

MyCoreSite Customer Service Delivery Platform

Gain competitive advantage with visibility and control of your data center interconnections and environment

MyCoreSite, CoreSite's customer service delivery platform, simplifies hybrid IT management, enabling you to scale on-demand, interoperate with business partners and easily add services. Our software-defined service delivery platform improves usability and reduces management time – to your competitive advantage.

- Enhanced profile management for greater control and optionality
- Increased visibility into case information needs for faster resolution
- Highlight and accelerate individual navigation paths
- View required actions front and center in the platform interface

WHAT YOU CAN EXPECT

- Flexibility when managing user permissions, physical access and emergency notifications
- Integrated customer ordering experience to reduce delays
- Tools to manage your deployment
- Real-time support monitoring
- Information available through inquiry tracking and self-service tools
- Data Center Intelligence (DCI) access with CoreINSITE®

DATA CENTER INTELLIGENCE

CoreSite's service delivery platform gives you more visibility into your data center deployment and reporting at no additional cost. Features include:

- Power, temperature and humidity readings
- Near real-time visibility into power utilization and environmental conditions, with historical trending
- Downloadable .csv files with circuit detail and aggregates at the licensed space level
- Interactive graphical interface with drill through capability and cross hairs

MODERNIZE INTERCONNECTIONS WITH THE OPEN CLOUD EXCHANGE® (OCX)

MyCoreSite seamlessly integrates with the OCX. Now, through a single pane of glass, you can leverage the OCX's enterprise-class connectivity services to:

Establish direct, secure and virtual connections to public clouds including AWS, Google Cloud, Microsoft Azure, Oracle and Alibaba

Dynamically configure port and EVC bandwidth requirements from 50 Mbps to 100 Gbps

Access the CoreSite customer ecosystem to quickly identify and connect to network operators, cloud providers, partners and value-add service

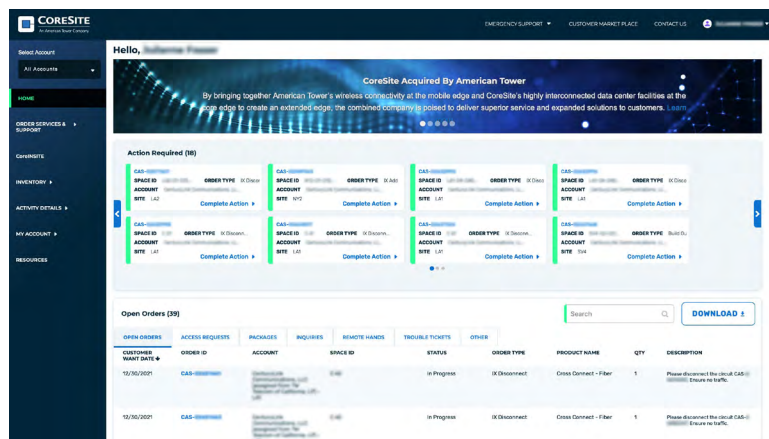
Ensure Users Have the Right Physical and Online Access

CoreSite takes physical and virtual security very seriously. As such, we ask that system administrators ensure MyCoreSite.com user lists, service delivery platform permissions, and access authorizations are kept up-to-date with the appropriate access and permissions. Below are a list of items to confirm and keep current:

ACTIVE EMPLOYEE USER LISTS

EMAIL ADDRESSES AND CONTACT INFORMATION

SERVICE DELIVERY PLATFORM PERMISSIONS AND PHYSICAL ACCESS RIGHTS



Other Design Factors



OPERATIONS

From basic training, to continuous practice scenarios and drills, to storm preparation and even your everyday customer service, our CoreSite Operations team is prepared to handle any event.



COMPLIANCE

CoreSite data centers are HIPAA, PCI DSS, ISO 27001, NIST 800-53, SOC 1 Type 2 and SOC 2 Type 2 compliant.



AMENITIES

Our data centers offer a variety of amenities, catering to our customers' business needs and providing them with a comfortable work environment while on-site at our facilities.



SECURITY

24x7x365 on-site, continuously trained security personnel and multiple layers of physical and non-physical security technology safeguard CoreSite data centers.



POWER AND COOLING

CoreSite provides efficient, reliable, high-performance solutions for power and cooling using industry best practices to meet the requirements of our customers.

**Find out more.
Click. Call. Write.**



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