

The Silo-Less Data Center:

Bridging Business, Technology, People and the Industry to Generate Real-World Success

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Abstract

The requirements of today’s modern IT environment indicate the need for higher levels of agility. And, this doesn’t just revolve around the technology. Today, we’re specifically talking about the ability to shift and adapt to market as well as business demands. For a data center, this means seamlessly being capable of scaling an environment based on both IT and clear business drivers.

With more data distribution and greater demand for IT consumerization, organizations are finding themselves requiring more hardware, resources, and data center bandwidth. All of these trends are fueling the push for more efficient data center utilization and, more specifically, data center agility.

Beyond anything else, the efficient and cost-effective operation of the data center becomes critical.

IT and business leaders are being tasked with evaluating current requirements and working towards a better data center operations model. This is where they run into some challenges. In working with numerous different components — questions

around assets, resources, personnel, and even utilization all begin to creep up. The process can be even more complex when numerous different data center and business teams are all contained within **organizational siloes**.

In this paper, we take an entirely new approach to delivering real-world data center success. An approach that eliminates siloes between data center and business operations; and bridges people, process, technology and the industry all together.

We’re going to explore a next-generation business and technology model where all key people and processes are a part of the data center operations business. Most of all, we’ll understand how this is a change from the norm and why customers are loving this approach. You’ll learn about the silo-less data center model, how to get started, and how this architecture is already disrupting the market.

Introduction: The Importance of Working Together

There have been some big shifts happening in the world of cloud, the data center, and the personnel that support it all. First of all, there is now a direct tie between the business and the capabilities of IT. There is no longer a silo where IT is removed from the business process. In fact, an organization's competitive advantage can very much revolve around the technologies and services your data center delivers. This is why it's so critical to learn the language of business, and align it with IT. And, there are some very real numbers to back this up.

Consider this, [Gartner](#) recently pointed out that by 2020, **100% of IT roles** will require an intermediate level of proficiency in business acumen. "Developing strong business acumen in IT is a prerequisite to effectively shift IT focus from optimizing IT operational efficiency to driving business effectiveness, value creation and growth," said Lily Mok, research vice president at Gartner. "At the heart of an effective IT communication strategy is the ability to clearly link the vision, strategy and action plans of IT to the business to drive desired behaviors in the workforce that contribute to improved IT performance and business outcomes."



Communication aside, new business management styles are required to gain as much possible value out of the employee and business model as you can. However, to get to that point, you need to train your people to truly think and act as part of both the business and technology process. Remember, the entire idea here is to simplify operations.

This is where the real challenge comes in. Oftentimes, the ball of spaghetti within an organization's IT infrastructure revolves around some piece of legacy process or siloed operation. Manual control of business or IT creates siloes of operation which slow down the overall process. To become a part of today's digital economy, data center leaders and customers need to look at a new approach.

In this whitepaper, we'll cover several topics which look to create a greater understanding of the existing environment and how to design a solution based on agility. What does this mean? In creating a truly agile environment, administrators must be able to combine people, processes and systems into a cohesive business unit. In trying to cope with these complex data center environments, technology and business leaders have to have a clear view into their existing environment and be able to plan for the future. To gain a better understanding of how to approach a 'silo-less data center', we'll examine the following:

- Key trends around today's data center market
- Understanding data center silos, and how to break free
- Why customers are investing in agility, and a silo-less architecture
- Adopting a next-generation business mode: The Silo-Less Data Center
- The silo-less approach, how to get started

SECTION 1

The Changing Data Center Landscape: How Siloes Slow Down Business

We're more dependent on our technology systems than ever before. This is a major part of the digital transformation process as organizations align entire business strategies around the capabilities of their IT environments.

When it comes to the modern data center market, what's been the general theme? Growth in the data center space, more businesses adopting some type of data center model, and new developments around advanced data center solutions. So, if you're an organization that's buying, building, or updating a data center — now is the time to take some great decision concepts into consideration. Most of all, this is a great time to really understand *data center operations management* and how well your own facilities are performing.

Growth in the Data Center Industry

In the latest AFCOM State of the Data Center [survey](#), we saw interesting stats from respondents about data center growth. From there, we saw that ownership, renovations, and building were on the upswing.

