

# SERVICE DELIVERY PLATFORM

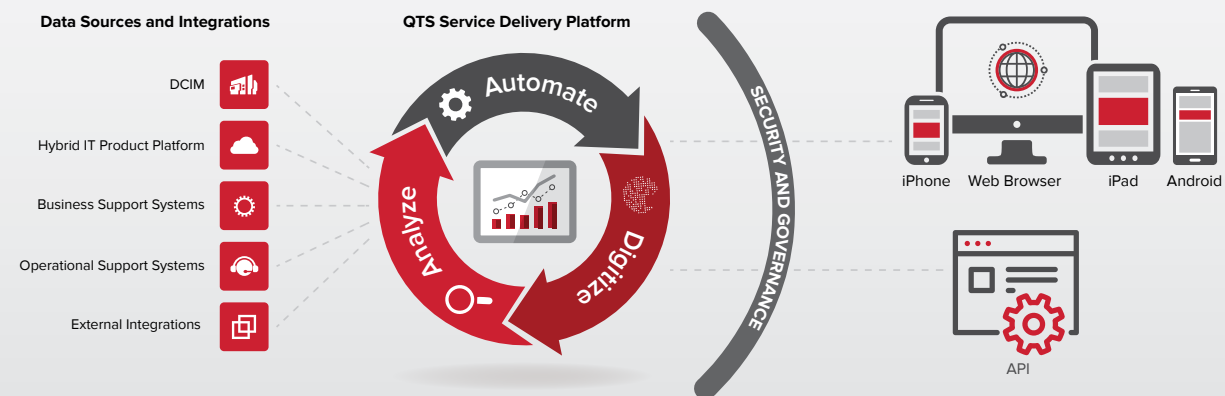
## ON-DEMAND ACCESS TO REAL-TIME DATA ANALYTICS

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:



## 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 of physical and virtual connections

## 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 investment.

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

### Data Center Modules for Colocation Environments

- **Power Analytics:** Analyze power consumption by data center location, space, rack and circuit, on-demand. Opt-in to receive automated notifications as circuits reach thresholds. Available at QTS-owned facilities.
- **Asset Manager:** Self-service app helps you catalog and track collocated assets and virtual machines, assign assets to rack elevations, define cable mappings and specify network settings.

### 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 – Connectivity Services:** Order and provision physical cross connects and Switchboard ports and virtual connects in minutes
- **Online Ordering – Remote Hands Subscriptions:** Tracking and management

### Hybrid Cloud Management

- **Hybrid Cloud Manager\*:** Policy-driven automation of security and compliance for public and private cloud infrastructures managed by QTS
- **CloudCheckr\*\*:** Uses detailed billing information, inventory data, and resource utilization to optimize your public cloud environment

\*Exclusively for QTS Hosted Private Cloud and Managed Public Cloud clients

\*\*Exclusively for QTS Managed Public clients

## ADDITIONAL FEATURES

- Access real-time data analytics
- Achieve greater uptime through automation, avoiding capacity constraints
- Align data center data with your business objectives
- Connect with your external data through published APIs
- Creates operational efficiencies
- Drive more timely and effective business decisions
- Supports forecasting of power consumption
- Manage assets and virtual machines
- Mitigate risk by identifying unknown issues in advance
- WEB | MOBILE | API
- Optimize IT performance
- Provide single operational view

Schedule a Live  
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