



SELECTING A COLOCATION PROVIDER?

Here are 8 Questions You Should Be Asking

Whether you're building a hybrid IT environment, or you're looking for an alternative to cloud computing and on-premises data centers, colocation can be an attractive alternative.

Colocation provides three basic services:

- Secure physical floor space (e.g. cages & racks)
- Resilient electrical power and cooling
- Redundant internet connectivity

They may also provide:

- IT consulting
- Security
- Disaster recovery
- Migration planning
- Access to cloud services

With colocation, you're relieved of facility and network maintenance tasks. Plus, you have a home for your legacy systems and recent hardware investments, all while reducing costs. Before you get started with a colocation provider, here are some questions you should be asking.

1

WHAT NETWORK CONNECTIVITY DO YOU PROVIDE?

- ✓ High bandwidth
 - ✓ 10G
 - ✓ Faster, fiber-based connections
- Bonus:** Offering connections to multiple carriers for resiliency

Going above and beyond a fast connection, carrier-neutral data centers give you more options and better protection against outages.



2

HOW RESILIENT IS THE DATA CENTER FACILITY?

- ✓ Connections to several power plants
 - ✓ Backup generators
 - ✓ Multiple power distribution units (PDUs)
 - ✓ Uninterruptible power supplies (UPS)
 - ✓ Building meets seismic building codes if in an earthquake zone
 - ✓ Building can withstand strong storm winds if in regions prone to tornadoes or hurricanes
 - ✓ Building not in a 100-year floodplain
 - ✓ Building not near drought-stricken or fire-prone areas
- Bonus:** Ask how long the facility can survive a power outage

Your considerations should include how well the facility can withstand natural disasters of all kinds. If they don't have solid answers for any of these questions, that should give you pause.

3



WHAT CLOUD SERVICES AND CLOUD CONNECTIVITY ARE AVAILABLE?

- ✓ Access to cloud services
- ✓ Connections to major providers (AWS & Microsoft Azure)
- ✓ Provides Software as a Service (SaaS) and/or Infrastructure as a Service (IaaS)

Cloud services and connectivity allow you to extend your IT systems without adding new equipment.

4

HOW DO YOU MANAGE DISASTER RECOVERY AND RESILIENCY?

- ✓ Multiple data center locations
 - ✓ Connections to Tier 1 and 2 internet providers
 - ✓ Their recovery plans align with your recovery time objective (RTO) and recovery point objective (RPO).
- Bonus:** Provider offers Disaster Recovery as a Service (DRaaS).



Your RTO is the amount of time it takes for you to get back online.

Your RPO is the point in the past from which you want data recovered.

The provider you choose needs to align with these objectives to ensure you don't lose more time or data than you can handle.

DRaaS is the cloud-based replication of data to a physical or virtual server in a third-party facility.

This service means your provider can better handle your disaster recovery plan.

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WHAT SECURITY FEATURES ARE IMPORTANT?

- ✓ Secure cages or private suites
- ✓ Checkpoints that require biometric or ID access
- ✓ Video monitoring inside the building
- ✓ 24/7 onsite staff
- ✓ Anti-malware
- ✓ Encryption
- ✓ Firewalls
- ✓ Network intrusion prevention & detection systems
- ✓ Continuous threat monitoring for DDoS attacks



CAN YOUR DATA CENTER SUPPORT MY REGULATORY REQUIREMENTS?

- ✓ Independently audited security certifications for compliance requirements
- Depending on your industry, these certifications will vary, but may include:**
- ✓ Service Organization Controls (SOC) 2
 - ✓ SOC 1 / SSAE-18 Type II
 - ✓ Payment Card Industry Data Security Standard (PCI DSS)
 - ✓ HIPAA/HITECH regulation for healthcare information

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WHAT TECHNICAL SUPPORT IS AVAILABLE?

- ✓ **Bonus:** Daily management & monitoring of servers - operating systems, platforms, patch management
- ✓ **Bonus:** Application management of mission-critical enterprise applications and databases
- ✓ **Bonus:** Remote hands support
- ✓ **Bonus:** Help desk support (part-time or full-time)
- ✓ **Bonus:** Cloud migration expertise, IT system implementation services, digital transformation strategy

Depending on your needs, you may want one or all of these services at some point. It's good to know what is available through your provider.



CAN YOU SUPPORT MY FUTURE BUSINESS GROWTH?

- ✓ Track record of facility, connectivity, and service improvements
- ✓ Clear, documented roadmap for future improvements
- ✓ Partnerships with innovative tech companies
- ✓ Investments in faster connections and/or new technologies

A premier colocation provider will give your company access to cutting-edge technologies and the expertise to optimize your IT investments.

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Looking for new colocation provider options?

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