- 58% of respondents currently own between two and nine data center facilities
- 19% said they own 10 or more data centers.
- The average number of data centers each organization manages sits around 8.1 today.
- Responders indicated that on average 5.3 data centers will be renovated per organization. That number increases to 7.8 data centers over the course of 12 months.

Three-Year Forecast

- The average number of data centers managed will increase to 10.2 per organization over the next three years.
- Over three years, responders said that on average, 12.8 data centers per organization will be renovated.

Another interesting set of statistics indicated that new data center construction will grow more than five times over the next three years.

- The average number of data centers to be built sits at around 2.2 per organization.
- That number increases to 4.5 over the course of 12 months.
- Looking three years out, the average number of data centers to be built is 10.3 per organization.

Furthermore, a recent [report](#) from ResearchAndMarkets found that the data center services market is projected to grow at a CAGR of 13.69% over the forecast period (2018-2023). The increasing investment in data centers across the globe is expected to have a positive impact on the market growth over the forecast period. For example, in February 2018, Oracle announced high investment in data center wherein the company is planning to set up approximately 12 centers around the globe, including Japan, India, and China.

Finally, a report from Jones Lang Lasalle (JLL) [showed](#) that the M&A market around data centers is booming as well with a reported 48 deals totaling nearly \$20 B happened in 2017 — nearly exceeding the total 2015 and 2016 volumes combined. The trend will remain for the next several years as players continue to expand scale, services and expertise.



The Impacts of Cloud

Remember, today's data centers are the gateway into the cloud. The JLL report shows that as the data center industry continues to mature, enterprises will consistently seek out add-on services and outsource data center expertise as hybrid models become the norm in 2018 and beyond.

However, data centers themselves have become exponentially more complex in recent years. Furthermore, this applies to every facet of the business: facilities, hardware, user requirements and operations. Leaders in this industry should expect a jump in the industry's need for remote monitoring,

In some cases, IT and data center operations are treated as direct parts of the business. Much like how you'd see your HR or marketing departments. To that extent, business and technology acceleration can absolutely happen when you focus on aligning data center as well as IT operations as a continuous practice.

This new process helps bring this all together. However, we need to make sure we involve people at all levels to make this happen. Too often, we get bogged down by data points and forget the human element of both IT and the modern business. That said, a big piece of advice is to get out of the 'data center silo cave' and interact with people. Remember, operations are only a piece of the puzzle. So, when you properly leverage people, process, and technology — you create the capability to break down silos and truly unify IT and your business.

With all of this in mind, the next big question is actually adopting this 'silo-less' model and building a business that's truly aligned. It's this type of model that truly removes barriers, accelerates innovation, and helps organizations align with the demands of the digital market. Most of all, it creates an operations model with cost-effective results.

Too often, we get bogged down by data points and forget the human element of both IT and the modern business. That said, a big piece of advice is to get out of the 'data center silo cave' and interact with people. Remember, operations are only a piece of the puzzle.

cloud-based management, improved mechanisms to build efficiency, customized deliverables, and more aligned business and data center operations. They should also be prepared to battle some siloes in the business and data center facilities management process.

So, working with a silo-less data center is a shared challenge, but is also a shared opportunity for business and IT. To unify business and IT, it's important to practice some empathy and make sure you understand the goals of the business. It's really important to understand that across almost every business size and vertical — we're becoming digital entities. And, because of this, we need to remove the distinction between IT and business. Maybe at one point there was a difference. However, today IT and data center operations are a direct business function.

SECTION 2

Adopting a Next-Generation Business Model: The Silo-Less Data Center

Leaders in the data center space are adopting all sorts of new technologies and management models to help create competitive advantages. However, the silo-less data center introduces the concept of a linear management model which *simplifies operations by involving everyone*.

That said, how do you find the right people who can create confidence around the data center as well as the business? What goes into architecting a ‘silo-less’ data center? In creating this level of data center operations management and business integration — teams need to be aware of the following:

- **Understanding how the data center and the corresponding teams create direct value to the business.** Data center teams don’t only deliver racks, workloads and resources to their business and the respective users. They help keep an organization agile, resilient, and most of all — competitive. Does your organization know how much it costs for them to go down for a day? What about the cost of a security breach? IT confidence means seeing the value around IT and how it impacts the business. This means seeing how automated, proactive, processes help remove manual tasks so that IT leaders can focus on improving the business. Ultimately, when value around IT is realized — organizations experience greater levels of resiliency, control and even optimization. Most of all, they reduce the amount of time, energy, and cost it takes to operate a data center.
- **Aligning business initiatives data center management to help build IT confidence.** Do your management leaders know just how important your IT teams are? Do they know that you’re responsible for managing some of the most critical systems in the organization? Aligning with business leaders means creating champions and translating the power of IT into IT confidence. Show them how these operational tools help the overall business. Show them how they can access their most critical resources more effectively. Most of all — include them in the IT planning process so they can see where their part of the business fits in with the IT process.

