



Photo: DataVita

CUSTOMER SUCCESS STORY



FNT Supports DataVita's Evolution from Startup to Leading Colocation and Cloud Service Provider

CHALLENGE

As a startup founded in 2016, DataVita needed to establish itself in the colocation and cloud services market and differentiate its services amongst competitors. Its data center infrastructure is comprised of 4,000 square meters of colocation space within two physically separate buildings operated as one. Each building has two halls with one thousand square meters of space. The site is supplied by

fully redundant 11kV high voltage power connections and provides fully redundant A and B power to each data rack. Connectivity to the site is provided by multiple suppliers with dedicated fiber via diverse routes and multiple entry points within the building. To support this infrastructure, and provide customers with reliable services, guaranteed uptime, and low-latency network solutions, DataVita needed to invest in a state-of-the-art data center infrastructure management (DCIM) tool.



Colocation Provider /
MTDC
Industry



20
Employees



1
Location

SOLUTION

After evaluating several vendors, DataVita selected FNT Software in 2016. FNT provides full transparency into all IT and telecommunications structures and manages IT assets, cabling and infrastructure, data centers, and telecommunications resources within its modern web-based software solution, FNT Command. FNT Command was DataVita's preferred DCIM tool due to its flexible software as a service (SaaS) model and multitenancy capability.

Multi-tenancy in particular was important, as this is imperative for client privacy and GDPR compliance. For example, if colo clients are able to access their own assets at the colo, then the FNT mandator function ensures that colo clients can never accidentally observe any other clients' assets, as this would infringe upon privacy. FNT is one of only a few software providers that feature functionality capable of controlling who can see and touch assets in a co-located space. FNT software keeps data divided along very secure lines, so tenants can only see what belongs to them. While traditional DCIM focuses on

power, space, cooling, FNT focuses on the assets, their relationships and dependencies, and ownership. Because of this key difference, FNT is able to securely allocate assets to entities. This has positive GDPR compliance implications because it reduces the potential for human error of exposing the wrong data to the wrong people. The safety mechanisms FNT puts in place is key to keeping co-located customers from seeing each other's equipment.

In addition to providing data center infrastructure management, FNT works alongside DataVita's other main SaaS suppliers including ServiceNow to enable business-critical data to be passed between the systems. Through FNT's API integration, these systems are kept up to date with accurate, real-time information from FNT Command's data repository. FNT Command is the database of record for assets and makes it possible for other services like ServiceNow to keep in step with that data. When additional assets are added into the FNT Command master data repository, the software can update other systems like ServiceNow in daily run automatic routines. As a result, all systems always see the same asset profiles.



DataVita

DataVita provides a suite of multi-cloud and data center solutions for public and private sector organizations across all verticals. Some of the largest public and private sector bodies in the country are proud to be DataVita customers.

DataVita is a startup on a strong growth trajectory. In only five short years, the company achieved significant growth and is in the final stages of opening a second data center.

They are the only purpose-built Tier III data center and cloud provider in Scotland, and one of only four data centers in the UK with the Uptime Institute Certification Standard for Tier III Constructed Facility Certification. As a category 3 data center, DataVita guarantees 100% uptime.

FNT is DataVita's central DCIM system. All software assets, servers, racks, and other data center infrastructure elements are managed with FNT.



“FNT Command has been a game-changer for DataVita. FNT Command not only manages all of our assets but has also enabled us to offer additional services to our customers.”

Graeme Logie, Operations Director at DataVita

FNT and DataVita's partnership continues to grow as DataVita begins to manage client cloud environments. FNT will support this new initiative with its integrated FNT In-

terface for vCenter, which allows seamless management of own equipment and Cloud services by bringing all assets into one place. This is required as colo clients move systems to Cloud environments, and usually have a hybrid environment of colo and Cloud based systems.

Interestingly, DataVita also uses FNT as a sales tool. Sales regularly use FNT to demonstrate to prospects how comprehensive DataVita's asset management is. Some of FNT's output elements, such as cabling diagrams and 3D footprints, are shared with prospects to help win them as new customers. As Logie says, “FNT is quite an impressive software package to demonstrate.”

RESULTS OF CONTINUOUS INNOVATION AT DATAVITA

Through its partnership with FNT, DataVita has successfully differentiated itself within the colocation and cloud services market. DataVita continues to offer new value-added services to its customers, such as hybrid colo/Cloud environments and better management information for clients. For example, during the process to win its latest client, a significant Scottish public corporation – one of the largest Local Public Authorities in Scotland – DataVita was able to demonstrate the professional way in which DataVita manages client's assets using FNT Command.

DataVita has also extended its data center services to a second location in Edinburgh. This was seen as a vital capability to win major outsourcing contracts such as a significant Scottish public corporation. DataVita's data-schema design and operational capabilities ensures continued unbroken uptime for its managed service clients. FNT's comprehensive infrastructure management functionality is a major factor that enables DataVita to achieve this level of service excellence.

“The use of FNT with DataVita enables us to demonstrate the highest levels of professionalism when handling client resources in major managed service contracts” continues Logie. “Furthermore, FNT enables assets to be split securely into separate ‘mandator’ groupings, with complete security – something that is a very important for a multi-tenant managed service business like us. Our clients expect DataVita to always look at new ways of adapting the technologies we use to provide ever improving service offerings. Our journey with FNT these last four years has really helped fuel those innovations. Take for example our recent implementation of FNT Center, which enables DataVita to manage multiple Cloud assets for multiple clients, alongside client owned assets.”

Next on the innovation trail for DataVita is to explore the extension of FNT's Command platform to offer degrees of self service for its clients via FNT Colocation Customer Connect (Authorized Contacts List Management) and portal capabilities.

“We believe at DataVita that technology partners such as FNT really help us to keep innovating. This is a highly competitive market, and it's important not to stand still.”

Graeme Logie, Operations Director at DataVita



About FNT

FNT GmbH, headquartered in Ellwangen (Jagst), Germany, simplifies the management of highly complex digital infrastructures in companies and public authorities with its FNT Command Platform. With the cloud-enabled “software made in Germany”, IT, telecommunications and data center infrastructures can be efficiently recorded as digital twins and documented across all levels from buildings to digital services. The software also offers open interfaces and numerous functions for planning,

implementing and automating transformations and changes in an integrated manner. FNT’s customers include more than 500 companies and government agencies worldwide, including more than half of the DAX-40 listed corporations. FNT operates offices in several locations in Germany as well as in New York, London, Singapore and Timisoara and has an international partner system with market-leading IT service providers and system integrators.

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