

# DATACENTER/COLOCATION CUSTOMER CONVERSATION STARTER

- 01.** Are there any vendors/solutions you are already considering or have spoken to?
- 02.** Do you need a secure environment to relocate your infrastructure?
- 03.** What is your current Datacenter/Colocation approach? (Record details and notes on next page)
- a. What is your infrastructure footprint? Domestic and/or International? Where?
- b. Do you have a datacenter? If so, where is/are your current data center(s) today?
- c. What US geographic location are you interested in or want to pursue?
- |                                       |  |                                    |
|---------------------------------------|--|------------------------------------|
| <input type="checkbox"/> Mid Atlantic | <input type="checkbox"/> North Central | <input type="checkbox"/> Northeast |
| <input type="checkbox"/> Northwest    | <input type="checkbox"/> South Central | <input type="checkbox"/> Southeast |
| <input type="checkbox"/> Southwest    |  |                                    |
- d. What International locations are you in or want to pursue?
- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Africa        | <input type="checkbox"/> Asia            | <input type="checkbox"/> Australia   |
| <input type="checkbox"/> Canada        | <input type="checkbox"/> Central America | <input type="checkbox"/> Europe      |
| <input type="checkbox"/> India         | <input type="checkbox"/> Mexico          | <input type="checkbox"/> Middle East |
| <input type="checkbox"/> South America | <input type="checkbox"/> United Kingdom  | <input type="checkbox"/> Other       |
- e. Why are you looking to move to a colocation facility?
- f. Are there any applications you need to move into this environment?
- g. Do you have any other applications in the cloud today? Describe your needs.
- 04.** Will you need to do a tour of the facility to meet an audit before you decide? Describe your needs?
- 05.** Do you have any Compliance requirements?
- |                                  |                                  |                                  |
|----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> CCPA    | <input type="checkbox"/> FDCC    | <input type="checkbox"/> FEDRAMP |
| <input type="checkbox"/> FINRA   | <input type="checkbox"/> FISMA   | <input type="checkbox"/> GDPR    |
| <input type="checkbox"/> HIPAA   | <input type="checkbox"/> HITRUST | <input type="checkbox"/> ITAR    |
| <input type="checkbox"/> NERC    | <input type="checkbox"/> NIST    | <input type="checkbox"/> NY DF   |
| <input type="checkbox"/> PCI-DSS | <input type="checkbox"/> SOC2    | <input type="checkbox"/> SOX     |
| <input type="checkbox"/> TCPA    | <input type="checkbox"/> None    | <input type="checkbox"/> Other   |

- 06.** Let's talk numbers:
- a. How large is your current IT staff and what kind of support are they able to provide and are looking for?
- b. Do you need to be geographically redundant? If so, what regions would you like to be in?
- c. What connectivity will be needed at each location?
- d. Do you need redundant connectivity? What are the requirements?
- e. Do you need the cabinet be shared or dedicated?
- f. How much space and power is required per rack?
- g. What are your power requirements?
- h. Describe the network requirements? (Circuit type, speed, diversity, If needed see connectivity questionnaire)
- i. What size space will you need?
- |                                   |                                   |  |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> 1/4 Rack | <input type="checkbox"/> 1/2 Rack | <input type="checkbox"/> Full Rack     |
| <input type="checkbox"/> Cage     | <input type="checkbox"/> Hall     | <input type="checkbox"/> Other (_____) |
- j. Do you require a specific tiered datacenter? If yes, what tier?
- |                                 |  |                                 |
|---------------------------------|--|---------------------------------|
| <input type="checkbox"/> 1 tier | <input type="checkbox"/> 2 tier        | <input type="checkbox"/> 3 tier |
| <input type="checkbox"/> 4 tier | <input type="checkbox"/> Other (_____) |                                 |
- k. What size rack do you need?
- |                              |                              |  |
|------------------------------|------------------------------|--|
| <input type="checkbox"/> 42" | <input type="checkbox"/> 48" | <input type="checkbox"/> Other (_____) |
|------------------------------|------------------------------|--|
- l. Do you require direct connects to the cloud?
- |                                |  |                                 |
|--------------------------------|--|---------------------------------|
| <input type="checkbox"/> Azure | <input type="checkbox"/> AWS           | <input type="checkbox"/> Google |
| <input type="checkbox"/> SAP   | <input type="checkbox"/> Other (_____) |                                 |
- m. Will you need the supplier to rack and stack the equipment for you? Describe your needs.
- n. Will you need remote hands for support? Please add details, including anticipated hours/week.
- o. Do you need someone to help obtain any equipment for your environment?
- p. Do you need a DR or Backup solution for this environment? Describe your needs.
- |                                |                                     |                               |
|--------------------------------|-------------------------------------|-------------------------------|
| <input type="checkbox"/> Cloud | <input type="checkbox"/> Colocation | <input type="checkbox"/> Both |
|--------------------------------|-------------------------------------|-------------------------------|
- q. Will you be looking to migrate these applications to a cloud environment in the future?

