

Evaluating a Colocation Provider

Checklist

When evaluating a colocation provider, it's vital to make sure they have the facilities, features, staff and attitude to service your business. As you research providers, use this checklist to ensure they meet your needs.

Before you discuss your specific colocation needs with the potential provider, ask a few general questions, including:

1. Have you been in business more than 5 years?
2. Are you the facility owner and not a reseller?
3. Are long-term references available?
4. Can we speak with members of the support staff?
5. Can you accommodate our future growth?
6. Can we extend our contract or lock in pricing?

The grid to the right provides technical information to help you decide which facility may be right for you.



	Yes	No
Facility		
Multiple locations	☐	☐
Geographic diversity	☐	☐
SAS 70/SSAE 16 certified	☐	☐
Space		
Partial locked cabinets	☐	☐
Full locked cabinets	☐	☐
Custom cage build out	☐	☐
Power		
Power included in the price	☐	☐
Diverse and redundant power feeds into facility	☐	☐
Redundant power feeds to the cabinet	☐	☐
Conditioned power with UPS	☐	☐
Generator backup	☐	☐
AC and DC power	☐	☐
Connectivity		
Wide range of bandwidths available	☐	☐
Session Initiation Protocol	☐	☐
Multi-carrier fiber connectivity	☐	☐
Multi-homed redundant Tier 1 internet providers	☐	☐
Major telecom carrier interconnect	☐	☐
Comprehensive routing and switching	☐	☐
Custom data, voice, wireless converged network	☐	☐
Bandwidth bursting	☐	☐
End-to-end national MPLS connectivity	☐	☐
Network monitoring, reporting	☐	☐



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HVAC

Climate control for
temperature & humidity

Yes

No

☐
☐

Redundant chillers

☐
☐

High density rated

☐
☐

Security

Dedicated entrance with
mantrap

☐
☐

Guards present

☐
☐

24X7x365 access

☐
☐

Keycard access

☐
☐

Video monitoring
inside/outside facility

☐
☐

Multi-zoned FM 200 fire
suppression system

☐
☐

Additional Services

Disaster recovery

☐
☐

Data storage

☐
☐

Voice gateway

☐
☐

On-site technical resources

☐
☐

Data backup at remote location

☐
☐

Cloud firewall, antivirus and
intrusion detection/intrusion
prevention systems

☐
☐

Business continuity space and
office space available

☐
☐

Management Services

Dedicated account manager

☐
☐

Remote Hands

☐
☐

24x7 network operations
center on-site

☐
☐

Secure package, system
receiving

☐
☐