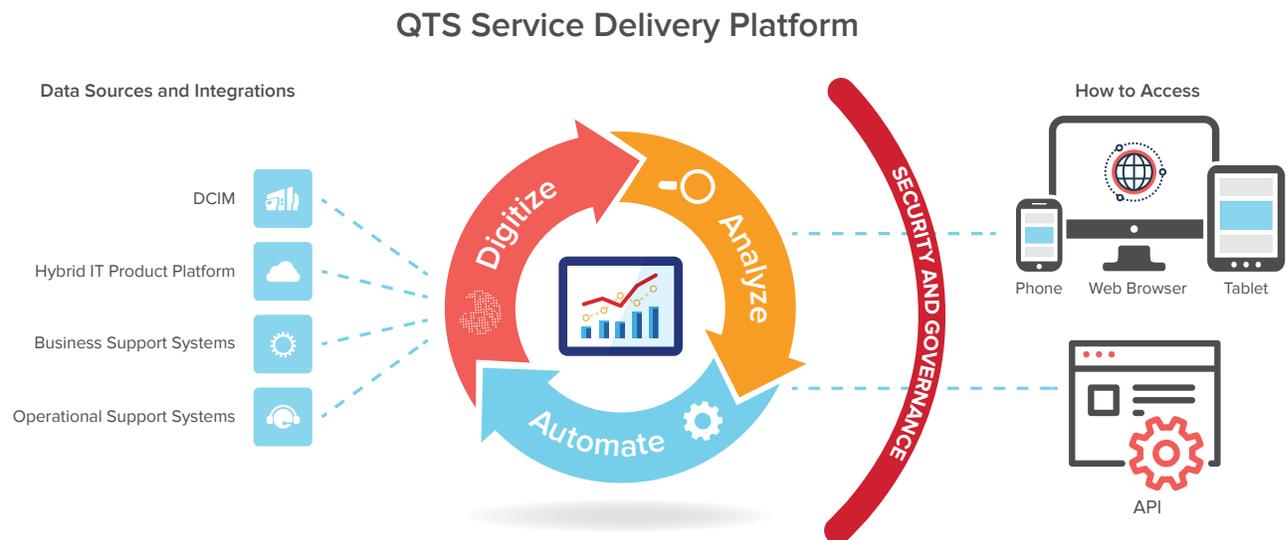# SERVICE DELIVERY PLATFORM

On-Demand Access to Real-Time Data Analytics

The QTS Service Delivery Platform (SDP) gives you visibility, access, and control of critical metrics across your entire QTS hybrid IT deployment, both in real-time and on-demand. SDP is designed for data-seeking organizations focused on operational efficiency and new business innovation. SDP provides easy access and interaction to data center information—anywhere, anytime—even from mobile devices.

Engineered to support hybrid IT environments, SDP aggregates and integrates data from your infrastructure, products, public cloud, and business and operational systems to provide a single operational view. SDP is accessible from the QTS Customer Portal and provides an API for external data, application, and dashboard integration.

Service Delivery Platform—How It Works

Our big-data approach to IT service delivery goes far beyond industry standard DCIM tools by integrating diverse business and operational support system information, specific to your QTS engagement:

QTS Service Delivery Platform

Data Sources and Integrations
- DCIM
- Hybrid IT Product Platform
- Business Support Systems
- Operational Support Systems

Digitize · Analyze · Automate

SECURITY AND GOVERNANCE

How to Access
- Phone
- Web Browser
- Tablet
- API

The SDP Engine

- **Digitize:** Collects, combines, and normalizes raw data
- **Analyze:** Identifies deployment trends and patterns uncovering hidden opportunities and potential environmental issues
- **Automate:** Orchestrates sequential actions such as online ordering, notification alerts, and provisioning

Release Cycles

QTS implements an agile release cycle with new modules, features, and capabilities released every six weeks. We encourage feedback and suggestions from our clients, as we continue to seek ways to maximize your data center environment.

All SDP modules are mobile-friendly, ensuring timely control for on-the-go organizations.

DATA CENTER MODULES FOR COLOCATION ENVIRONMENTS

- **Asset Manager:** Self-service equipment life cycle application. This robust, feature-rich, easy-to-use SaaS tool enables you to catalog and track collocated asset details, assign assets to rack elevation, define cablemappings, and specify network settings
- **Power Analytics:** Retrieve and analyze your average power consumption against contracted metrics by data center location, space, and rack. View power consumption by UPSs, PDUs, panels, racks and circuits all the way down to the pole level

  * Power Analytics available at QTS-owned facilities

SERVICE MANAGEMENT

- **Service Desk:** Manage your ServiceNow incident tickets, request firewall and DNS changes, and make equipment-related requests

ACCOUNT MANAGEMENT

- **Roster:** Maintain on-demand oversight and control of your QTS Customer Portal and environment. Assign and deactivate user permissions and physical access, quickly and securely
- **Online Ordering:** Online Ordering of monthly subscriptions of Remote Hands & Eyes receive a discount for a monthly commitment
- **Online Ordering of Physical crossConnects:** Order at your convenience

HYBRID CLOUD MANAGEMENT

- **Hybrid Cloud Manager*:** Offers policy-driven automation of security, compliance, and cost governance for infrastructure running on public and private clouds in a single consolidated view
- **CloudCheckr**:** Analyzes resource usage to optimize public cloud expense. Uses detailed billing data, inventory, and resource usage to suggest how to make your AWS environment more efficient

  * For Managed AWS and Hosted Private Cloud clients exclusively
  ** For Managed AWS clients exclusively

ADDITIONAL FEATURES

- Accesses real-time data analytics
- Achieves greater uptime through automation, avoiding capacity constraints
- Aligns data center data with your business objectives
- Connects with your external data through published APIs
- Creates operational efficiencies
- Drives more timely and effective business decisions
- Supports forecasting of power consumption
- Locates collocated assets at any point in time
- Mitigates risk by identifying unknown issues in advance
- Mobile-enabled for Android and iOS
- Optimizes IT performance
- Provides single operational view

Schedule a Live Demonstration Today!