COLOBRIDGE

IT Solutions made in Germany

HOW TO CHOOSE A PROVIDER

SERVICE PROVIDER QUALITY CHARTS

Colobridge team is grateful for the subscription, therefore we are sharing practical tips that will help you choose a provider for hosting hardware and rent physical or virtual resources.

We have drawn up charts for those who want to minimize the risks associated with moving infrastructure to a new provider and, at the end of the day, get:

- a reliable infrastructure for business services

- data security guarantees

- efficient support interested in resolving issues effectively

- clear and transparent pricing

ⓘ **How to use the charts?**

Count the total number of "Yes" in each section and have a look at our recommendations on the last page.

Location

Choosing the geographical location of the data center may affect services availability, protection-related legal issues, the traffic exchange speed and other things important for business.

Evaluate the quality of the data center placement the provider you selected offers.
To do this, mark the statements true in respect of that provider:

- The data center is located in a reputable and safe jurisdiction (for Ukrainian business - in an EU country).

- Representatives of the largest server and network hardware vendors or their dealers operate in the city where the data center is located. If there are large warehouse stocks available, it improves the timing of new hardware delivery and reduces the instances of replacing defective components under warranty.

- It is possible to personally visit the data center if necessary (it is easy to get there by car/train/plane), there is a clear admission and registration system.

- There is strict legislation that guarantees the inviolability of the physical hardware located there and of client data in the jurisdiction where the data center is registered.

- GDPR requirements are complied with in the jurisdiction where the data center is registered.

- Data center customers have access to a wide range of telecom providers, including backbone ones.

- The data center is regularly certified, its reliability and fault tolerance are confirmed by international certificates.

- There is a data center operator and it is high-ranking among the best world or European data centers.

- The operator has a number of data centers in more than one country and/or one continent.

- There are reputable international companies among the provider's clients.

Contract + SLA

The main rule: the contract is not a formality! Before signing it, study it thoroughly, paying special attention to the fine print.
An important point: the content and procedures related to customer service, as well as administration services may vary by region, type of subscription, billing plan and other factors.

Evaluate the quality of the contract and SLA conditions the provider you selected offers.
To do this, mark the statements true in respect of that provider:

- The information important for the client, like certificates, service agreement templates and agreement on SLA levels is publicly available and you don't have to register to get access to it.

- There is a clear and transparent pricing system for all provider's services.

- There are no hidden fees (unfortunately, in most cases you can check it only after you start cooperation).

- Pricing principles make it possible for you to budget for the year ahead (for Colocation services).

- The contract lists the administration service components: the conditions under which hardware support, administration of virtual machines, OS and individual applications is provided.

- All service levels are clearly defined for different products, and in some cases for different locations, types of disks, virtual machines.

- Response time, notifications on the progress of work and providing hardware from the replacement stock are clearly set out.

- The procedure to be followed and amount of damages payable in case the SLA is breached are described.

- You can conclude an individual SLA with the provider.

SERVICES

The service portfolio defines the variety and complexity of solutions that can be implemented at the service provider's facilities.

Evaluate the quality of services the provider you selected offers.
To do this, mark the statements true in respect of that provider:

- The provider provides a wide range of cloud and physical products both to meet current IT infrastructure needs and to scale it in the future.

- Cloud and physical products offered by the provider can be integrated with each other in any way within the same project, renting them according to the classic dedicated or service model (as a Service).

- The provider offers several service options to improve the reliability and security of the client's IT infrastructure (for example, BaaS, DRaaS and others).

- Using the provider's resources, its customers can implement complex geographically distributed solutions.

- The provider provides licenses for software products for rent.

- The provider has the status of a partner of leading software and hardware vendors: Microsoft, Veeam, VMware and others.

TECHNICAL SUPPORT

Satisfaction with the data center's work and continuity of the client's business processes largely depend on how quickly tech support responds and on the quality of its consulting.

Evaluate the quality of tech support the provider you selected offers.
To do this, mark the statements true in respect of that provider:

- Tech support work schedule, the language staff communicates in, the maximum and average response time after contacting the tech support and communication channels are set forth in the contract.

- Tech support is available at any time of the day, with no weekends or holidays (working hours 24/7/365).

- On average, tech support staff respond faster than the response time set forth in the contract. Response time that most customers are comfortable with ranges from 10 to 30 minutes.

- Tech support staff are multilingual and speak your native language (ideally Ukrainian, English and Russian). This reduces the time spent on discussing the request.

- You can contact the tech support through at least two communication channels, one of which involves communicating with a live operator in real time.

- Tech support staff not only accept, but also process requests 24/7.

- The client receives notifications on task progress and can predict the time when the work will be completed.

How to interpret the evaluation results?

30-32 points:
congratulations, this provider meets the absolute majority of reliability criteria and you can have beneficial cooperation with such a provider. You can proceed to further communication - discuss in detail specific solutions and budgets with the provider's team.

24-29 points:
This provider is something in between.
We recommend that you have a look at other service providers and only then make a final decision.
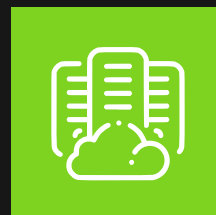
23 points or less:
We do not recommend this provider.
Consider alternative service providers and choose the one that suits you best.

Main points about Colobridge

Colobridge technology platform is deployed on the basis of two German data centers located in the city of Frankfurt am Main. Equinix FR4 and Telehouse Frankfurt data centers are #1 in the world and #4 in Europe, respectively, according to Cloudscene Rankings 2021. Colobridge customers have a unique opportunity to use cutting edge technologies from two independent geo-distributed data centers from a single provider.

Equinix FR4 and Telehouse Frankfurt data centers, on the basis of which the Colobridge technology platform is deployed, are located in Frankfurt am Main, IT capital of continental Europe. The world's largest traffic exchange point is located here.
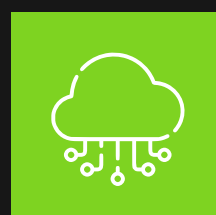
Frankfurt is home to DE-CIX, the largest traffic exchange point. Frankfurt Metropolitan Area shows the highest uptime in the world: 99.9999%. This makes it possible to shorten the resource routes for clients.

Main points about Colobridge
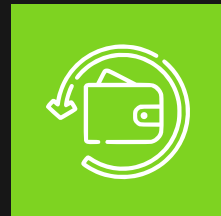
The basic plan provided by Colobridge guarantees over 99.5% availability. If the service was unavailable for longer than what is set forth in the contract, the client can receive a refund which will be issued as a discount for the next service period.

Client hardware and data security on Colobridge technology platform is ensured by German law. There will be no unlawful hardware seizure or resources blocking (except in exceptional cases - under a court judgment).

All Colobridge customers receive a basic level of support free of charge. The average response time from a support staff member is 15 minutes (maximum - 120 minutes).
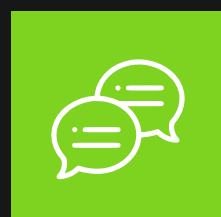
Clients have access to six communication channels (phone, e-mail, personal account and popular instant messengers), and staff communicate 24/7 in three languages: English, Ukrainian and Russian.