhere in the facility, consider the provision for contiguous space	
<b>Service based approach</b>	Will the provider work with you to actively support your desired business outcomes? What additional services can they provide? Eg is there a secure delivery area or will equipment have to be left outside and will the provider recycle packaging for you?	

New to co-location or looking for a better way of working?  
Take a look at the other guides in the Datum Connect Series.

Other titles include:

Investigating the options

Understanding what is needed

Budgeting and running costs

Planning the move

Moving day

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