eBOOK

CONSIDERATIONS WHEN SELECTING A DATA CENTER PROVIDER IN BEND, OR

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IT SOLUTIONS
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Contents

Overview

This eBook provides an in-depth look at key considerations to keep in mind when selecting a data center provider in Bend, Oregon. The goal is to give you the detail you need to evaluate data center providers, facilities and processes, and ensure you find the provider that meets your unique requirements.

Bend has many factors that make it a great location for data centers.

- **Low Risk Location –** Bend has one of the lowest risks of natural disasters in the country and enjoys moderate weather and temperatures, making it an ideal location to for colocation or disaster recovery solutions.
- **Fast Access to Major Business Markets –** Bend is connect to major markets, with direct flights from Los Angeles, San Francisco, Portland, Seattle , Denver and Salt Lake City.
- **Diverse Energy Resources –** Oregon is rich in renewable energy resources. Solar, wind, geothermal, small hydroelectricity projects, biomass (wood and organic solid waste), and wave energy, along with alternative fuels can provide Oregon with energy independence, rural community development and cleaner air.

  When sifting through the many options for a data center provider, it can be a daunting task. This eBook provides an in-depth look at key points you'll need to consider for selecting the right data center partner in Bend.

CONSIDERATION 1: Location, Connectivity & Scalability

Location & Accessibility
No matter how connected this world is, there's no getting around the fact that having your data nearby is a huge plus. At OneNeck, we believe local matters, and you should too when considering your data center provider.

Located in Bend, Oregon. Also included in the facility design are two heated loading docks.

Connectivity
A data center is only as good as its connectivity, so be sure to carefully consider your carrier options. What carriers are available, and how will you connect to them?

This facility is carrier neutral, with dual entrances to telecommunications rooms and managed Internet bandwidth with BGP routing across a redundant backbone.

Scalability
The importance of scalability in a world where data is growing exponentially is a must. When comparing data center providers, ensure that even if they will meet your current need today, they can continue to meet your needs tomorrow. Do they have room for your requirements in a private suite, cage or cabinet, and do they have the capacity (and plans) to expand in the future? Data center moves can be costly, and knowing your data center facility can grow as you do is key.

Facility
20845 Sockeye Place, Bend, OR

Year Built
2010
Expanded in 2011, 2014

Size
30,000 sq ft

Tier
Tier III compliant, certified design and build

Building Access
Customer access 24/7

Connectivity

Type
Carrier neutral facility

Carriers
BendBroadband/TDS Telecom, CenturyLink, Integra, Level 3, Quantum Communications, Zayo

Entrance Facilities
Dual entrances to telecommunications room

Internet Bandwidth
Managed bandwidth with BGP routing across redundant backbone

CONSIDERATION 2: Availability

When evaluating a data center partner, you must consider that the potential cost of a data center outage continues to rise as more critical business systems come to rely on information housed in the data center. The Ponemon Institute (in a study sponsored by Emerson Network Power) published the Cost of Data Center Outages study in 2015. The purpose of the study is to analyze the cost consequences of unplanned data center outages. The study reports:

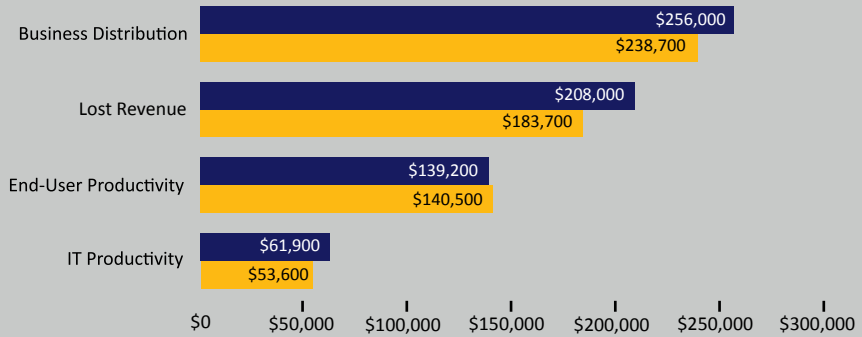
- The average cost of a data center outage was $740,000, up 46% from 2010 to 2015.
- The average cost per minute was $8,851, up 58% from 2010 to 2015.
- This cost of an outage much higher in certain verticals – communications, healthcare, e-commerce and financial services.

