

# Evaluating High-Availability Service Delivery In The Data Center

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*premium data center services*

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# Reasons to Evaluate High-Availability Service Delivery

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- Uptime and business resiliency is critical
- Choosing or building a data center is a significant investment
  - Third party provided
  - In house
- Match the business's availability requirements with the data center



# Tendency To Focus on Design Alone

- Most companies use a generic check list
- Many check lists fall short; only focused on:
  - Infrastructure design
  - Geographic's
  - Security
  - \* Important, but not thorough enough



# High-Availability Service Delivery Model



# Implications of an Incomplete Evaluation

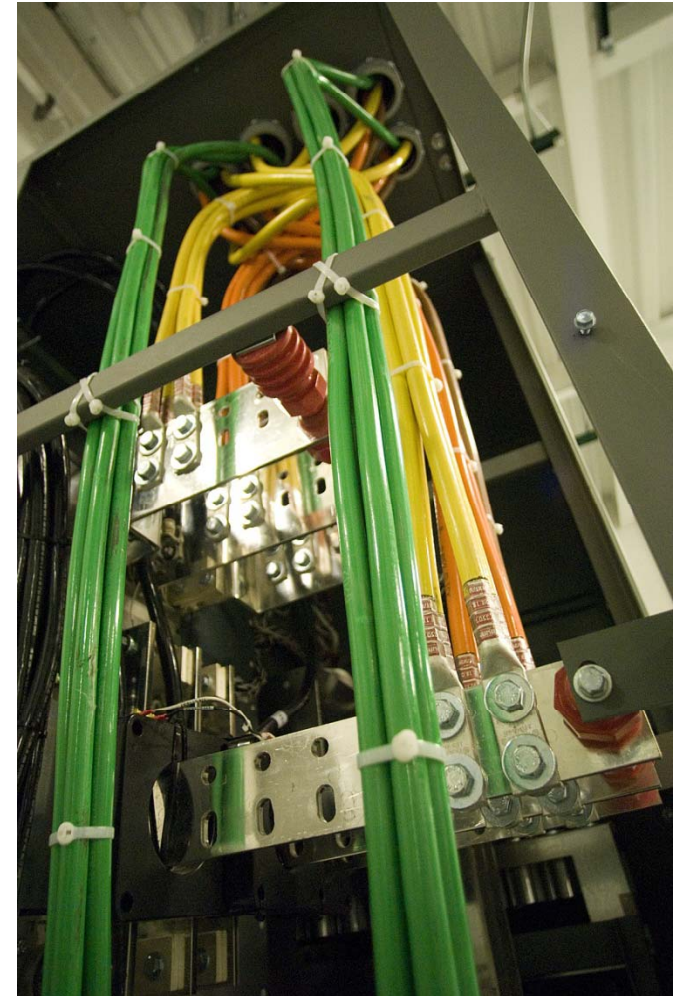
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- Unexpected downtime and interruption
- Escalating operational costs
- Corrective vs. preventative maintenance costs
- Frequent maintenance windows
- End-users perceptions of service quality



# Summary

- Look “under the hood”
- Ask specific questions about:
  1. Operational process and service assurance
  2. Maintenance and lifecycle strategies
- Visit our website for more information about high-availability service delivery



# Questions

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