



# Colocation

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## Tailored To Future-Proof Your Business

With 29 data centers in 8 regions, ViaWest offers a full spectrum of support IT Infrastructure services to provide the scalability customers require and geographic diversity designed to ensure that your environment is reachable with our reliable network. With over 800,000 square feet of raised floor space, the latest in power delivery equipment, and energy efficient cooling, our data centers are on the leading edge of modern technology.

Drive your business forward and enable your hybrid environment by leveraging our colocation, cloud compute, managed services, and audit-ready PCI and HIPAA compliance solutions. All designed with the highest level of reliability and scalability. As ViaWest continues to grow and expand our reach and service offerings, we remain true to our commitment to deliver service centered locally to support you. On top of all that, it's wrapped with a 100% infrastructure uptime commitment.

The customer service DNA so ingrained into the ViaWest corporate culture has truly been a pleasure to work with over the years.

**Cynthia Nustad**  
Executive Vice President and CIO,  
HMS

## Colocation Features

- Customizable solutions for space and power
- Redundant power streams
- High density capable (supported cabinet densities as high as 37,000W utilized)
- Certified-compliant data centers (SSAE 16, HIPAA, NIST 800-53, PCI Section 9/12)
- 99.9999% infrastructure availability (over the last 4 years)
- Geographically disperse locations for disaster recovery
- Best in class energy efficiency – ultra low PUE
- Power delivered all the way to the end receptacle in the cabinet
- Data centers with on-site office space options

## Colocation Benefits

- Customized design and layout options to find the right configuration for your needs
- Pricing available in multiple options: kW + e, kWh, per square foot, and circuit pricing
- Tax incentives and abatement programs available in certain markets to reduce your TCO
- Dedicated compliance department available to assist with your compliance needs
- ViaWest meters power at the Branch Circuit breaker – for a more accurate reading and to ensure you don't pay for the step-down loss

## Support When You Need It

ViaWest's Technical Assistance Center (VTAC) is staffed by experienced engineers 24x7 and is your single point of contact for all technical support needs. Additionally, each data center is staffed with a local data center support team, which complements our rock-solid data center foundation and supports every ViaWest customer solution.

### Support You Deserve

- 100% SLA for power, bandwidth and network services availability
- 24x7 support from engineers with an average tenure of 3+ years
- One-stop ViaWest Technical Assistance Center (V-TAC) for remote support
- 29+ telecommunication carriers ensure carrier-neutral IP bandwidth connectivity
- 87% first call resolution
- Dedicated client success manager for your duration as a customer
- 4-hours free remote support
- 100% satisfaction guarantee



#### Secure and Redundant

ViaWest is the ultimate solution for physical security, disaster mitigation, fire detection and suppression. Our redundant, diverse infrastructure is built to maximize uptime.



#### Our Commitment to You

We're not just a vendor. We're a partner. Our service level agreements commit to 100% availability for power, bandwidth, and network connections.



#### We Never Leave Your Side

From migration management to a designated account manager to our online customer support portal, our service to you is complete. Support from experienced engineers is available 24x7.



#### Flexible Hybrid IT Solutions

Our resources are flexible and easily adaptable. We'll tailor a hybrid solution to meet your needs, location and size.