

Cologix Command DCIM

Fully-integrated data center infrastructure management (DCIM) technology supports industry-leading reliability & transparency into colocation environments

When choosing to collocate critical IT infrastructure in third-party data centers, enterprises must maintain a level of trust and confidence in their providers' ability to reliably support their networking equipment to ensure there is no disruption to business-critical applications. This certainty can be challenging to attain with little insight or transparency into the inner workings of a data center facility.

Cologix Command is a technology-forward data center infrastructure management (DCIM) solution, providing unprecedented intimacy into all aspects of data center operations. With full integration to Cologix's cloud-based customer relationship management (CRM) platform, the DCIM solution provides comprehensive visibility across Cologix's data centers and more than 850 customers in one streamlined dashboard for real-time, historical and predictive data.

The map below (Figure 1) depicts the central dashboard of Cologix Command, which displays the health of Cologix's data center markets in real-time, including Columbus, Dallas, Jacksonville, Minneapolis, Montreal, Toronto and Vancouver.

Key Features:

- Monitoring & Alarming
- Event Management
- Capacity Planning & Management
- Customer Reporting
- Customer Portal Roadmap
- Dashboards Refresh Every 60 Seconds
- Each Devices' Entire Alarm History
- Branch Circuit Monitoring

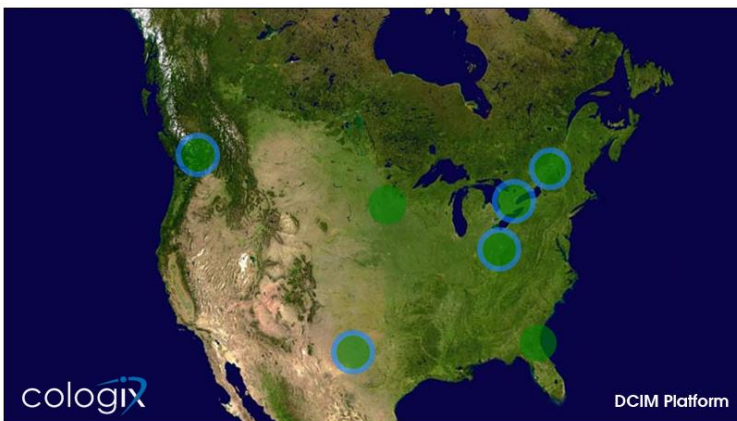


Figure 1

On-site data center engineers are prompted to action when a market hotspot shifts to yellow (low severity alarm) or red (severe event), while green represents an uneventful data center market. Once an alarm condition is present, data center technicians can click from the market map level (Figure 1), to the market level (Figure 2), to the precise view of the facility level (Figure 3), and down to the floor plate to view exact renderings of actual devices being utilized in real-time (Figure 4).

Monitoring and Alarming

Cologix Command provides standard measurement and monitoring across Cologix's data centers throughout North America in an integrated dashboard. The platform is optimized for both local operations teams as well as centralized Cologix Live Support representatives, facilitating notification and escalation alongside real-time customer notifications.

Event Management

The DCIM platform offers superior planned and unplanned event management support. Many Cologix customers find the advanced ticketing system within the Cologix Command platform immensely helpful, as Cologix Live Support representatives submit real-time event management updates correlated to affected services and customers.

24 Network Neutral Data Centers Throughout North America

Columbus - Dallas - Jacksonville - Lakeland - Minneapolis - Montreal - New Jersey - Toronto - Vancouver



Figure 2

Figure 2: This site rendering displays Cologix's presence in Toronto across two data center locations at 151 Front Street West (the largest carrier hotel in Canada) and 905 King Street West. The facilities are interconnected via a redundant metro fiber system, as depicted by the green and blue lines in the map. If building-level or facility-level hotspots turn yellow or red, data center engineers can drill down further to suites and floor plates within the building to identify the specific root cause of the alarm.

Event Management in Action

Cologix Command centralizes aggregate data every 60 seconds to reveal the health of each piece of Cologix equipment – each UPS, generator, cooling unit, battery and other critical data center components – alongside environmental measurements like temperature and humidity. Data center engineers are alerted if any measure falls outside predefined limits (example: the temperature exceeds 80 degrees). If any alarm indicators were flashing yellow or red, the engineer could click in further to view each alarm's status (inactive/active), event severity (low/medium/high), device group (including building identifier, suite number, and device type), alarm description, performance measurement value (along with what the measurement should be), time and date, as well as additional details, including the technician's name, notes and actions taken to acknowledge and disarm the alarm.

Prior to a data center event like a planned maintenance, an engineer can access the customers who have services provisioned to a specific piece of equipment to select readily available contact details and send automated communications through the Cologix Command system to alert that group of customers about the scheduled maintenance window.

Figure 3: The rendering of the 151 Front Street West building shows Cologix's seven discrete data center suites within the building. As an exact depiction of each suite, the drawing shows the precise equipment on-site, with the ability to click through to the floor plate and device level (Figure 4), check on the entire history of alarms, technician notes, and other key operational metrics.