Some data center leaders take this concept even further. Silo-less data center management actually integrates facility management solutions

specific to the data center. They’ll understand the breadth and scope of issues related to mission critical environments and provide solutions that mitigate inherent risks. Furthermore, their entire team will have experience in the data center world: operations, real estate and information technology.

- **Silo-less data center teams must understand the language of business.** Today’s modern organization heavily relies on IT and the services that data center technology provides. With so many companies moving to things like cloud, modern data center teams must understand that language of business. Many times, data center efficiency optimization mechanisms, automation, and orchestration not only impact performance — but overall business efficiency as well. You must be able to communicate how the performance of the underlying data center directly impacts a business’s capability to be more competitive in the market.

This is really where experience can mean everything. If your entire team has data center management experience, this expertise will lead to a much more proactive, integrated model.



IT teams cannot operate as silos within a business. Once these two parts of the organization work in unison — you’ll see greater capabilities around go-to market strategies, competitive initiatives, and the ability for an organization to stay relevant in today’s market. Remember, IT teams no longer just work with “technology” systems. Rather, they work with technology to directly impact the business. In fact, today, the only way to create real-world IT confidence is by understanding that IT is a direct component of the business.

When You Remove Barriers – Success Comes Quickly

Data center owners must make more operational and IT decisions than ever. From real estate asset management to staffing to compliance, the choices made have significant impact on the resiliency and total cost of ownership of their businesses.

These decisions should not be made in silos.

So, when working with silo-less data center professionals, be sure to look for an independent provider of enterprise-level capabilities with the ability to integrate facility management solutions specific to the data center. These are the types of partners who understand the breadth and scope of issues related to mission-critical environments and provide solutions that mitigate inherent risks.

Finally, when you find a partner that operates with a silo-less mentality, and one that supports this concept with both practices and people, you'll start to see some real results. As you break free from the traditional data center operations framework paradigm, success comes quickly.

Landmark Dividend Leverages BCS (FM for a Streamlined Approach to Data Center Management



LANDMARK
DIVIDEND

About the Customer

Landmark Dividend LLC is one of the nation's largest and most successful ground lease acquisition companies. They provide value, capital and liquidity to qualified property owners who lease their property for cell towers, billboards, wind turbines, utility-scale solar farms and fiber optic networks.

Landmark Dividend is the General Partner of its publicly-traded subsidiary, Landmark Infrastructure Partners LP. Landmark Infrastructure Partners was formed to acquire, own and manage a portfolio of real property interests leased to companies in the wireless communication, outdoor advertising and renewable power generation industries. Landmark Infrastructure Partners is traded on the NASDAQ under the symbol LMRK.

Challenges

'We're more than just a Financial Partner: The biggest pain point for Landmark Dividend is that although they were available for a transaction, they weren't always considered a buyer because they weren't seen as an "operator." Rather, they were viewed as a pure financial partner by some groups. For example, a large financial organization wanted to sell two data centers and lease a part of it back; they'd leverage Landmark Dividend for that process.

However, in that same scenario, the customer might also want **everything** managed by the new owner/ landlord. As in everything from security, to facility management, to taking out the trash.

Landmark Dividend very much wants to be that type partner for their customers. However, until they had an operating partner, they were limited in the bid process.

For Landmark Dividend, the challenge was 'becoming an operator' and not just a 'financial partner.'

The Use-Case

"I was introduced to BCS (FM) about 4 years ago and started discussing partnering opportunities," states Christof Hammerli who manages Digital Infrastructure at Landmark Dividend.

"As an organization, we're set up as a capital partner, owning real estate, for example. We are not staffed internally to support facility management, and we're a small group managing a large portfolio of data centers and clients. So, we can't manage, or operate, all of those data centers with our own staff, but we can definitely invest a significant amount of money into real estate and infrastructure. To that extent, we needed a partner to help with managing and operating. For us to continue to be successful and grow as an organization, we need to invest more dollars, and figure out ways to impact more of the market; we needed a way to provide more value.

