

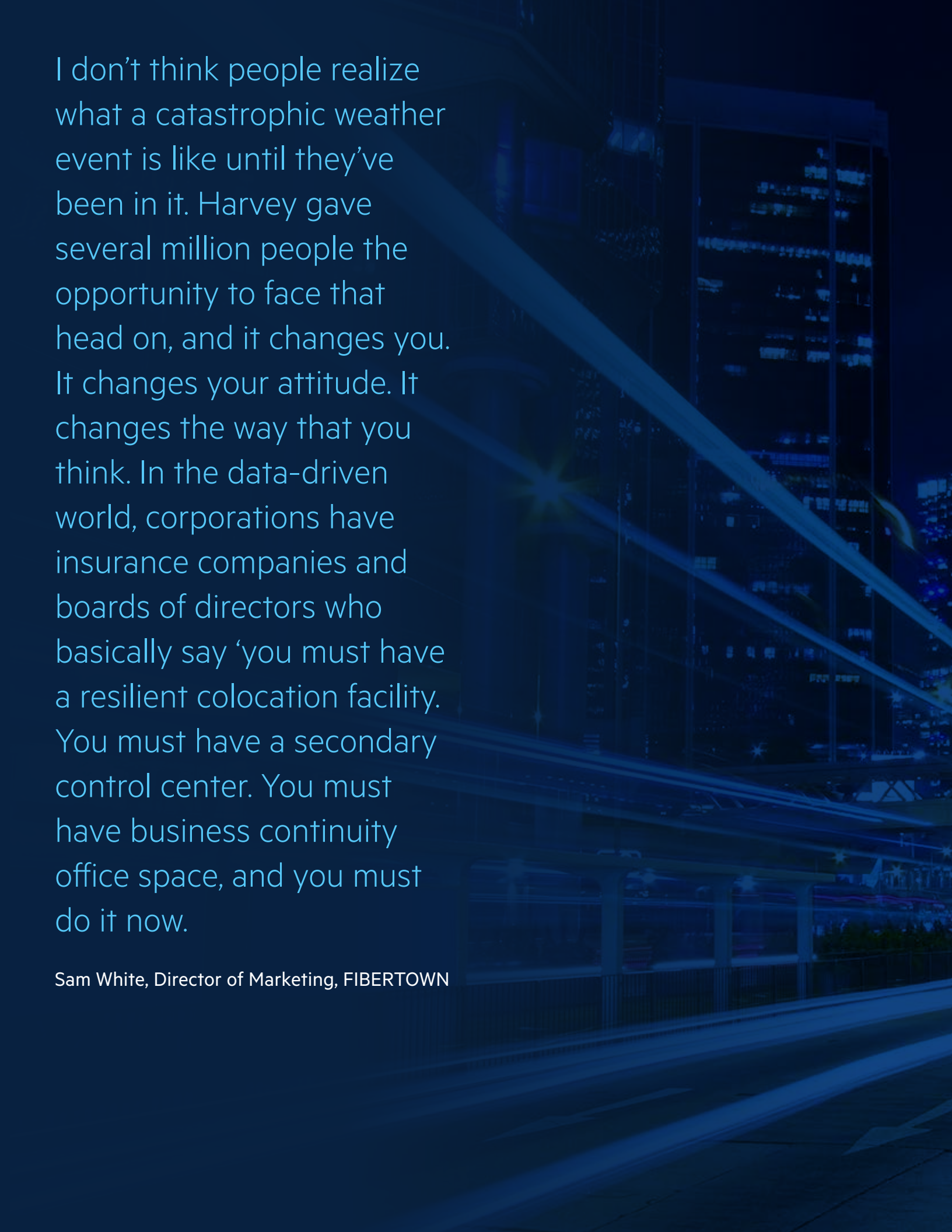


# FIBERTOWN and Digital Realty: Surviving the Storms

CASE STUDY



DIGITAL REALTY



I don't think people realize what a catastrophic weather event is like until they've been in it. Harvey gave several million people the opportunity to face that head on, and it changes you. It changes your attitude. It changes the way that you think. In the data-driven world, corporations have insurance companies and boards of directors who basically say 'you must have a resilient colocation facility. You must have a secondary control center. You must have business continuity office space, and you must do it now.

Sam White, Director of Marketing, FIBERTOWN



## FIBERTOWN

FIBERTOWN is a colocation data center provider with facilities in Houston and Bryan, Texas, with the Houston data center located in a Digital Realty Connected Campus.

Founded in 1997, FIBERTOWN's initial focus was to provide services for small businesses. However, as their reputation grew, so did their customers.

While servicing small and medium business remains a priority, FIBERTOWN hosts enterprise and multiple-rack deployments in dedicated suites and pods.

FIBERTOWN's customers include members of the Fortune 10 and 500, across several verticals, including cloud providers, education, government, pipeline, energy, medical and financial services providers. Mission-critical companies trust FIBERTOWN to host and manage their servers, SCADA control facilities and network infrastructure.