We addressed this from the start with the OneNeck Bend Data Center and designed it around an extreme availability architecture. What does that mean?

- We offer industrial-grade environmental systems that minimize risk from electrical power failure, fire, acts of nature and unauthorized access.
- We take a carrier neutral approach with multiple fiber providers available, creating deep redundancy in our connectivity.
- And, we offer our own enterprise-class, multicarrier Internet bandwidth service.

The Costly Breakdown

Costs from outages are on the rise. All average total costs of consequences from unplanned outages increased the past five years. **Most notable: Lost revenue from unplanned outages has increased by 77% since 2010.**



OneNeck guarantees uptime with a 100% uptime guarantee, and we back this promise with financially-backed Service Level Agreements (SLAs).

CONSIDERATION 3: Security & Compliance

If security and compliance is not top of mind when selecting a data center provider, it should be. Today, data breaches are higher than ever, and the cost to your business could be catastrophic. No one understands this more than OneNeck, and our data center was built with your critical data in mind.

Our Tiering Methodology. OneNeck embraces the industry's practices and concept models for running a data center at its peak performance, efficiency, security and reliability. The concepts, related principally to a data center's physical infrastructure reliability include: continuous maintainability, fault tolerance and compartmentalization.

Tiering Methodology

	Tier1	Tier 2	Tier 3	Tier 4
Number of delivery paths	1	1	1 active 1 passive	2 active
Redundancy	N	N	N+1	2N minimum
Compartmentalization				✓
Concurrent maintainability			✓	✓
Fault tolerance				✓
Average(alldatacenterscombined) availability	99.671	99.749	99.982	99.95
Average(alldatacenterscombined) downtime in Hr/Yr	28.8	22	1.6	0.4
Datacentercosts(US$perUSkW)	$10,000	$11,000	$20,000	$22,000

SSAE 16. Every OneNeck data center undergoes an SSAE 16 review to confirm we:

- Maintain sufficient data and power redundancy
- Maintain appropriate physical security controls (person trap, security guards, biometric scanning and video cameras)
- Monitor for excessive temperature fluctuations
- Review alerts on a timely basis
- Have appropriate fire/water detection and protection

HIPAA. We can negotiate BAA for colocation and provide a press release of successful examination.

PCI. We can provide customers with our Attestation of Compliance (AOC).

ISO 27001. We can provide customers a link to our certificate.
U.S.+– EU Safe Harbor — We can provide customers a link to the government website listing our certification as current.

SOC. We can provide a SOC 1 Type 2 report with Management Responses.

Physical Security
The OneNeck Minneapolis Data Center takes security seriously in actual construction and in accessibility. We ensure no unauthorized access of the facility by:

- Access Control: Two-factor authentication: Biometric fingerprint and badge, proximity card
- Surveillance System: Recorded and monitored digital video at 20+ points
- Security Officers: Security guard present 24/7

CONSIDERATION 4: Comprehensive Services Portfolio

Comprehensive doesn't begin to describe the breadth of our products and services. From providing complete hybrid IT solutions to helping you optimize your current infrastructure, we can do it all.

- **Public, Private & Hybrid Cloud Solutions** — The cloud can deliver added computing capacity and data storage when you need it most. Cloud services are also less expensive, more extensible and can grow with you. And because the cloud never sleeps, you can count on OneNeck for 24/7 support. When it comes to the cloud, we offer you choice: public, private hosted, on-premises or any hybrid combination.
- **Managed Services** — Having the proper IT environment is only half the battle. It takes experience, knowledge and expertise to maximize its benefit for your business. From managed applications to databases, networks and servers, our team can provide you with the support to get the most out of your investment.
- **Colocation** — We also offer colocation services as part of managed hosting. We maintain nine data centers that are strategically located around the country. In addition, ReliaCloud®— OneNeck's enterprise-class hosted infrastructure for resource-intensive applications — is available to support single-server to enterprise-scale needs. ReliaCloud offers outstanding application performance with zero downtime.
- **ERP Application Management** — As more companies integrate legacy enterprise systems with the cloud, Enterprise Resource Planning (ERP) becomes a critical business asset. Partnering with OneNeck for ERP and application management solutions ensures you get maximum performance and value. Whether your operating with a legacy system or looking to implement ERP for the first time, we take an agnostic approach and work with a portfolio of platforms to make sure you get a system that fits your needs today and well into the future.

