

CBRE

DATA CENTRE SOLUTIONS

CONVERGED DATA CENTRE SERVICES

Facilities | Technology | Projects | Consulting

**Superior uptime, innovation and intelligence for
leading organisations worldwide**

*Over 50 of the
Fortune 100
choose CBRE to
manage their
data centres*

A UNIQUE GLOBAL OFFERING

WHAT WE DO

CBRE Data Centre Solutions is the world's leading provider of data centre services for owners, occupiers and investors spanning the entire data centre life-cycle. We converge strategy with technology and infrastructure to deliver the most efficient and resilient environments on behalf of our 125+ clients.

WHERE YOU CAN FIND US

Our clients represent all industries with portfolios spanning every criticality level.

- **Industry Sectors:** Data Centres, Financial Services, Technology, Media and Telecom, Oil and Gas, Healthcare, Retail, Industrial and Manufacturing, Life Sciences
- **Data Centre Types:** Enterprise/in-house, colocation, hyperscale, hybrid, shared hosting
- **Specialised Expertise:** Proprietary risk management programs, IT design and installations, technology migrations, predictive analytics, mechanical and electrical engineering, fit-out services, 24/7/365 IT support
- **#1 Data Centre Provider of the Year** - Datacloud Awards 2019
- **#1 Facilities Vendor of the Year** - DCS Awards 2019
- **#146 on FORTUNE 500**



800+
Managed Data Centres



6,000+
IT & Facilities Techs



50+
Countries Represented



\$1.7B
Transactions



HYBRID IT
Transformation Workshops

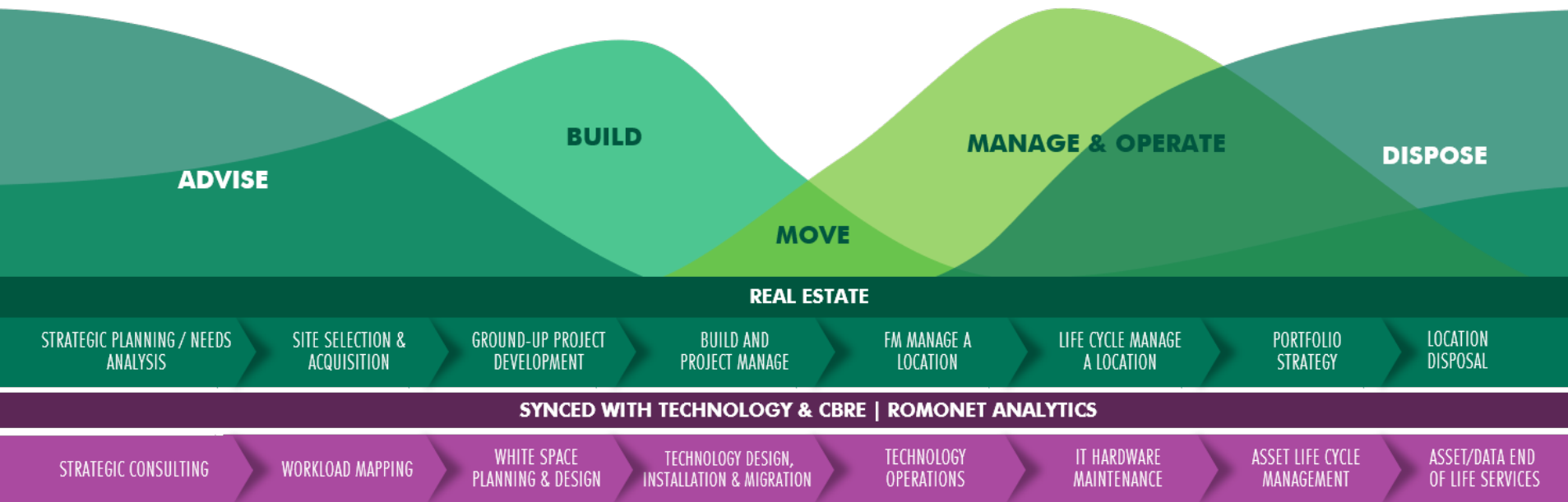


TOTAL
End-To-End Services

THE CONVERGED DATA CENTRE

INTEGRATING FACILITIES & TECHNOLOGY

A proprietary model, the Converged Data Centre incorporates both the data center facilities and technology systems into a single operational and financial model. This approach is delivered by an elite team of experts, yielding full visibility into end-to-end data center operations and costs.



WHAT'S THE VALUE?