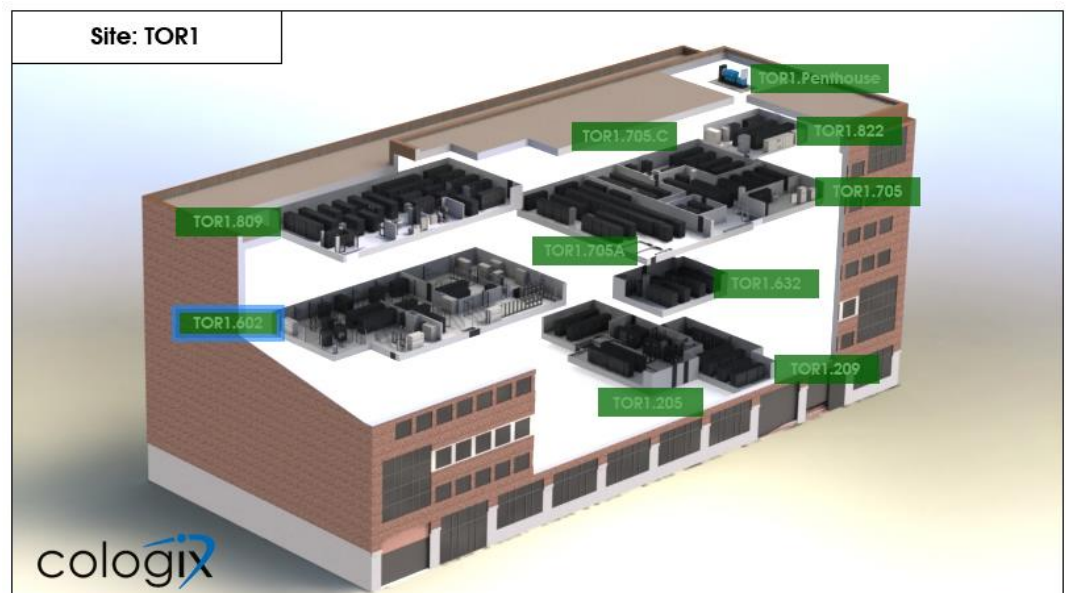


Figure 3

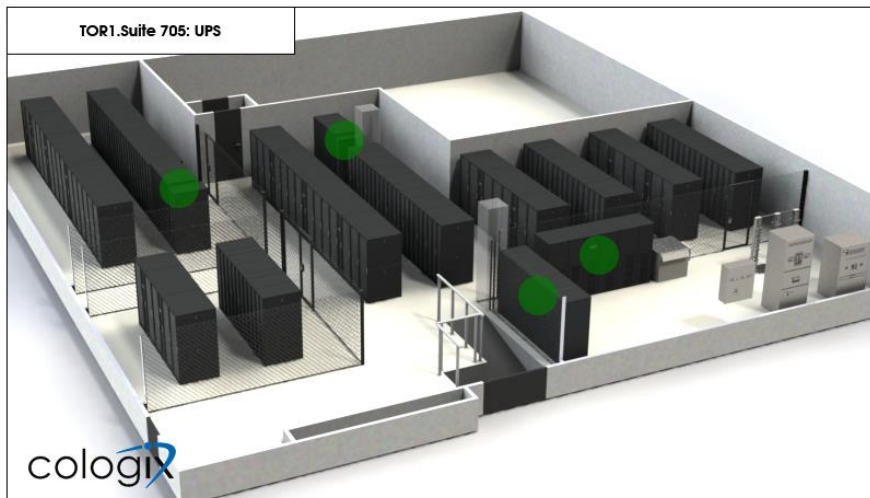


Figure 4

Figure 4: After selecting the UPS device, users can view the health of each UPS. If any alarms were activated, the exact cause could be easily accessed by drilling into device details.

Capacity Management & Reporting

Customer usage data and applicable devices are captured in Cologix's CRM, which correlates to an in-depth customer profile for easy accessibility into the client's service orders, employees (including contact details), correspondence, and any changes made on the account – no matter where the Cologix Command user is located. Whether looking at a power circuit, UPS, or other component, Cologix technicians can access all related customer and service information by leveraging the power chain structure enriched by customer service profiles from the CRM platform.

Cologix Command's real-time and historic capacity management feature allows the engineer to map the entire power chain at a Cologix facility, from the utility main all the way down to the branch circuit level. Data center engineers and facility planners use this information to understand existing loads with potential failover loads and deduce available capacity at each level of the power chain. Through this feature, power consumption is rolled up from the lowest element up to the parent, so Cologix Command users can view the entire power draw of each data center, down to the individual customer level. Thanks to these capabilities, Cologix can also customize client usage reports detailing the daily, weekly, monthly, annual and all-time peaks and usage metrics across all power circuits the customer has provisioned in a Cologix data center. These features empower the customer with consumption and peak usage monitoring, planning and enlightened purchase decisions.



Figure 5: Cologix Command offers overall data center power consumption, detailing capacity and load figures for each equipment unit.

Conclusion

451 Research estimates reveal no more than 15% of mid- to large-sized data centers have deployed a commercial DCIM product. Accordingly, most colocation providers and enterprises depend on manual approaches to manage inventory, ensure availability and backups, and offer targeted customer service. Cologix Command's automated process integrates valuable DCIM information with CRM service insights to manage the health state of its data centers on a highly granular basis. This visibility provides enterprises with the highest confidence that Cologix has intimacy and control of its infrastructure to support 100% uptime SLAs.

Analyst Review: The holistic visibility across Cologix's colocation and data center infrastructure is more robust than other large colocation providers.