BRIDGING THE GAP
What it Means to be a
Fully Integrated Provider

QTS

OVERVIEW

As the world becomes increasingly connected, data production is growing exponentially. Every week, 30 million new devices are connected, according to the 2016 Cisco Visual Network Index. By 2020, there will be more than 5 terabytes of data for every person on Earth. Because of this rapid growth, companies are searching for competitive data storage solutions.

For many, third-party data centers are the answer. According to the 2016 Enterprise IT Spending Benchmarks, compiled by 451 Research, North America will exceed $1 trillion in IT spending by 2017. Businesses of all sizes are expected to move to a hybrid IT approach.

When choosing a hybrid approach, you need both on-site and cloud resources that are reliable and well maintained. The easiest way to assure this is by streamlining your data center solutions through a single, fully integrated service provider.

QTS is redefining the data center experience. As the only data center provider in Chicago with a fully integrated service platform that is Powered by People, QTS offers a services portfolio and customer experience that is unmatched. Most businesses and organizations need several integrated IT solutions coexisting in order to run well. Supplying colocation, managed service, hybrid cloud and custom data center solutions allows QTS to bridge the gap between traditional data center providers and cloud service providers. This Issue Brief explains what it means to have access to a fully integrated provider and how QTS' newest data center in Chicago will benefit your business.

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BRIDGING THE GAP: WHAT IT MEANS TO BE A FULLY INTEGRATED PROVIDER

Colocation

In Chicago, space for businesses to build and expand their data storage is limited. Some data center providers no longer have the space to expand their downtown facilities. This is especially problematic when outsourcing is projected to grow to 18% by 2017, an 8% increase from 2010, according to the 451 Research benchmarks. Fortunately, QTS Chicago has been designed for long-term ownership and built for scalability.

SCALABILITY
QTS Chicago offers 317,000 gross sq. ft. with 134,000 sq. ft. of raised floor capacity, overcoming the space shortage many Chicago data center providers are facing. Colocation space options range from single cabinets to multi-rack cages to private suites, offering customers the flexibility to expand within a stable and secure environment without the inconvenience of relocating their infrastructure.

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SECURITY
In addition to a security fence surrounding the property's perimeter and card-key access to data center floors, QTS Chicago is staffed with security guards 24x7x365 who actively patrol both inside and outside of the facility. Choosing to colocate with QTS Chicago ensures your data is stored in a facility built with the redundancy to minimize single points of failure and the security necessary to protect your assets.

CONVENIENCE
Offering a convenient, downtown Chicago location with ample, free parking makes it feasible for businesses' in-house IT staff to make routine visits to check on hardware and performance. However, if you lack the time, resources or desire to oversee these tasks, you can leverage QTS' highly trained staff to handle the work for you.

Managed Services

Why send your valuable staff to the data center to perform tasks that can be handled by the QTS Chicago experts? Managed services play a large role in the benefits of having a fully integrated data center provider. Passing on the maintenance of your colocated data allows you to keep pace with business demands while reducing overhead costs.

QTS Chicago's **Remote Hands & Eyes** (RH&E) service is a flexible approach to remote IT support. RH&E supplies an experienced QTS technician to deploy, maintain and troubleshoot your colocated equipment. Pushing buttons, toggling switches, securing cabling and rotating tapes are just some of the tasks that RH&E can manage on behalf your internal IT staff.

Beyond everyday maintenance, **QTS Hardware Assure** remediates unexpected, disruptive hardware issues. Colocated customers in QTS Chicago can employ our certified, trained onsite experts for testing, diagnostics and repair, as well as vendor coordination and asset management.

Of course, the best way to manage data disruptions is to prevent them. Customers may either monitor hardware themselves, or streamline the repair process with **QTS Monitoring** service. QTS Monitoring provides the right amount of visibility and performance you require to meet business demands. Basic monitoring services focus on your switches, firewalls, servers and IT infrastructure. Monitoring services can be built upon from basic monitoring in stages, up to the point of application and database monitoring to ensure availability and performance.

QTS' Remote Hands & Eyes, Hardware Assure and Monitoring services are just a few of the managed services available at QTS Chicago. Some other services include:

+ Managed Network
+ Managed Systems
+ Managed Security
+ Managed Storage & Backup
+ Managed Disaster Recovery

Cloud

Most businesses can no longer operate on physical data storage alone. Rather, IT organizations, to be successful, will adopt hybrid strategies that are both reliable and agile, according to Gartner's 2016 Strategic Roadmap for Data Center Infrastructure. From 2016 to 2020, over $1 trillion in IT spending will shift to new categories of spending as a result of cloud computing.

Hybrid IT services present purpose-built solutions that make use of both physical and cloud storage. QTS Chicago will provide easier access to such a solution, offering a range of cloud services to integrate with colocated or in-house platforms. A fully integrated data center provider reduces the complexity of data by equipping businesses to store, manage and protect their information with a single provider.

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INDUSTRY-SPECIFIC SOLUTIONS

QTS Enterprise Cloud is a customizable cloud solution with a feature set you can tailor specifically to your infrastructure. Mission-critical applications can be developed for every industry. **Healthcare Community Cloud** is a purpose-built IaaS solutions that meets the specific demands and compliance standards of the Healthcare Industry.

CLOUD MANAGEMENT

As with our other managed services, QTS Managed Cloud removes the maintenance burden of your cloud from your in-house staff, so they can focus on your core business. QTS' expert engineers and support team provide the right level of support to improve operational efficiency and ensure your cloud environment is always secure and compliant.