*Reduce human
factor related
risks & incidents
with CERM™*

CRITICAL ENVIRONMENT & RISK MANAGEMENT (CERM™)

24/7/365 UPTIME FOR YOUR CRITICAL INFRASTRUCTURE

CBRE Data Center Solutions are innovators of the Critical Environment and Risk Management (CERM™) methodology. We can enhance or complement your existing data centre operational approach using CERM™, which has been developed over decades of experience.



THE FIVE PILLARS PHILOSOPHY

The five pillars provide a framework for ensuring risk is adequately assessed and effectively controlled while human factors are properly considered in the way your data centers are operated.

BENEFITS

- Significantly reduces operational risk of incidents
- Reinforces the culture of risk awareness
- Improves service levels and performance
- Risk Management Portal – CERM™ Quantum
- Real-time management of critical risk factors
- Improves risk visibility to customers

IMPROVING RELIABILITY WITH INDUSTRY ALLIANCES

UptimeInstitute
M&O COALITION

24
7Xchange

Net Customer Focused
Quality Driven
Training



RELIABILITYWEB.COM
A Culture of Reliability®

CONVERGED DATA CENTRE OPERATIONS

A WORLD-CLASS APPROACH

Our operations and maintenance service offering is designed for maximum uptime in your data center. Backed by our proprietary risk management and reliability program, our team ensures your critical equipment and technology are running at peak efficiency.

SUMMARY SCOPE OF SERVICES

FACILITIES & ENGINEERING

- Critical engineering maintenance & operations
- Mechanical, HVAC, electrical, plumbing services
- Utilities supplies & distribution
- OEM and vendor management
- Asset management & planning
- 24/7/365 on-site delivery teams
- Building security/fire prevention
- Health & safety
- Soft technical services

ENERGY & SUSTAINABILITY

- Energy management
- Utility rebates program
- Energy procurement
- Energy analysis and optimisation (\$/kWh, CO2, H2O)
- Power Usage Effective improvements
- Certification services
- Environmental management

TECHNOLOGY SUPPORT SERVICES & PROJECTS

- Hardware & technology infrastructure maintenance (e.g., servers, storage, racks)
- 24/7/365 monitoring and technical support (Smart Hands / Remote Hands)
- Parts logistics program
- Patching activities
- Vendor management; OEM RMA
- Equipment life-cycle management and end of life recycling
- Cloud migration & physical relocations
- Structured cable design & installation
- Design and installation of data centre infrastructure (e.g., cabinets, intelligent PDUs)
- Technology systems procurement
- Deployment and configuration of technology systems
- Load testing, commissioning and decommissioning

RISK MANAGEMENT

- CERM™, CERM™ Quantum
- Human Factors Training
- DCS Select
- CCAM and CDCTP Certification
- Certified Reliability and Uptime Elements
- Quality, Health, Safety and Environment Program

CBRE | ROMONET ANALYTICS

- Operations (M&E) analysis and optimisation
- Meter and sensor validation
- IT load impact analysis
- Equipment failure and risk identification
- Upgrade and next tier modeling
- Design, performance and operational PUE validation

PRINCIPAL CONTRACTING & PROJECT SERVICES

- Principal contracting as Construction Manager
- Principal Contracting as Management Contractor
- Principal Contracting as a hybrid
- Project Management
- Various client side roles
- Contract Management
- Commissioning Management
- Technical Due Diligence
- Project Health Checking
- Cost Management



INVESTING IN OUR PEOPLE & CLIENT SUCCESS

DCS SELECT

DCS Select is our leading global assessment tool to support the recruitment of critical facilities technicians and technology professionals. Developed in partnership with Gartner CEB, the industry leader in best practice talent insights and solutions, DCS Select identifies ideal behavioral traits and abilities to succeed in the role.

BENEFITS

- We get it right first time – reducing cost per hire and attrition
- Standardised global recruitment process that improves the candidate experience
- Branded Recruitment Report highlighting suitability for role
- Rich talent pipeline to support business growth

“At CBRE Data Centre Solutions, we are constantly nurturing and progressing our talent. Our robust training and professional development opportunities will ensure that we continue to lead the way in data centre management and operational excellence, and deliver outcomes for our clients that no other company can replicate.”

CBRE DCS Global Human Resources Director

**Global Real Estate Advisor
of the Year, 2019**

Euromoney

**#1 Top Real Estate
Brand, 2019**

The Lipsey Company

**A Most Admired
Company, 2019**

Fortune



“CBRE’s Data Centre Solutions team displayed a significant depth of knowledge and expertise in mission-critical facilities management as we developed our operational strategy for this portfolio going forward. The many synergies between our two groups were apparent, and we look forward to the continued partnership as we expand our platform.”

Managing Director, Data Centre Investments,
Multi-national Data Centre Company

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CBRE

toward a greener
tomorrow

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