

Nominee: Green Mountain

Nomination title: 5.9 of 6 on Customer satisfaction

DNB did an audit of Green Mountain (GM) this winter 2017. We got confirmed that we on all areas of operation was in fully control. They saw that we had developed our systems and security and even got better as a supplier since the last audit. They did not find any aviation. They do did not have any problems in recommending us as an DC supplier and they are clear on that it was the right thing to do to separate their DC services and IT services. They even sent us a cake to congratulate us on the excellent audit.

- Key distinguishing features and/or USP?

1. The Green Standard

With access to 100% renewable power and free cooling 365 days a year, GM uses Norwegian hydropower as an energy source for the complete cooling within our data centres. This way we are able to provide our clients with Europe's lowest prices on power, compared to our competitors.

2. World Class Security

Data storage requires good stability and uptime on the basic infrastructure. This is a service GM delivers and conserves so companies can focus on their core business. By placing their solution at GM, our clients obtain increased reliability, lower operational costs and world-class stability.

3. Quality - 100% Uptime

We guarantee 100% uptime with up to Tier III resilience. GM has been built to the highest global standards, and since the first day of operation, our DCs have delivered a service Level of 100% uptime!

4. Cost Saving - High Quality Low Cost

Green Mountain helps reduce operational costs through deploying innovative solutions.



We guarantee higher quality, at a lower cost than our clients manage to produce themselves. Low PUE, long-term investment perspective and high-power load per rack enables low operational costs and reduces the costs for our clients.

5. Build to suit

We use cutting-edge technologies to meet your current and future data and business needs. Drawing on our substantial Nordic operating experience, GM is a leading exponent of cost-reducing, environment-protecting, green energy management systems.

- **Tangible impact GM has had on the market and our customers?**

We have the last 5 years strategically worked towards politicians locally and nationally and towards the Norwegian Government to change the rules for the DC industry in Norway and make Norway an attractive nation to establish data centres. Our mission has been to showcase to international customers:

Why choose Norway as your data centre location and why choose Green Mountain as your data centre.

In February 2018 the Minister of Industry, Torbjørn Røe Isaksen and Minister for Transport, Ketil Solvik-Olsen, came to our data centre at Rennesøy, outside Stavanger, to present the Norwegian government's NEW data centre strategy. The Green Mountain team has been a great contributor to getting this strategy in place.

The Norwegian government has published a plan to boost Norway's data centre industry and make Norway a world-class player in the sector.

The strategy, called 'Norway as a Data Centre Nation', proposes to exempt data centres from tax on plant and machinery, and promises government money to support better connectivity to the rest of the world as well as an alternative backbone within Norway. This would be helped by new regulations making it easier to carry out excavation work on public highways to install network connections.

Read the strategy here:

<https://www.regjeringen.no/contentassets/2bf92491fc454698bb5b05b7a6dd150a/strategi-nfd-eng-nett.pdf>

- What levels of customer service differentiate GM from our competitors

1. Accessible to our customers

2. Listens to what our customers have to say

3. Honours our commitments

4. Focus on customer relationships

5. Train our team

- Major differentiators between GM and our primary competitors?

Ensuring secure, continuous IT infrastructure operations is imperative. We engineered our DCs to meet our clients exacting compute, storage, and access needs.

Our client's mission is critical, and ensuring secure and continuous operations of their IT infrastructure is imperative. We provide our clients with facilities that fits their needs.

This is reflected with 100% uptime from day one of operations and that our customers score the Green Mountain team 5.9 of 6 in our latest customer satisfaction survey from autumn/winter 2017.

Flexibility and Scalability

GM's DCs are both built to be flexible and scalable to accommodate changing needs. Our DC2-Telemark facility is built with modularity in mind and will be expanded, as our clients need change. A client can start with a few racks, and over time build their data centre to be a multi MW facility.

Transparency and Analytics

When we started delivering our services to our clients back in 2012, we quickly found out that what clients wanted was an insight into their deliveries, and after several years of development work we launched our Green Peak solution. This state-of-the-art award-winning DCIM (Data Centre Infrastructure Management) System provides a global holistic, common, real-time monitoring and management platform for all interdependent systems across IT and facility infrastructures. This system is fully integrated with more than 35'000 sensors in the data centre giving our customers unique insights into their specific delivery broken down to any level on any component on any service. It monitors all key deliverables like PUE, temperature, power consumption and even provides real-time insight into your cost of power and carbon footprint. This provides our clients with the opportunity to do real-time monitoring and configuring their data centre requirements without geographical constraints. Our monitoring solution also provides very detailed monthly reports on all aspect of the technical space. We believe all clients want insights, and we have done the job to secure that there is no stone un-turned in providing you with the insight you need to optimize your end-user services.

Renewable Energy at Europe's Lowest Cost

Large DCs are heavy industrial-scale facilities and require huge amounts of electricity. Norway's offer is unique in this context, not only presenting a 97% share of renewables in its power production but also foreseeing a significant surplus and extremely competitive price forecasts for the years to come. Long-term power prices in Norway are expected to be the lowest in Europe, further boosted by a significant tax reduction from January 1st, 2017. Abundant, highly competitive and renewable power through a resilient, redundant grid represents a second to none proposal to the DCs of the future.

Low Risk and Quick Time to Market

Ranked as number 2nd worldwide in the Cushman & Wakefield 2016 Data Center Risk Index, Norway continues to offer a low-risk environment for data centres.

Green Mountain – Direct Access from the Nordics to UK and USA

We have worked closely with The Norwegian Government, partners and international telecom suppliers, contributing investment to ensure access to the international connectivity highways. This partnership and investments in the offshore industry ensure low latency for key hubs in Europe, such as London, Amsterdam and Frankfurt.

A new fiber optical sea cable system between Norway and the UK in 2019 (www.no-uk.com) will deliver the next generation fiber pairs meeting the content providers requirements for dark fiber between large data centres. The cable landing station in Norway will be located in our GM's data centre at Rennesøy in Rogaland. In the UK the plan is to install a cable landing station in the Newcastle area.

This will make GM the gateway between Scandinavia and the UK and the US markets for data centre to data centre communication.

Why nominee should win

- High customer satisfaction: Score 5,9 out of 6
- Continuously measure of customer satisfaction, with the highest score.
- Our people makes the difference
- Our team includes members accredited by the Uptime Institute for DC Design and Operations. They have a can-do attitude backed up by more than 20 years experience within data centres, delivering high-end, flexible solutions on time and on budget.
- Driven by our customer needs
- Tor Kristian and his team work every day to provide customers with the most reliable and sustainable IT-housing. Enabling individuals, business and society to carry our their critical digital activities.
- 100% Uptime
- GM is built to the highest global standards and since the day 1 of operation, Tor Kristian and his expert team has delivered a service level of 100% uptime!