



The Mentora Practical Solutions Series

Mentora “Practical Solutions” papers provide insight and concrete suggestions to address technical issues of installing, maintaining and supporting high-availability web-enabled production applications, developed from our *hands-on real-life experience* providing 24/7 uptime for our managed application hosting customers.

Our goal is to help other IT operations teams by sharing lessons learned. Our focus is on practical solutions from an operations perspective – things you can do today, not things that “should be” or that require product enhancements by third-party vendors. We share “what works to make it work”.

Practical Solutions: Data Center Facility Selection

The Challenge

Mentora was expanding our Application Hosting to a new city. We are a services company – managing and hosting business-critical, revenue driving applications for our customers – and depend on third parties to provide ‘brick and mortar’, and ‘ping, pipe, power’. So, we needed to compare the facilities in our city of choice and make the right decision.

To ensure that we made an objective decision, and to follow our internal standards for documentation and repeatable processes we developed an evaluation checklist.

Though our decision was for ourselves and our customers, the criteria are the same ones an individual company would use, and are applicable to any Internet Data Center facility selection process.

Issues and Solutions

Issue: Understanding the objective criteria to consider.

Practical Solution:

The model incorporates best practices gathered from a wide range of industry experts includes criteria around Building Location, Fault Tolerance, Security/Safety, Construction & Maintenance, Capacity/Scalability, Standards & Certifications, SLAs, Services Options, Business Agreements and Pricing.

Issue: There’s no single “right choice” for everyone. For us, cost was not the first consideration and hosting services were completely unimportant (that’s what we do!). Your needs may be different.

Practical Solution:

The model asks you to assign weights to the criteria so that the scoring reflects your specific priorities. It helps you consider and document what you think is most important and gives ‘answers’ based on that.

Contact us at 866-mentora with questions or for help using the model!



ABOUT Mentora www.mentora.com

Mentora is a pioneer in the new generation of managed application hosting providers, combining support of Linux and the newest technologies, system performance testing and a complete menu of managed services for networks, servers, operating systems, databases, and storage, with our exclusive, personalized ***named-engineer-on-call*** and ***Application Availability SLA***. Headquartered in Atlanta, Mentora has offices in Boston and Washington DC, and delivers services nationwide.