Convergence, Connectivity and Customer Service

A convergence of technology with scalability, virtualization and big data has caused one of the largest disruptive waves in IT. A hit with tsunami-like force brought massive transformation in how compute is consumed and a surge in demand for computing power. This explosion of data, applications and business needs quick, flexible scaling of data-center footprints. Businesses look to the cloud to empower their transformations in the digital age, and data centers have become the 21st century's most important infrastructure. And businesses need data centers designed to scale with their business needs.

Convergence

The world is hybrid. With the increased adoption of public cloud services, businesses deploy a mix of IT services across public cloud providers, own data centers or leverage providers such as CyrusOne to gain flexible access to additional data-center capacity for their private cloud requirements. Where the business chooses to deploy the IT services differs greatly depending on business, regulatory and security needs, and leads to a requirement to be able to support the entire "Cloud Continuum." CyrusOne recognizes this need and has evolved its portfolio to support its customers on their multi-year transformations to the cloud.

Some organizations may have just started migrating to the cloud. They learn quickly changes in technology, applications, business, and regulatory and compliance standards can make accurately forecasting future data center requirements challenging.
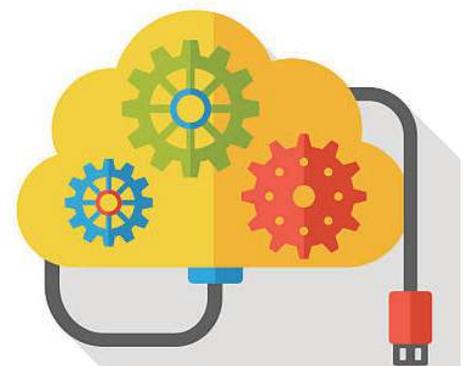
Others are seasoned experts who know their needs for today and tomorrow. They are ready to scale and adjust to meet evolving data-center requirements. CyrusOne knows the cloud is not one-size-fits all. We listen to clients, and then design tailored solutions to meet demand.

Through a network of more than 40 TIA Class-4 data centers in key American, European and Asian markets, CyrusOne enables the compute needs for the businesses that change the world. As the third-largest data center builder and provider in the United States with more than 4 million square feet of rentable space, CyrusOne serves the world's most sophisticated IT consumers, including nine of the top 10 cloud companies and over 200 of the Fortune 1000 companies.

While data-center demand is high and growing exponentially, hyper-scale cloud providers are not able to meet the ongoing demand for data-center capacity. The timing, cost, land issues and zoning requirements further delay available capacity. CyrusOne can meet this demand by building data centers faster, cheaper and higher quality than its industry peers. And its buildings, engineering and backbone set it apart.

CyrusOne's speed-to-market keeps up with surging demand. It builds its centers faster thanks to a highly optimized supply chain, which enables it to get equipment, generators and building materials faster than the competition. Its modular design and tilt-up building process makes the building process easy to replicate in any geography. Because its optimized supply chain lowers building costs, CyrusOne can pass along these benefits to its customers.

Additionally, the resiliency inherent in CyrusOne's data center design allows CyrusOne to deliver a 100 percent SLA on power to mitigate a key element of risk for enterprise customers. Customers appreciate CyrusOne and reward it with one of the lowest industry churn rates, confirming a track record of consistently delivering.

Connectivity

CyrusOne has market presence diversity with interconnected data centers located strategically in the United States and abroad. And it offers a core-protected Internet solution that exceeds what carriers standardly offer. CyrusOne data centers deliver flexible cloud connectivity services seamlessly and immediately through a single port. Its software-defined network connects to all the major cloud company on-ramps – with the CyrusOne Metro IX platform, which includes IP, Internet and metro connectivity. This elastic cloud connectivity provides the flexibility to vary connectivity requirements based on true demand. CyrusOne customers can order new cloud services, scale and control on the fly. They can also scale down with the flip of a switch just as quickly and easily if or when a broader bandwidth is no longer needed.

In addition to the space and connectivity, CyrusOne contracts commercially to let customers ramp up as they grow and needs change. And customer needs will change as they go through the IT transformation journey. This is why CyrusOne aligns with customers to partner and support them as they scale with engineering and design services, including power and usage projections, floor planning, connectivity assessments, and implementation scheduling. Its data centers are designed to achieve optimal flexibility no matter the scale, and it can build out new data halls in just 12 to 16 weeks through aggressive sourcing. This "Massively Modular" model frees customers from time, space and flexibility constraints often found in other data-center providers.

Using hybrid cloud and cloud adjacency, CyrusOne enables the deployment of technology to meet customers' security and regulatory requirements with minimal latency on workloads – a simple cross-connect to the major cloud providers. They get the characteristics of cloud without the risk of putting assets and technology in the public cloud, where they have little control.

CyrusOne also mitigates risk through distributed block redundancy for electrical systems. Fully redundant data-center power architectures aren't typical for in-house data centers because of the significant expertise and capital required to design and build. But CyrusOne goes this extra mile to provide a highly resilient environment with no single point of failure to virtually eliminate downtime. Power redundancies are tailored to the rack-level for flexibility to match any application and server need.

Physical security is paramount. CyrusOne provides multiple layers: On-site data center security guards around the clock, year-round; video surveillance and recording of exterior and interior facilities; biometric and key-card security for strict access control, up to the cage level; turnstile and other secure passages to prevent tailgating; reinforced physical infrastructure that could include concrete bollards, steel-lined walls, bullet resistant glass and perimeter fencing; perimeter security that includes iron fences, gates and restricted access to the property; and dedicated data halls, suites and cages to minimize traffic.

CyrusOne data centers comply with all major standards, including PCI, HIPAA and FISMA. In addition, CyrusOne is an experienced partner that regularly helps customers go through any industry compliance audits to ease their burdens.

Customer service

Exceptional customer service is a crucial component of CyrusOne partnerships. While incidents are rare, CyrusOne has all service bases covered with separate expert teams dedicated to change management, customer portal, service delivery and implementation 24 hours a day, seven days a week and 365 days a year. Help from a live person is only a phone call away, with the call answered in less than 1 second and an average urgent ticket response in less than five minutes. CyrusOne truly listens to each customer so it can serve each customer's unique needs, no matter their stage in the IT transformation journey. It's no wonder 99 percent of CyrusOne customers report total service satisfaction. Customer service is so deeply ingrained and unmatched, customers get CyrusOne CEO Gary Wojtaszek's personal cellphone number should they need help at the highest level.

With CyrusOne's connectivity and customer service, customers can accelerate their IT transformation and mitigate risks. They can future-proof their data center and connection needs, accessing a continual innovation engine from CyrusOne. They know they have an expert partner with the tools and experience to help. They can rely on infinite flexibility and scalability to mitigate uncertainty of medium- and long-range DC demand. They can flexibly transition workloads between public clouds and private cloud domains based on business needs. They can free up capital by retiring company-owned data centers and letting CyrusOne handle data center needs.

All of this allows customers to shift focus and energy to where it should be – on their core businesses, unburdened by data center and cloud concerns. CyrusOne enables smooth sailing on the waves of IT disruption.