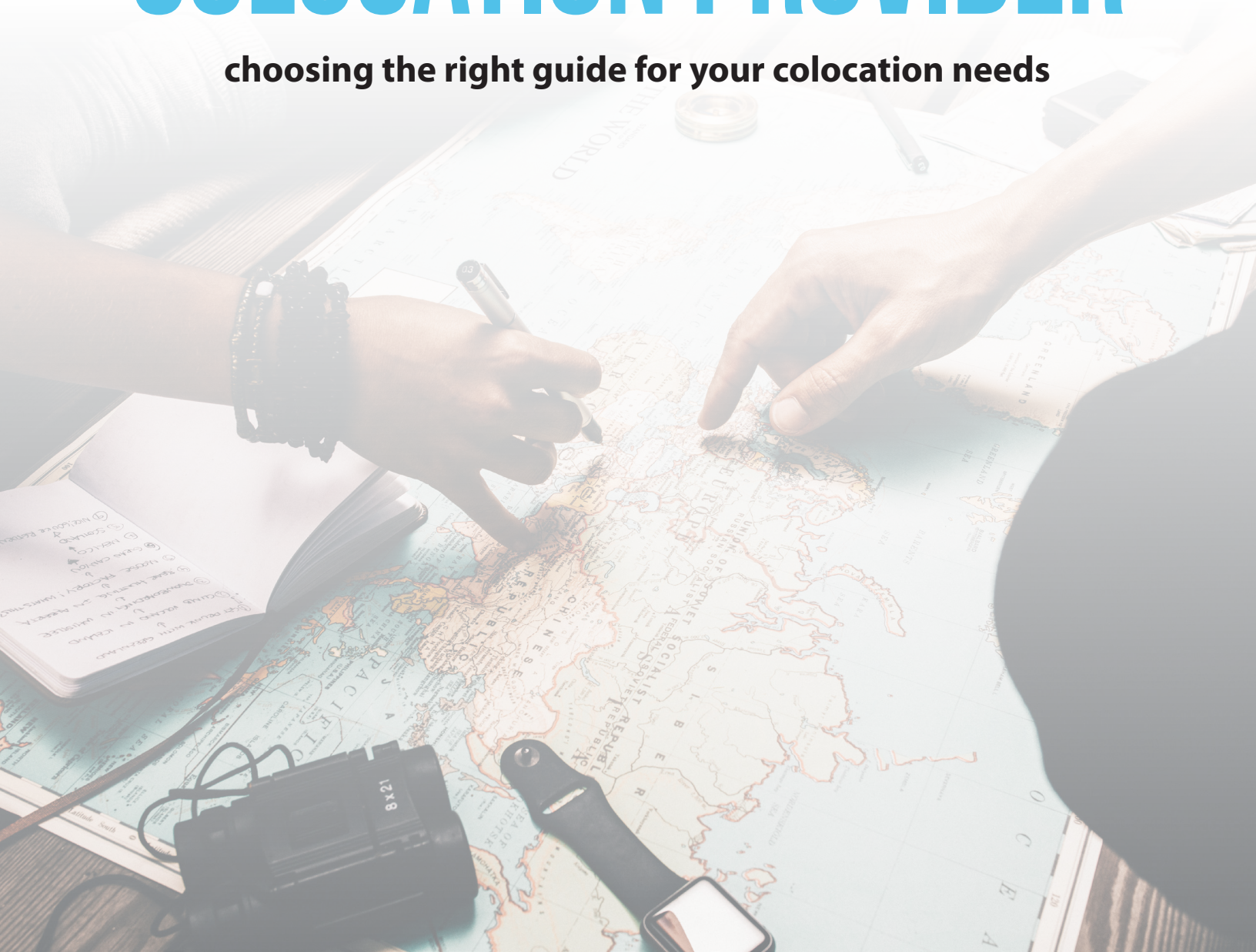


TOP 10 QUESTIONS TO ASK YOUR COLOCATION PROVIDER

choosing the right guide for your colocation needs





01 HOW REDUNDANT IS YOUR DATA CENTER?

The redundancy of a data center's critical systems is a crucial factor in ensuring its uptime. The most important critical system is power.



02 HOW SECURE IS YOUR DATA CENTER?

A data center should employ comprehensive security measures, from the physical characteristics of the building location all the way to the individual cameras located throughout the data rooms.



03 WHAT CERTIFICATION/AUDITS DOES YOUR DATA CENTER HAVE?

A data center must have controls in place that comply with industry-recognized standards. Before searching for a colocation provider, you should understand the compliance standards and certificates that are required for your industry.



04 HOW CONNECTED IS YOUR DATA CENTER?

The connectedness of a data center is an important indicator of the reliability of its network and the flexibility you will have as a customer to find a network solution that works best for your business needs. Your provider should also give you the flexibility to scale as you grow and accommodate the installation of additional equipment and networking capacity, on-demand.



05 WHAT LEVEL OF SUPPORT DOES YOUR DATA CENTER PROVIDE?

Make sure that your data center's Network Operations Center is staffed 24/7/365 by on-site engineers that can provide hands-on help in the event of a problem or emergency. While you might not foresee the need for help inside your rack, consider the benefits that an experienced network engineer can provide in the way of remote hands when you need a server reboot or technical support above the hardware layer at 3 AM.



06 CAN THEY PROVIDE MANAGED SERVICES IN ADDITION TO COLOCATION?

If a data center provider offers both colocation and managed hosting, they should have the ability to augment a customer's hardware infrastructure with resources on-demand. This hybrid hosting solution enables significant flexibility to grow and scale resources.



07 DOES YOUR DATA CENTER HELP WITH COMPLIANCE? IF YES, AT WHAT LEVEL?

If your business interacts with sensitive customer data, it is important that your data center can help with ensuring your business is compliant with rigorous and consequential compliance standards. It's critical you understand the compliance nuances of your industry before starting the process of selecting a colocation provider.



08 WHAT LEVEL OF SUPPORT CAN YOU PROVIDE FOR DISASTER RECOVERY AND BUSINESS CONTINUITY?

A data center partner that is a disaster recovery site should have the highest levels of security, redundancy, reliability, and infrastructure necessary to house your servers. They should also be able to provide optimal support remotely since, by definition, your disaster recovery site will be located remotely from your business operations.



09 WHAT KINDS OF RESOURCES AND TOOLS ARE AVAILABLE TO HELP ME BE SUCCESSFUL AS A CUSTOMER?

Whether or not you plan on making regular trips to your data center, it is best practice to find out what tools and resources the data center makes available to customers and whether these tools are accessible and available for use 24/7/365. A true data center partner should have tools and resources onsite along with staging areas and diagnostic equipment should you need them.



10 HAVE OTHER CUSTOMERS BEEN SUCCESSFUL IN PARTNERING WITH YOUR DATA CENTER?

It's important to understand how other customers have been successful in partnering with this data center provider. Customer references and case studies are a strong indication of how the data center goes about solving unique challenges and delivers on what was promised.

ABOUT LIGHTEDGE

LightEdge Solutions is the leader in colocation and private cloud services for highly regulated organizations, owning eleven purpose-built data centers across the United States. With 25 years in business, LightEdge offers full stack technology services that deliver unbeatable uptime, security, and flexibility for their clients.

Our premier colocation, cloud, disaster recovery, and security solutions are designed to support complex hybrid IT deployments and audited against the industry's top security and compliance standards.

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