### Close to the Customer

FIBERTOWN is differentiated not only by the excellence of its facilities, but also by the degree to which it ensures its customers' success. Providing the appropriate range of services, from colocation and network connectivity to major public cloud

At FIBERTOWN, we understand mission critical. Many of our customers simply can not go down. It just can't happen. Period. Our position on Digital's Connected Campus gives us confidence in the resilience of our Houston Data Center.

**Brandon Perryman, Senior Vice President  
and General Manager, FIBERTOWN**

### AT A GLANCE

**Company** FIBERTOWN

**Industry** IT Networking, Colocation and Disaster Recovery

**Location** Bryan, TX

**Customer Since** 2011

services, is critical. FIBERTOWN is dedicated to continuously meeting the specific needs of customers, including ensuring their resilience and continuity in the face of some of the most challenging coastal weather in the United States.

## Water, Water Everywhere

The servers, routers, switches and other electronics hosted by FIBERTOWN are extremely sensitive to two things: heat and moisture. While heat is mitigated through massive cooling systems, moisture is the true Achilles' heel of the millions of dollars of gear housed in the racks that occupy FIBERTOWN's suites and cages. On its driest days, the air in Houston is what most would consider moist, and recently, on its wettest days, much of the city was under water.

## The Bayou City - Flooding Since the 1830s

Houston, now the fourth largest metro area in the U.S., was founded by settlers in 1836 at the juncture of the Buffalo and White Oak Bayous<sup>1</sup>. No sooner had they built their first houses, churches, stores and meeting halls than the whole settlement flooded and left occupants up to their knees in water for days. Harris County, in which Houston is located, endured 16 major floods over the next century, some of which rose more than 40 feet and turned downtown Houston streets into rivers.

Even though significant government projects to control the water began in 1937, there were more than 30 damaging floods over the next 70 years — but none that covered the entire region. In 2001, Hurricane Allison changed that, causing more than \$5 billion in property damage. The destruction from Hurricane Harvey in 2017 surpassed that, causing more than \$180 billion in damages<sup>2</sup>, with costs still continuing to climb.

## Location, Location...

When choosing a data center provider partner in Houston, FIBERTOWN knew it needed four things: peerless hosting, cloud services expertise, exceptional customer service and a comparably dry location. It found all four at Digital Realty's Houston facility.

Digital provides access to every major public cloud provider in every major metro it serves and features unsurpassed ease-of-use and flexibility of scale and scope, enabled by the SDN-enabled Megaport fabric. It can meet customers' needs as they grow from single cabinets to multi-megawatt deployments. In Houston, it also has the proverbial house on a hill.

At 82 feet above sea level<sup>3</sup>, Digital Realty's Houston facility isn't the highest point in town, but it's high enough to keep it out of the 500-year floodplain. And while that is also true for

<sup>1</sup> <https://www.hcfd.org/flooding-floodplains/harris-countys-flooding-history/> <sup>2</sup> <https://www.thebalance.com/hurricane-harvey-facts-damage-costs-4150087>  
<sup>3</sup> <http://veloroutes.org>

