

# InCommand™ Services

Data-controlled IT operations to increase efficiencies and capacities while minimizing risks.

**“The InCommand system and process helped our organization realign our data center resources, halt the building of two additional data centers, and ultimately saved us \$22+M in CapEx and OpEx.”**

**– Fortune 300 Company**

## **Focus your Management and Overhead (M&O) to support your core business**

Data centers and IT infrastructure are assets your company needs in order to provide key products and services to your customers. We developed InCommand™ services specifically to help you manage these assets well, so you can maximize efficiencies to minimize cost. With our in-house expertise and years of data center experience, Serverfarm provides the most scalable, cost effective enterprise IT infrastructure service on the market.

## **Know exactly what you have so you can determine exactly what you need; now and in the future**

IT infrastructure requires scalability to ensure your organization has room to grow. True scalability is built on the foundation of indepth data that is normalized, analyzed, and presented through useful KPIs and reports. The InCommand team supports you in accurate data interpretation to help you make informed decisions. InCommand includes tools, processes and a support team that integrate with your organization to provide you with full insight into your systems so you can buy what you need when you need it, and utilize what you have in the best way possible.

### How It Works



#### **InCommand People**

Our team flexibly integrates with your IT organization according to your current requirements to provide you with deployment oversight, workflow administration, and data center IT staffing support.



#### **InCommand Processes**

Our proven, disciplined processes govern interaction with your IT infrastructure to provide you with accurate IT infrastructure records, utilization metrics and KPI's that recommend actions to maximize efficiency.



#### **InCommand Portal**

Our proprietary portal provides comprehensive insight into the three areas of data center IT infrastructure: power capacities and utilization rates, server asset life cycles, and cable management.



**serverfarm™**

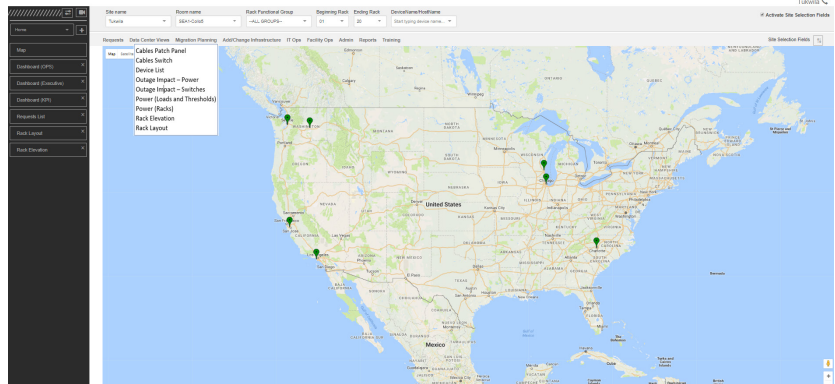
## What InCommand does for you

InCommand gives you control over your IT infrastructure & provides powerful insights to successfully drive capacity planning, change management, life cycle management and efficiency in day-to-day operations.

Feature	Benefits
End-to-End Visualization	Accurate and timely data delivered via a portal, instantly providing you the current status of your data center power utilization, assets, and cables
Capacity Forecasting and Management	Real time capacity management driven by metrics that enable you to most efficiently increase data center floor space and rack densities
KPIs and Reports	Improve efficiencies and reduce costs with useful KPIs and valuable asset reports that drive spending decisions
Proven Workflows	Consistent, dependable change management provided by easy-to-use, audit-able processes successfully executed in numerous international data centers
Asset Tracking	Precise lifecycle management resulting from tracking data center assets from commission to disposal and integration with customer CMDBs
Predictive Analytics	Precise lifecycle management due to inception to disposal asset tracking on 100% of assets
Resource Efficiency	Improved data center efficiency based on increased use of power, cooling, floor space and rack space
Trained Staff	Reduced time to deliver a comprehensive and integrated data center management platform with an experienced, on call team

## In-depth data delivered globally and viewable at the click of a mouse

Core to our InCommand service is our proprietary data center management portal, which provides a deep, holistic view into all of your data center assets. Simply pick the site, room, rack, device that you require more information from and you can quickly scrutinize efficiencies across your entire IT infrastructure. The level of detail metrics provided through the InCommand portal enables astute and accurate planning for future growth.



## About Serverfarm

Serverfarm is a data center construction and operations expert organization focused on IT and facilities management. Our mission is to maximize data center and IT infrastructure efficiencies by providing a complete approach to managing data center environment and IT deployments.



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