Case Study – Digital Realty Trust

WHO THEY ARE

Digital Realty Trust, Inc. is the world's largest wholesale datacenter provider. The company is focused on providing Turn-Key Datacenter℠ and Powered Base Building℠ solutions to meet data center requirements for domestic and international customers across a variety of industry verticals ranging from information technology and internet enterprises, to manufacturing and financial services. Digital Realty Trust's more than 94 properties, excluding one property held as an investment in an unconsolidated joint venture, contain applications and operations critical to the day-to-day operations of its corporate enterprise data center customers. Comprising approximately 16.2 million rentable square feet, Digital Realty Trust's portfolio is located in 27 markets throughout North America and Europe.

DIGITAL REALTY TRUST DATA CENTER CUSTOMERS

Over 50 Fortune 500 companies rely on Digital Realty Trust to provide solutions for their data center requirements. Our customers include leading media, financial services, communications and technology-based businesses that require advanced data center facilities that incorporate sophisticated power and cooling architectures, multi-layered security and enhanced fire suppression systems to support their mission critical applications including virtual and high density computing environments.

Challenge

As one of the fastest growing data center solution providers in the world, Digital Realty Trust is constantly growing its portfolio of assets and managing them to achieve maxim cost efficiency per kW of IT load. To achieve their cost effectiveness goals, Digital Realty Trust has developed an operational structure that is highly process driven and dependent on outsourced maintenance service providers. In such a complex environment, management needed to be able to track their assets and the execution of the maintenance events against those assets to minimize Total Cost of Ownership (TOC).

Solution

HorizonLine's MaintenanceSite™

WORK ORDER MANAGEMENT

Emergency response with BMS integration

With MaintenanceSite (MS) Digital Realty Trust (the "Company") was able to implement an end to end Emergency response system that starts with the BMS (Building Management System) notifying MS that a piece of equipment has failed. MS then notifies the Company's management, building engineers, customers and outsourced service provider of the status of the equipment. MS uses Digital Realty Trust pre-defined escalation levels to monitor ticket acknowledgement via e-mail, browser or Blackberry to ensure that someone is responding to the ticket. Once the technician services the equipment and it is back on-line the BMS automatically notifies MaintenanceSite of the event

completion and also notifies the user-defined distribution list. The building engineer simultaneously can update and close the ticket with the details of the corrective actions taken, what systems were involved and what resources were used to complete the ticket.

This unique end-to-end solution that is used globally by Digital Realty Trust has saved them an estimated 5,400 man-hours in event processing since implementing MS and increased their turn-around time substantially.

Customer work order entry

Digital Realty Trust can allow its customers to directly enter work orders for assets owned by them but housed and managed in a Company property. This unique work order management feature has all the functions of Digital Realty Trust's main work order management system with added benefit of integrating customer defined work orders into the Company's central work order queue for scheduling and execution. Upon completion of the work order, customers are automatically notified of the task execution and can view the results via their dashboards and reports.

PREVENTIVE MAINTENANCE

Integrated Scheduling across global internal and outsourced Service Providers

By utilizing MaintenanceSite, Digital Realty Trust has been able to reduce administrative overhead by allowing internal and outsourced maintenance service providers to manage maintenance scheduling in a single system with secure access. Each participant logs into the system with only a pc and a browser. MS recognizes the participant by their globally unique identifier and gives them the appropriate level of user defined security permissions. Once permissions are applied, the participant can enter PM schedules that their company is contracted to complete. MS searches for conflicts based on Digital Realty Trust business rules and if none exists, accepts the schedule.

Digital Realty Trust's management, engineers, service providers and customers can see the scheduling calendar and dashboard in one single view thus giving them visibility into the schedule with often a year or more lead time. The Company has experienced significant increases in resource utilization and workforce productivity. MaintenanceSite's unique architecture and security management allows Digital Realty Trust to manage internal and outsourced workforces as a single unit thus giving the cost effectiveness of outsourcing without losing visibility.

Additionally, the Company is able to track schedule creation and completion against the SLA (Service Level Agreement) defined in its contract with internal and outsourced service providers, therefore making sure it is getting the full value of its contract.

Key Benefits

- *Improved decision making because of better visibility and data access for users and customers*
- *Significant reduction in overall costs*
- *Seamless integration with outsourced service provider processes and system*
- *Competitive advantage in selling services to future customers*