

## Case Study: OneNeck IT Solutions



### Overview:

OneNeck IT Solutions is a wholly-owned subsidiary of Telephone and Data Systems, Inc., with top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. Each of these data centers is a highly-secure facility offering the resiliency, redundancy and scale that today's businesses require. All OneNeck facilities are purpose-built, designed and built for mission-critical IT operations and hosting. The multi-tenant data centers offer a number of solutions and services including colocation, managed services, network services, cloud and hybrid IT solutions.

Each of the OneNeck facilities contains state-of-the-art security designed to protect customer assets from natural disasters and other threats. Features also include customizable building security measures such as biometrics, multi-factor authentication and the latest electronic access systems. OneNeck's 10Gbps network provides secure Layer 2 or Layer 3, high-performance and redundant connectivity between all OneNeck data center facilities, attached carrier hotels and Microsoft Azure. This allows customers to rapidly provision and deploy new services and solutions with greater security and privacy via private connections.

"Securing the Uptime Institute M&O Stamp of Approval further illustrates the focus and commitment to quality and continuity of operations by our entire team,"

"Our customers, present and future, clearly benefit from this highest level of operational professionalism."



**Hank Koch**  
Senior Vice President  
of Mission Critical Facilities  
OneNeck



## Opportunity:

OneNeck's Bend, Oregon data center was the very first data center purposely built and dedicated to commercial colocation services in Central Oregon. OneNeck wanted to ensure that the very best design and construction techniques were applied to the new data center. The company also wanted to be sure to clearly illustrate to customers and prospects that the Central Oregon data center was every bit as capable, if not more so, than any credible data center in a more mature market. For this reason, OneNeck opted to seek Design Certification prior to build and Tier III Constructed Facility Certification upon completion from Uptime Institute to differentiate the data center and showcase its capabilities.

For the Denver, Colorado data center, OneNeck used Uptime Institute's M&O Stamp of Approval to further test the organization on the quality and thoroughness of internal and external policies, procedures, documentation, methodology and talent capability within the new facility. The M&O Stamp of Approval provided instant reassurance to customers and prospects and clearly showed that the new OneNeck Denver facility was credible, capable and prepared for business.



"It was a very positive experience working with the Uptime Institute to secure Tier III Constructed Facility Certification at our Oregon facility and the M&O Stamp of Approval at our Colorado facility. They provided quick review of our processes and constructive feedback that we could adapt to while keeping our builds and projects on time and within budget."

The OneNeck organization found the Uptime Institute team to be a talented group of expert engineering professionals, fervently dedicated to the highest quality of data center design and operations, bringing tremendous value."



**Hank Koch**  
Senior Vice President  
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## Solution:

What the OneNeck team learned from the processes of going through Tier Certification in Bend, Oregon and the M&O Stamp of Approval in Denver, Colorado, is how vastly important continuous improvement and revitalization is to all aspects of data center operations, as well as the need for continuous training of our professionals who run them. In fact, numerous data center and facilities managers in OneNeck facilities have completed Uptime Institute's Accredited Tier Specialist training and received their ATS designations.

The OneNeck team were appreciative of the detailed, thorough, professional and time-efficient nature of the process of securing the certification and stamp of approval. The organization felt that the learning curve between the two parties was swift, thereby allowing for the real certification analysis and work to commence without delay.



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