



CRITICAL FACILITIES MANAGEMENT

Increase the efficiency & performance of your data center

EFFICIENCY, REDUCTION OF COST AND EXCELLENCE

Keeping a data center online and performing at optimal levels is a highly complex and often underestimated task, especially if managing data centers is not your core business.

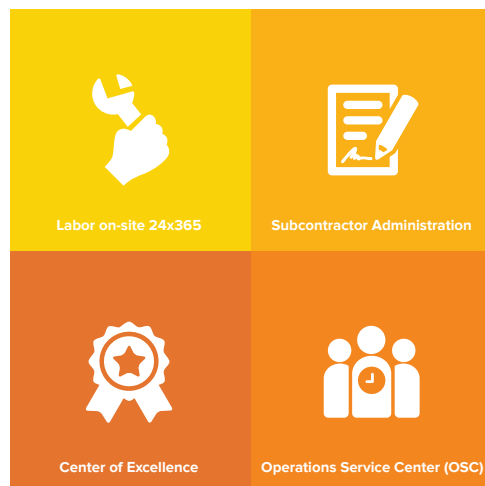
Let QTS handle the management of your critical facilities. Building, maintaining and managing data centers is our business. We spend every minute of every day, monitoring and analyzing our operations and implementing the best practices to increase performance and efficiency of our data centers located nationwide.

OWN AND OPERATE 5 MILLION SQUARE FEET AND 500 MW OF POWER

QTS has a successful history, over 12 years, of owning and operating its' own large data centers across North America, including 6 Mega data centers. Those years of documenting 'lessons learned' and replicating successful build outs give QTS a proven framework, methodology and Center of Excellence that have provided scales of efficiency that can be applied to your environments.

With **QTS Critical Facilities Management (CFM)**, we will complete an assessment of your data center, determine the performance improvements that we can provide and apply our integrated approach to data center management uses a proven framework and methodology that brings efficiency, reduction of cost and excellence to your operations.

QTS knows data centers and few suppliers of Critical Facilities Services can offer services to the data center floor. CFM is composed of 4 critically valuable components:



BENEFITS

MAX UPTIME & PERFORMANCE

Strategic business intelligence and governance delivers maximum uptime and exceptional performance

EFFICIENCY & COST SAVINGS

Comprehensive, proven processes and operating procedures drive efficiencies

24x7x365 MONITORING

24x7x365 monitoring and centralized resources ensure systems are running smoothly



An integrated approach to data center management using a proven framework and methodology

LABOR MANAGEMENT

Labor on-site delivered 24x365 preventative maintenance and emergency maintenance on Critical Infrastructure components:

- Mechanical
- Plumbing
- Electrical
- Controls

SUBCONTRACTOR MANAGEMENT

- Client remains the contract obligor; QTS acts as agent for client
- Management of vendor and OEM service and maintenance contracts for critical data center Infrastructure
- Vendor contracts supporting base building service and maintenance
- Client Certificate of Insurance management and expiration notification.
- Creation and management of the contract abstracts

OPERATIONS SERVICE CENTER (OSC) 24X7 SUPPORT ORGANIZATION

- Incident, changes and problem management
- Central point for ALL customers and employees
- Supports all Customers
- OSC provides all communications to customers
- Helpdesk for all Employees
- Manage tickets
- Phone, email, self-service, portal
- Manage Major Incidents / Crisis
- Account Manager for those without CEM (Customer Experience Managers)

CENTER OF EXCELLENCE (COE)

- Monthly Site-based Financial Metrics
- 3rd Party contract optimization
- RACI Document
- Master Playbook - Volumes
- Training Plan – Volume 1
- MOPs, SOP, and EOP
- Safety Procedures

EXPERTISE	
DIY MANAGEMENT	QTS CFM
Not core business - requires extra costs and education	Data center management is our core business

RESOURCES	
DIY MANAGEMENT	QTS CFM
Site by site duplication	Corporate level infrastructure

INNOVATION	
DIY MANAGEMENT	QTS CFM
Lack of resources and efficiencies	Center of excellence

REPORTING	
DIY MANAGEMENT	QTS CFM
Multiple formats	Unified

