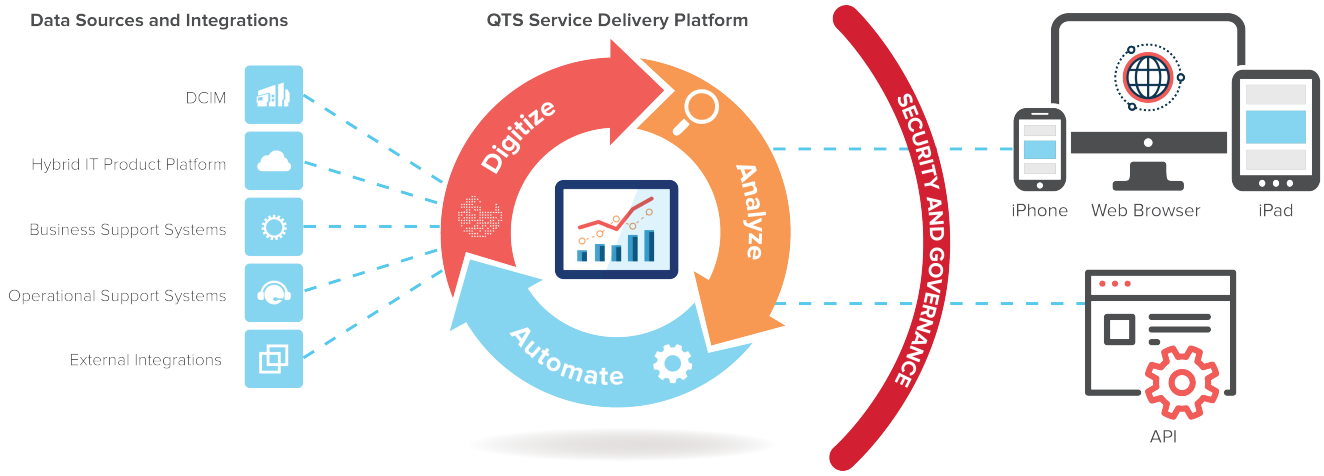
SERVICE DELIVERY PLATFORM

Integrated Platforms - The Key to Real-time Insights and Innovation

Accessing and interacting with information related to your data center deployment should be simple, seamless, and available on-demand — anywhere, anytime, and from any device. To meet that demand, QTS has built from the ground up, a fully-integrated, services delivery platform (SDP) that provides the right data available at the right place and at the right time.

The QTS SDP is the industry's first fully integrated orchestration platform engineered to support hybrid IT environments. It aggregates and integrates data from across your entire QTS hybrid deployment. This includes Data Center Integration Metrics (DCIM), resource and asset monitoring information from your AWS public cloud, as well as business and operational metrics across our entire product platform.

Now you can view, analyze, and automate massive amounts of data, in real time, driving operational efficiencies and product optimization, producing powerful new insights. QTS publishes APIs for efficient integration with your data and applications, delivering additional insight for real innovation.



QTS Unlocks Powerful Data, Locking in New Operational Efficiencies and Stoking Business Innovation

Our big-data approach to IT service delivery goes far beyond industry standard DCIM tools by integrating diverse business and operational support system information, specific to your QTS engagement:

Analyzes

- Identifies deployment trends and patterns, uncovering hidden opportunities and issues in your environments. Presentation includes on-demand, real-time graphical displays

Automates

- Orchestrate series of actions, improving operational efficiency, reducing risk, and optimizing resources. Provides online ordering and provisioning

Digitizes

- Collects, amalgamates, and displays customer data, in real time, aggregating and normalizing the data. This encompasses data and integrations across all QTS data centers, our hybrid IT product platform, and business and operational support systems

Integrates

- Provides APIs for external integration. Easily connect and pull data from QTS SDP, correlating with external data and applications. This enables SDP to be embedded into your dashboard

Mobile-Friendly Modules

QTS takes an agile, iterative approach to implementations by adding new features and capabilities on an ongoing basis, communicating with customers during the entire development and deployment process. We take a mobile-first approach so that no one in your organization is tethered to a desk.

ACCOUNT MANAGEMENT

- **Attribute-Based Account Management**—Maintain on-demand oversight and control of your QTS environment. Provision and manage QTS Customer Portal and System API users, manage physical data center access, activate and deactivate badges by location and date, and grant granular permissions
- **Online Ordering for Remote Hands & Eyes**—Create a monthly subscription online, saving time when opening critical service tickets, receiving a discount for a monthly commitment
- **Asset Manager Self Service App** - Catalogue and track colocated assets for lifecycle management puposes

SERVICE MANAGEMENT & TICKETING

- Manage your ServiceNow tickets from initiation to resolution; request changes for firewalls and DNS; request to remove or receive equipment

DCIM CONTROLS

- **Power Analytics—**Access power consumption by kW or Amps for spaces, enclosures, and circuits, across all QTS environments.
- **Sensor Analytics**—View temperature and humidity metrics for customer sensors installed within racks and cabinets. Data is available by location, raw data, and trend graphics

ADDITIONAL FEATURES

- **API Guidelines—**Connect the SDP with external datasets and applications, producing powerful insights and outcomes, with our Java API.
- **Automation Capabilities—** Create services faster across procurement, provisioning, and billing processes.
- **Customizable Reports—**Create and pull Excel and PDF reports.
- **Full Access and Transparency—** Understand the health and use of all resources.
- **Predictive Analytics—**Make more timely and effective business decisions.
- **QTS Mobile App—**work where and when you want.
- **Simplifies Hybrid IT Management—**Employ a single, seamless, fully integrated platform that simplifies IT delivery and management processes, increasing operational efficiency by managing AWS workloads.
- **Single Operational View—**View, manage, and optimize resources from QTS in one place, on demand, and from mobile devices.

HYBRID IT MANAGEMENT EXCLUSIVELY FOR MANAGED AWS CLIENTS

- **Cloud Billing —**Transform AWS data into actionable insights by reporting, alerting, analyzing and automating the AWS cloud environment for optimal utilization and cost
- **Hybrid Cloud Management**—Use Bots to continuously monitor, identify and fix the most critical challenges related to runaway costs, security gaps, and policy compliance