



Data Center Services



Digital Realty Data Center Services: Reliable, Resilient, and Exceeding Expectations

Whether your data center is located completely onsite or is colocated in a data center facility, downtime is non-negotiable and unconditional. Your business and the customers that support it expect nothing less. Of course, managing your own onsite equipment would, at first glance, appear to be far easier than collocating it remotely. After all, you have your own staff to look after it, to address any issues that develop and the ability to adapt quickly to any changeable circumstances, including unplanned downtime that might impact it.

That said, however, today's data centers are more than just a turnkey solution for your equipment. In fact, they fully reflect the day-to-day business requirements of their customers. This includes enabling BC/DR (Business Continuity/Disaster Recovery) services and mirroring transaction systems and infrastructure in cases of natural or man-made disasters.

Additionally, a data center's technical support team or "remote hands" are an extension of your own internal team, serving as your eyes and hands when you cannot be physically present.

When coupled with Digital Realty's Marketplace offerings — including a wide array of local, regional and national events as well as an interactive portal to promote your business as well as identifying partners for it — Digital Realty delivers its Data Center Services with exceptional reliability and unconditional resilience.

Why Digital Realty for Data Center Services?

When you decide to collocate your data center servers to a data center provider, you should expect nothing less than the same level of resilience and reliability you have always realized from your onsite servers and equipment. That includes power, space, connectivity as well as the BC/DR and technical services support that make your business run.

But Digital Realty also wants to exceed your expectations. More than transferring data from point A to point B, Digital Realty provides your business with the on-going technical support and business continuity and disaster recovery that enables you to work uninterrupted. In other words, optimum uptime and performance so you can get on with the business of doing business: transmitting data, exchanging information and growing your customer base.



Business Continuity and Disaster Recovery

A sound Business Continuity and Disaster Recovery plan enables both the availability as well as the integrity of your collocated equipment. In fact, the success of your corporate business continuity programs rests, in part, on the capabilities you've already put into place, brokered with a data center provider that has your best interests, as well as uptime in mind. Digital Realty's robust portfolio of proven, cost-effective business continuity services and disaster recovery solutions enables customers in diverse industries to support, enhance and ultimately protect their IT infrastructure investment. Whether you need backup power, offsite physical space or connectivity, our custom colocation services ensures your infrastructure, much like your business, is always available and responsive to the demands placed on it.



Technical Support

Digital Realty's technical support services, or Remote Hands offering, not only services as a Digital Realty sourced extension of your operations team, but also a must-have to ensure uninterrupted business. Among our differentiators are sites that are manned 24/7, a decidedly competitive advantage when your business is in need of technical services and resources cannot be spared to attend to them. That ability to respond in minutes, rather than hours, ensures maximum uptime and performance. Additionally, our Digital Realty based operations staff regularly attends training as well as technical certification classes, ensuring they are well-qualified to handle any incoming or on-going customer requests and honoring our commitment to constantly exceed your expectations.



MarketplacePORTAL

The MarketplacePORTAL, where Digital Realty customers can use tailored company profiles that are searchable by other customers, including the ability to send and receive product quotes and leverage online vertical communities to target specific audiences, to network and gain insights into market trends. The portal can also be used to view and manage purchased Digital Realty goods, including opening new Cross Connect orders, auditing facility space and power as well as interconnection inventory, facility and user access, invoices and trouble tickets.

Sales

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About Digital Realty

Digital Realty Trust, Inc. supports the data center and colocation strategies of more than 1,000 firms across its secure, network-rich portfolio of data centers located throughout North America, Europe, Asia and Australia. Digital Realty's clients include domestic and international companies of all sizes, ranging from financial services, cloud and information technology services, to manufacturing, energy, gaming, life sciences and consumer products.

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