DISASTER RECOVERY

When disaster strikes, the ability to respond quickly can make the difference in whether or not your business is able to recover. Having a disaster recovery solution increases the speed with which you can reestablish service and lessens financial impact of an event. QTS Disaster Recovery as a Service (DRaaS) is an innovative, cloud-based replication solution that meets the needs of today's hybrid IT infrastructure.

Custom Data Center

If neither colocation nor cloud seems like the perfect solution for you, QTS offers enterprise solutions that provide large, private spaces designed to meet your business requirements. Choosing a Custom Data Center solution gives you the scalability, redundancy and power-efficiency that colocated customers find in QTS Chicago in your own, mission-critical infrastructure.

MULTI TENANT DATA CENTERS

A hybrid between Build to Suit and Colocation, QTS Multi Tenant Data Centers are designed, built, implemented and hosted by QTS staff. Customers can avoid large capital expenditures with a budget-friendly, predictable monthly fee. This tailored solution reduces your exposure to construction delays and ensures your data center is built for the exact scalability, flexibility and compliance that your business demands.

BUILD TO SUIT

Let QTS build your data center as if it were their own with QTS Build to Suit services. Perhaps your business is looking to have a data storage facility built outside of Chicago. You can still take advantage of QTS' experience, expertise and buying power to build your infrastructure more quickly, cost effectively and with greater reliability. QTS develops and constructs innovative, flexible multi-tier distribution solutions to meet the exact needs of your business and industry.

SALE LEASEBACK

Do you own data center property near Chicago that you want dissolved? Most companies are not in the business of owning real estate, but need a solution that allows them to utilize their land and buildings for securely storing their data. QTS' Sale/Leaseback solution allows organizations to get the asset off their books but maintain their current data center location.

CRITICAL FACILTIES MANAGEMENT

The capstone of our Custom Data Center portfolio is Critical Facilities Management (CFM). QTS people are team-oriented, resourceful professionals who have the proper background and training to get the job done. With CFM, QTS completes an assessment of your data center and determines the performance improvements we can provide. Once the assessment is complete, QTS' skilled personnel and security professionals are focused on your operations 24x7x365.

REDEFINING THE DATA CENTER EXPERIENCE: THE QTS CHICAGO DIFFERENCE

Cutting-Edge Facility

QTS Chicago is the newest, most efficient mega data center in the city. With the installation of new infrastructure and the most efficient cooling solution in Chicago, QTS Chicago is an impressively powerful, highly innovative facility.

POWER
Offering 24 MW of gross power capacity, QTS Chicago is powered by dual utility from the Quarry substation and an emergency utility line from the Crawford substation. All three of these lines are 8MVA. Power cabling below the floors is installed in either conduit or sealtight flexible conduit with approved connectors to all equipment.

QTS Chicago offers 24 MW of gross power capacity

COOLING
QTS Chicago is the only large, wholesale and colocation data center in the Chicago market using Heat Wheel cooling, a highly efficient solution that utilizes cool, outside air without outside contaminants. Heat Wheel cooling cools up to 40 kva and gives absolute data center design flexibility with no placement obstacle and no CRAH's on the floor.

Customer Experience

QTS is one of the largest data center facilities in Chicago and has the blend of products most businesses require, all housed in one data center. Providing a fully integrated data center portfolio improves the customer's experience. After all, that is the QTS Chicago Difference. Our facilities are designed and built with our customers' demands and interaction in the forefront of our mind.

ACCESSIBILITY
QTS Chicago is created to provide the most accessible, convenient and enjoyable experience to QTS customers. This begins with a downtown location that offers visitors a free parking lot with plenty of spaces. To ease the process of move-in for colocated customers, the facility has access ramps and ample aisle space for hardware movement and installation. When visiting QTS Chicago, customers are welcome to use the conference rooms situated near their stored hardware. QTS Chicago is more than a warehouse; it's a workspace.

STAFF
QTS is well staffed with caring, experienced employees. At QTS Chicago, there is no such thing as an in-and-out customer. Every business we serve is treated as a priority, which is why QTS received an industry leading Net Promoter Score of 63.5 in 2015, well over the industry-average of 45. The people who work at QTS Chicago reflect an attention to detail that QTS delivers in every aspect of business.

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QTS is doing more than just expanding to the heart of the Midwest. QTS Chicago is redefining the data center experience by providing the first fully integrated service platform in the area. Our unique product portfolio and unmatched customer experience are at the heart of the QTS Chicago Difference. Call 877.QTS.DATA or email **info@qtsdatacenters.com** today to learn more about how QTS Chicago can redefine your data solutions.

ABOUT QTS | 877.QTS.DATA | QTSDATACENTERS.COM

QTS Realty Trust, Inc. (NYSE: QTS) is a leading provider of secure, compliant data center, hybrid cloud and managed services. QTS features the nation's only fully integrated technology services platform providing flexible, scalable solutions for the federal government, financial services, healthcare and high tech industries. QTS owns, operates or manages more than 5 million square feet of data center space and supports more than 1,100 customers in North America, Europe and Asia Pacific. In addition, QTS' Critical Facilities Management (CFM) provides increased efficiency and greater performance for third-party data center owners and operators. For more information, please visit www.qtsdatacenters.com, call toll-free 877.QTS.DATA or follow us on Twitter @DataCenters_QTS.