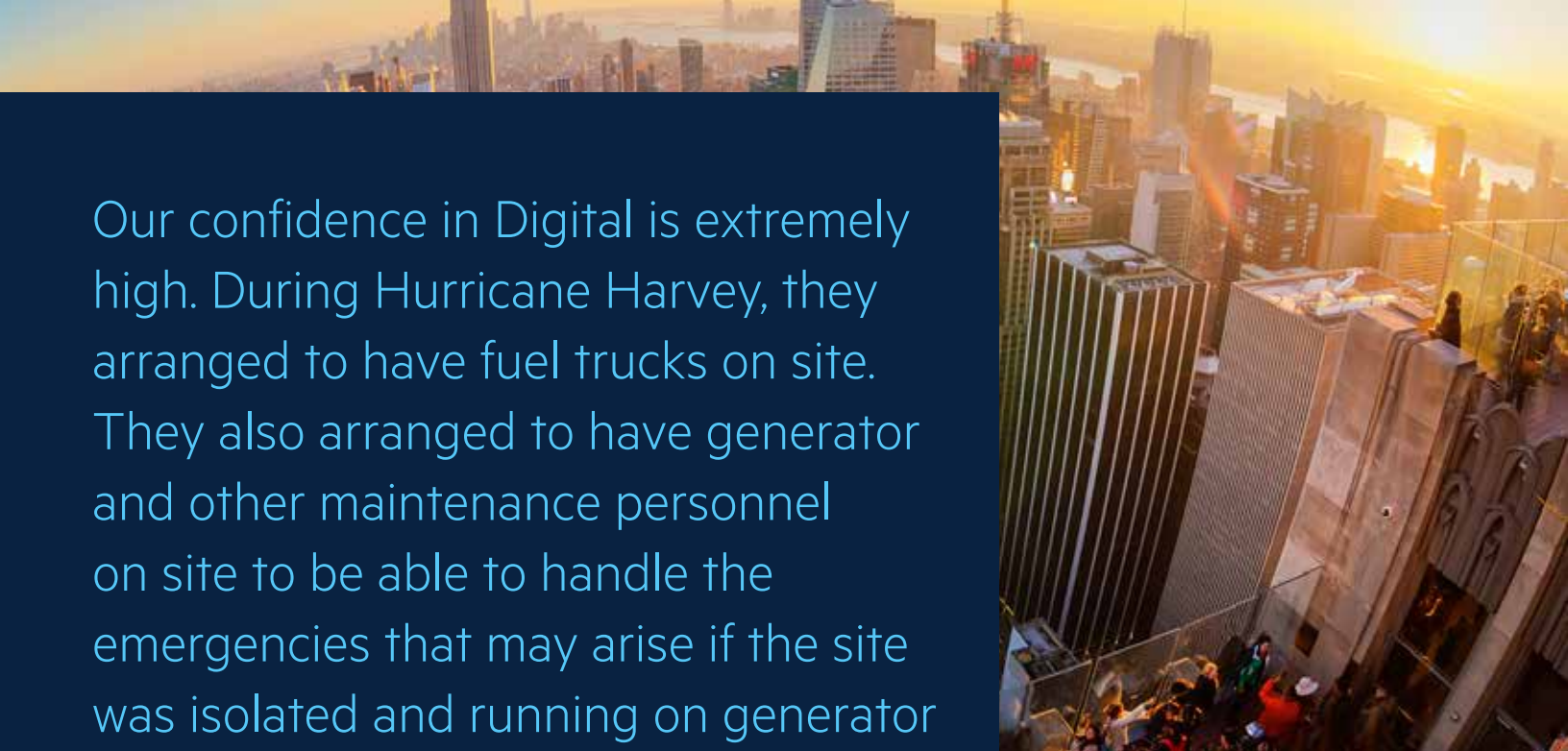
One of our key principles has always been empathy. In times like this, not only is the data and infrastructure in danger, but people's emotions and their families and pets are in danger, too. So, we make sure that they feel welcome, at home and safe. Digital plays a very serious role in that.

**Sam White, Director of Marketing,  
FIBERTOWN**

other data center providers in the area, visitors to the Digital Realty facility during Hurricane Harvey noted that it continued to be accessible by car while others could only be reached by boat. Located 17 miles from downtown Houston and with a 135 MPH wind rating, the facility is ready to stand the test of time, come what may from the nearby Gulf or the low pressure systems that frequently hover over the town.

## Preparing for the Worst, Hoping for the Best

Even if water and wind should somehow isolate the facility, Digital Realty's operations teams have plans to staff, fuel, cool and otherwise maintain the facility through the worst of times. Redundant planning and resourcing ensure that the facility, and the valuable customer data inside it, will continue to thrive despite conditions that throw the rest of the region into turmoil. While FIBERTOWN's management hopes that nothing like Allison, Ike or Harvey ever happens again, they know that if it does, they can focus on the well-being of their families, customers and Houstonians, with the knowledge that their customers' data is safe.



Our confidence in Digital is extremely high. During Hurricane Harvey, they arranged to have fuel trucks on site. They also arranged to have generator and other maintenance personnel on site to be able to handle the emergencies that may arise if the site was isolated and running on generator for an extended period of time. They were able to handle staffing to make sure the site would be manned regardless of accessibility.

Joe Langston, Vice President of Operations, FIBERTOWN

### About FIBERTOWN

Since 1997, FIBERTOWN has delivered high availability colocation, disaster recovery and dedicated DR office space from its data centers and its business continuity campus in Bryan / College Station. Its unique service aisle design, 100% up-time guarantee, and superior service have created raving fans and loyal customers from Fortune 500 companies to small and mid-size companies along the Gulf Coast.

In 2011, FIBERTOWN joined forces with Digital Realty Trust – a recognized name in data center design – to expand operations into Houston. Its state-of-the-art, 10,000 sq. ft Houston Data Center features the latest in modular data center design, high-performance 2N redundancy, and carrier-neutral connectivity. Companies trust FIBERTOWN to design, build and manage dedicated business continuity space. These dedicated DR work sites are ready to activate at a moment's notice. Planning for a business disruption and implementing disaster recovery procedures is critical for any company, especially for organizations along the Gulf Coast. FIBERTOWN provides dedicated Disaster Recovery office space solutions, which makes sustaining operations quick, secure and reliable.

### ABOUT

Digital Realty supports the data center and colocation strategies of 2300+ firms across its secure, network-rich portfolio of data centers located throughout North America, Europe, Asia and Australia. Digital Realty is uniquely positioned to deliver interconnectivity with a complete range of solutions on a global scale. Our customers trust the Digital Realty team to combine unparalleled collaboration, network-dense interconnection and real estate acumen to realize the unique power of community - from one rack to hyperscale - across the globe.

### FOR LEASING INFORMATION

For a tour of our facility, complementary IT infrastructure consultation or sales information, call or email us at:

### SALES

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For more information, visit [www.digitalrealty.com](http://www.digitalrealty.com)



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