In today's data center-dependent world, a large portion of the market demands more than just a real estate investment partner. For Landmark Dividend to provide more maintenance and support for these data centers, they quickly realized that hiring people to manage data centers didn't make sense. When would should they staff up? Should they hire people before they actually acquire a new data center, or wait till after? What happens if something falls through? What happens to all of those people? Most of all, what about customer experience?

“We needed a way to move quickly to invest, acquire a data center, and immediately provide support and management for the data center. We needed to be credible and competitive during the bid process. So, we looked at a few groups and organization for help,” adds Mr. Hammerli.

They researched and discussed partnership opportunities with a number of groups to choose the right partner; and definitely experienced some trial and error throughout the process.

During that research process, they asked some key questions:

- How would you interact with customers/tenants?
- What is your reputation in the market?
- How quickly can you move in a bid process?
- What do your customers say about you?
- Is there a cultural fit?

BCS (FM) Chosen to Add Value and Become Operating Partner

Landmark Dividend wanted to work with a good partner who could meet the needs of a growing organization. Most of all, they wanted to truly stand apart from the competition.

“We didn’t want to be like everyone else where our only option to differentiate would have been to compete around price,” said Mr. Hammerli.

“With BCS (FM), they really feel like they’re a part of us; a part of our organization. For us, competitive pricing as well as a comprehensive suite of services was needed, and BCS (FM) absolutely got us there.”

A major challenge was going up against larger operators and competitors. Landmark Dividend didn’t have the capacity that they provided. However, with BCS (FM) it was all extremely streamlined where they could work with margins where everyone could come out happy. “We needed to work with a group that would help us bid competitively,” adds Mr. Hammerli.

The other big point that Christof Hammerli made was that they didn’t want to partner with competitors. There was a real fear that if they partner with a different type of group — (large data center provider, for example) — that they’d also compete with Landmark Dividend.

However, with BCS (FM) there wasn’t that competitive point, but rather a direct partnership. A lot of other large operators are mostly ‘contract’ managers. That is, they mostly just manage a lot of sub-contractors and you simply end up paying margin on top of margin for “project management.” That’s not how Landmark Dividend wanted to operate. Rather, they really wanted to work with a group that was inline and had their own people; we love working with one group. BCS (FM) self-performs operator functions with their own employees! They have trained staff, certified engineers, and good people who can provide full service at the site.



“Let me make this clear, this is one group managing everything within the data center,” added Mr. Hammerli.

“Everything from security to taking out the trash. For us, it’s one group at the table, it’s a great partner, it’s a flexible organization, and one that makes both us and our customers a lot happier. Lastly, with BCS, we get to interact directly with the top decision maker whereas with a larger partner we would have simply been another account with a regional manager in charge of our relationship.” For Landmark Dividend, this means easier communication, more offerings, and a more competitive stance in the market.

Business Outcomes

Better Management, Support, and Operator Capabilities: The biggest and most obvious outcome is that Landmark Dividend was able to support more customers, deliver better services, and go after larger parts of the market. “We’re not talking small here,” says Mr. Hammerli. “These are transactions that typically range from \$25 to \$75M but can easily exceed \$100M. We probably transact on \$300M - \$500M annually, so winning a \$100M deal (or not being considered to even bid on it) makes a big difference.”

Normally, organizations spend a lot of money on operating a facility. This is due to complexity, overhead, outsourcing, and a number of other factors. With BCS (FM), Landmark Dividend is able to simplify this greatly. In partnering with BCS (FM), they’re able to show customers one operating number. That’s it.

“We show them all of the services they’re using, all of the services they might require in the near future, and we’re able to show them one simple number with growth over the years,” illustrates Mr. Hammerli. “This helps us pass the savings to the customers; all baked into one transaction. Most of all, with good facility management and operations, we’re considered for so many more deals than before.”

A Look Towards the Future

What’s Next for Landmark Dividend? “The real excitement for us is centered around the full and partial leaseback deals,” says Mr. Hammerli.