- **Hardware and Software** — Any network infrastructure is only as strong as its weakest link, which is why OneNeck only works with best-of-breed hardware and software vendors. Our clients depend on us to deliver superior solutions, which is why we go to great lengths to evaluate our hardware and software partners and become experts in their products.
- **Professional Services** — There are times when you have an IT project that is just too big to handle, you need additional expertise to get the job done or you want independent insight on how to get the greatest ROI and still plan for the future. OneNeck Professional Services provides independent, unbiased evaluations and recommendations. Our experts help you assess, plan, migrate and build systems customized to meet your unique requirements.
- **Hybrid Solutions** — No one IT approach meets all requirements, so every networking strategy is a hybrid. OneNeck has the resources and expertise to assemble the right balance of hardware, software and cloud resources to meet your needs. Every engagement starts with an assessment of your needs and an understanding of your objectives. We then develop a strategy that addresses your immediate needs while laying the groundwork for the future.

CONSIDERATION 5: The Processes & The People

When choosing a data center provider, it's more than just a facility at stake. The people and the processes that run the facility and interact with you on a day-to-day basis must be a high priority in the selection criteria.

More than just a collection of components, OneNeck data centers are a holistic system that are powerful, safe and efficient. Designed, built and automated to adapt and respond to conditions with superior power, climate, fire protection, physical security and telemetry. This means the only events that require human intervention are either routine maintenance or repair.

When you migrate your data to a OneNeck data center, you'll find...

A passion for customer satisfaction:

- Complete transparency of logs, events, metrics and issues
- Internal priorities that reflect your priorities and commitments
- Bias for communications in advance of heightened risk

Experienced professionals from top to bottom:

- Facility managers with more than 10 years of data center experience
- Extremely low staff attrition
- Approachable and responsive

How does the OneNeck Bend Data Center Stack Up in the Bend Data Center Market?

SERVICE	ONENECK BEND DATA CENTER	TYPICAL BEND DATA CENTER
SCALABLE BUSINESS SOLUTIONS	OneNeck is the only provider of hybrid IT solutions in Bend. From colocation to enterprise cloud and hosting solutions on ReliaCloud® to managed services, ERP application management, professional services, IT hardware; we'll design, implement and manage the right IT solution based on our customers' needs.	✗
SPACE NOW	Located in Bend, Oregon 2,750 square feet available now.	✗
TIER III / GREEN DATA CENTER	The OneNeck data center in Bend is constructed and design-certified by the Uptime Institute as a Tier III data center. LEED Gold certified by U.S. Green Building Council. One of only seven colocation facilities in the nation to have earned the EPA's ENERGY STAR certification for superior energy efficiency.	✗
INNOVATIONS IN COOLING AND POWER EFFICIENCY	State-of-the-art power management, power monitoring, advanced fire suppression and cooling systems.	−
CONNECTIVITY	Carrier neutral with multiple fiber transport providers already built in to our telecom rooms Years of telecom experience working on your behalf to install and manage connections OneNeck's own enterprise-class, multi-carrier Internet bandwidth service	−
COMFORT AMENITIES	Staging Area, and Remote/Smart Hands 24/365	−

In Summary

We hope that you take away from this eBook some basic must-haves when selecting a data center provider in the Bend area. Maybe you're looking for basic colocation services or a more-encompassing solution that includes cloud strategies for your organization. No matter what you're looking for, we're here to help...

Want to see the OneNeck Bend Data Center for yourself?

Check out this video, or call us today to schedule a tour.

About OneNeck® IT Solutions

OneNeck IT Solutions provides world-class, hybrid IT solutions for thousands of businesses around the globe. From cloud and hosting solutions to managed services, ERP application management, professional services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. A Fortune 500® company, TDS provides wireless; wireline and cable broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide.

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