“We’re not only leasing back these environments, we’re also facilitating the management of these facilities. We’re talking about Fortune 100 clients which will open up the gates for other enterprise customers to consider the same type of transaction. With what we’re doing here as a team, we’re showing that it’s easier to conduct these transactions, manage these facilities, and streamline the entire process. *Our goal is to become a household name.*”

From there, Landmark Dividend aims to impact more of the market and, of course, grow as an organization across every industry and vertical out there. So many enterprises over-build or overspend on the management of their data center locations. They have five locations, but only need two. Or, they built a 10MW facility, but really need 5MW. Landmark Dividend removes those complexities with their BCS (FM) partnerships. They consistently help large enterprises get these assets off their books, take over the management, and allow them to focus on their core business!

Removing Siloes Also Means Improving Resiliency

As we know only too well, the world is full of uncertainty. Disasters and outages occur with and without warning, leaving serious business disruption in their wake. At the same time, increasing dependency on the data center means that outages and downtime are growing costlier over time. According to a 2016 Ponemon study, the average cost of a data center outage has steadily increased from \$505,502 in 2010 to \$740,357. Throughout their research of 63 data center environments, the study found that:

- The cost of downtime has increased 38 percent since the first study in 2010.
- Downtime costs for the most data center-dependent businesses are rising faster than average.
- Maximum downtime costs increased 32 percent since 2013 and 81 percent since 2010.
- Maximum downtime costs for 2016 are \$2,409,991.



A major part of eliminating data center management siloes also means working to remove as much human error as possible. Good partners can absolutely get you there. For example, BCS (FM) bridges the gap between data center Facility and IT departments and streamlines costs by eliminating the need for multiple vendors. With their single source approach and self-performance of 80% self-performance standard, BCS (FM) consistently helps clients reduce outsourcing costs by 20% and achieve 99.999% uptime.

Remember when we discussed unifying data center management teams and the business? Well, this means working with staffing requirements which include:

- Facility Operators (mechanical, electrical, plumbing)
- IT Operators (rack, stack, cable, remote hands)
- Physical Security (manned site, security and compliance guidance)
- Data Center Business Managers (budgeting, planning, project management, business alignment)

A silo-less data center management concept will gather data from your data center, various business segments, utilization planning, and then create a site-specific training program, as well as administer that plan and program to the required teams; both business *and* technical.

With this knowledge, business and data center management teams can address problems *proactively and react to them quickly, reducing downtime*. Instead of calling in another vendor to correct a problem, an integrated data center and business staff is armed with the knowledge to understand, operate, maintain, and repair your data center's most critical infrastructure.

Train Your People and Deliver on Silo-Less Management Concepts

One final concept around the creation of a silo-less data center management framework is **training**. In fact, when it comes to breaking down barriers, *training means everything*. However, unlike traditional data center management training, new programs now include business integration and the concept of a silo-less data center operational process.



management. This type of program gathers data from your facility, your people, and the business. From there, they draw up a training program, and administers it to your teams.

With this site-specific knowledge your teams will be able to address problems proactively, know how the entire process impacts business operations, and improve overall efficiency by reducing downtime and outages. So, instead of having to call the OEM vendor to restart the UPS they will have the basic knowledge of being able to operate it themselves saving precious downtime. They'll also understand how much it costs for their business to go down and even which business units are accessing a specific piece of infrastructure.

When planning out these type of training programs, consider the following:

1. Complete Training Plan Development
2. Site Specific Training (onsite or offsite training class)
3. BCS, BCS+, BCS++, and BCSM Certification
4. Business Systems Integration Training
5. Business Continuity and Recovery Planning Training

Going silo-less is definitely a great goal to achieve. And, there are a lot of great publications around the importance of removing barriers and siloes from both business and data center management. However, going on this journey can sometimes seem daunting and a challenge. *That's why you don't have to do this alone*. Great partners who are advancing the silo-less concept are ready to bring this methodology to your data center management tactics, IT teams, and even business professionals.

BCS (FM) has created a training platform that is site-specific, independently certified, and aims to unite business operations with data center management.

We know that data center industry has changed very quickly over the past 10 years. However, one thing every data center operational leader has in common is the understanding of the lack of qualified staff to support all of these new changes. And now, it's also a shortage of staff that can speak the language of business.

Over the past few years, there have been a number of online training programs popping up which do a great job at covering the basic and general principles of the data center. However, leading data center management partners are creating training programs which unite data center concepts, facilities management, operational best practices, and business function integration.

For example, BCS (FM) has created a training platform that is site-specific, independently certified, and aims to unite business operations with data center

SECTION 3

Removing Internal Battles and Focusing on Agility and Customer Solutions

The entire idea here is to go from monolith to maneuverable in terms of data center operations and business integration. Today's data center customers don't only want performance. They're specifically investing in agility. And, the digital economy is all about your ability to perform and align with evolving market concepts. This means leveraging a data center management partner that can actually get you there.

BCS (FM) "facility management" provides that very much needed enterprise-level, integrated facilities management solution. With over seventeen years of industry best practices, working lessons learned, utilizing new technologies, and constantly hearing the voice of the customer, their solutions are geared to innovate and specifically focus on business agility.



More than ever, industries today are focusing on decisions around:

- Insource vs outsource
- Build vs lease vs sale/leaseback
- Operational risk versus reward
- Business and data center resource utilization
- Security and compliance

This is all done in an effort to gain a lower total cost of ownership for their businesses. Instead of the same reactionary labor arbitrage the industry has been accustomed to for decades, partners like BCS (FM) have developed a proactive model that consists of people, process, and technology. One that focuses on tight business integration and the removal of siloes and barriers. This allows companies to have the ability to focus on efficiencies to scale as well as new levels of business agility.

And, when you invest in agility as well as a business model supports that, the customers will continue to come.

Global Web Services Provider Finds Operational Excellence with BCS (FM)



About the Customer

This customer is a web services provider and Internet portal that incorporates a search engine and a directory of World Wide Web sites. As a directory, it provides both new and seasoned Web users the reassurance of a structured view of hundreds of thousands of Web sites and millions of Web pages. It also provides one of the best ways to search the Web for a given topic.

The Challenge and the Use-case

After trying to manage and operate their own global-scale data centers, this customer came to an internal realization that they were spending way too much, time, energy, manpower, and money on areas of the business that were simply not their core competencies. Plus, these areas weren't driving any revenue for the business.

Furthermore, by trying to manage their data center operations, they were providing less value to customers, impacting their own resiliency, and losing focus on business strategy. In all, the customer needed a way to focus on their business and separate the operations of the data center.

To accomplish these goals, the customer wanted to evaluate if there were partners in the market that could provide subject matter expertise in helping lower total costs of ownership of operating their data centers via OPEX/CAPEX optimization, reduction in carbon footprint, facilitates management, and so on.

Web Services Giant Goes With BCS (FM) to Improve Data Center Management and Operations

Out of 5 competitors, BCS (FM) was chosen because they were the only *true independent* data center operator that self-performs facility maintenance, physical security, and IT services (rack, stack, cabling, remote hands). Ultimately, this provided better value, resiliency, and focus with best in class services. Additionally, these services were all performed in-house rather than managed through sub-contractors.

BCS (FM) Provides Real-World Value and a Strategy Towards the Future

When it comes to providing value and benefits to the customer, BCS (FM) has already successfully reduced the customer's carbon footprint, improved OPEX and CAPEX cost models, all while increasing uptime and efficiencies. Looking ahead, the customer has already signed a long-term partnership with BCS (FM) to replicate this successful data center management and operations model throughout their existing *and* new upcoming portfolio.

Simplifying Operations – Examining TCO, Removing Internal Battles, and Focusing on the Customer

There are a lot of things to think about when entering the data center market, building a new data center, or repurposing an existing facility. How the data center will be managed and operated is often overlooked during the design/build process, leaving the data center owner, and potentially the operator, scrambling to identify operational cost savings.

BCS (FM) ensures that the lifecycle of the data center is considered early in the design/build process so that the ongoing computing and non-computing, requirements, and costs are all addressed. This will allow the data center to run as efficiently as possible from the go-live date, thus optimizing TCO.

Plus, they make this entire process easier by leveraging expertise and data. They gather data around numerous points including business, data center resource utilization, site-specific details and requirements, training programs, and even future staffing needs to help you design a data center and management process without barriers. All of this translates to addressing problems proactively allowing you to react to them quickly. In turn, reducing downtime and latency within the business.

BCS (FM) gathers data around numerous points including business, data center resource utilization, site-specific details and requirements, training programs, and even future staffing needs to help you design a data center and management process without barriers.

Furthermore, they'll integrate a business model and team that your organization requires. This means delivering teams capable of:

- Centralized Marketing
- Client-set Sales Goals & Objectives
- Acquisition & Disposition
- Service Level Agreement Negotiation
- Contract Negotiation
- Lease Structuring & Transaction Management
- Sale Leaseback or Partial Leaseback
- Tracking, Reporting, Quota(s), Results

All of this translates to not just managing your data center, but integrating business as well.

By removing internal battles, simplifying operations, and creating a proactive data center management model, you begin to build agility with a silo-less data center operational platform. And, as already mentioned, organizations love this concept. They know you'll be able to respond quickly to their requirements, they know you'll be able to scale efficiently, and most of all, you'll introduce the level of agility they require to compete in today's digital age.

So, here's the next big question: How do you get started?

Final Thoughts: The Silo-Less Approach, How to Get Started

Working with dedicated partners can make all the difference. Most of all, it's the partners that help remove complexity from your data center management process that can really make the difference.

With this single-source approach BCS (FM) has consistently seen upwards of a 20% reduction in outsourcing costs to the client and streamlined operations achieving 99.999% uptime. BCS (FM) is committed to providing best in class service and solutions to its clientele. Furthermore, they've partnered with Uptime Institute to offer an M&O Certification to any critical facility under their management.

To get started you simply need to take a step back and understand where you need help. Do you need to review your programs around professional data center facility management? Or, maybe you require facility management consulting that initiates a data center and business unified architecture? Similarly, maybe you require training to get your own teams and business model into a silo-less design.



The point here is that partners like BCS (FM) take a new approach to removing barriers and managing critical data center components. You can even start slow and work with point-solution consulting services like:

- FM Operational Consulting (design/build/commissioning)
- FM Peer Reviews (independent review of insource/outsource operations, Gap analysis and recommendations, peer selection/ negotiation)
- FM Security & Compliance (review of security & compliance procedures)

Doing a peer review, for example, can really show you where there are challenges, where you're doing well, and where you can make some really powerful improvements. You can use this as a roadmap to redefining your own data center management practices and working towards a silo-less future.

Looking ahead

The data center continues to be an absolutely critical part of the business. Beyond anything else, we're going to see new kinds of demands and business requirements which will impact the way we leverage technology and manage the entire data center model. Solutions around efficiency, resiliency, and even the cloud will all help shape the design and deployment of the modern data center.

Moving forward, it'll be critical to understand the role of the digital data center and where your operational management fits in. Be sure to examine your own operations, and start to think of ways you can improve. Removing siloes is a great way to start. From there, you open up a world that aligns technology, business, and your customers. Once you design a silo-less approach, you create an architecture that's ready to take on today's digital data center demands.

At BCS FM

BCS (FM) “facility management” provides enterprise-level, integrated facilities management solutions. With over seventeen years of industry best practices, lessons learned, technology, and the voice of the customer, our solutions are geared to innovate. More than ever, Industries today are focusing on decisions around: insource vs outsource, Build vs Lease vs Sale/Leaseback, operational risk versus reward, security and compliance, and all in an effort to gain a lower total cost of ownership for their businesses. Instead of the same reactionary labor arbitrage the industry has been accustomed to for decades BCS (FM) has developed a proactive model that consists of people, process, and technology. This allows companies to not only rely on our white glove service but also have the ability to take advantage of its efficiencies to scale.

Inquire about our data center solutions at info@bcsfmsolutions.com

Bill Kleyman, Director of Technology Solutions at EPAM

Industry Analyst | Board Advisory Member | Writer/Blogger/Speaker | Executive | Millennial | Techie

Bill Kleyman brings more than 15 years of experience to his role as Director of Technology Solutions at EPAM. Using the latest innovations, such as AI, machine learning, blockchain, DevOps, cloud and advanced technologies, Mr. Kleyman delivers solutions to customers that help them achieve their business goals and remain competitive in their market. An active member in the technology industry, he was ranked #16 globally in the [Onalytica](#) study that reviewed the top 100 most influential individuals in the cloud landscape; and #4 in another [Onalytica](#) study that reviewed the industry’s top Data Security Experts.

Mr. Kleyman enjoys writing, blogging and educating colleagues about everything related to technology. His published and referenced work can be found on WindowsITPro, Data Center Knowledge, InformationWeek, NetworkComputing, AFCOM, TechTarget, DarkReading, Forbes, CBS Interactive, Slashdot and more.

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