

COLOCATION PREQUALIFICATION QUESTIONNAIRE



*Colocation with Data Canopy is the physical hosting of infrastructure in a Tier III enhanced data center facility. What follows are the essential questions that **must be answered** in order to provide pricing.*

Where do you need to host your infrastructure?

- Data Canopy has access to data centers around the world. Currently, we have space in the [data centers listed here](#). For larger opportunities, we can explore additional data center space.

How many cabinets do you need?

- If they're already in a data center, this should be an easy answer as they would just need the same amount of cabinets (or racks) they're in currently.
- If they're in an on-premise environment (like a server closet), asking how many servers they have and what equipment needs to be hosted would help us to make a recommendation.

How much power do you need?

- If they're already in a data center, but do not know how much power they are using, the client should be able to get a power report or invoice or contract from the data center that will provide that information.
- If they're not in the data center, they must look at the power capacity of the equipment to be hosted.

Do you need bandwidth?

- If they have a preferred carrier, they can bring that in and will just need to order a cross connect. Otherwise, they can use the blended bandwidth available through Data Canopy

COLOCATION PREQUALIFICATION QUESTIONNAIRE (CONT)



How much bandwidth do you require if you require bandwidth (measured in Mbps or Gbps)?

- If a client doesn't know how much bandwidth they require, reports can be run from the switch or firewall in their network to determine typical throughput. It is best to go with the average amount used monthly and increase if needed rather than contract early for a higher amount.
- If a client prefers one particular carrier, the agent can procure that bandwidth. If a blend of bandwidth is required, Data Canopy offers that.

Do you need anything else?

- IP addresses, connectivity to public cloud providers, cross connects to carriers, compliance certifications, and more are available from our data centers.

CLOUD PREQUALIFICATION QUESTIONNAIRE



The following questions **must be answered** to provide you with a budgetary number for a Data Canopy multi-tenant cloud deployment. If your client can provide a server resource list, that will answer many of the questions to follow.

Are you currently using cloud infrastructure, or do you have physical hardware?

- While it doesn't matter if the client is currently using UCaaS or SaaS (such as Salesforce) currently, if we are going to migrate from an existing cloud that does not have accurate specifications or from physical hardware, the scope of the project will change and require additional discovery before a final price can be created.

If you currently have a cloud or cloud services, what hypervisor do you use/require (VMware, HyperV, etc.)?

- If the user has a preference for HyperV over VMware, the opportunity cannot go into the Data Canopy Multi-Tenant Cloud and must be custom quoted.

What operating systems do you use?

- Examples would be Windows OS, or Linux.

How many virtual machines and/or physical servers do you have currently provisioned and wish to migrate to the Data Canopy Cloud?

How much Memory (RAM) do you need?

- Measured in GB or TB, memory is a large cost driver and if the client is unsure if the full memory allocated is being used currently this is an area for potential cost savings.

How many vCPUs are required?

- In a pre-existing virtual environment, this is the number of CPUs in that environment to be provisioned. In a physical environment, this would be the number of processing cores that will be provisioned. This is another area for potential cost savings and additional discovery may identify areas for optimization.

CLOUD PREQUALIFICATION QUESTIONNAIRE (CONT)



How much Disk Space/Storage is needed?

- Measured in GB or TB, this can be per server or as collective total for all VMs or servers/storage devices. This is another large cost driver and if the client is unsure if the total disk space allocated is being used currently this is an area for potential cost savings.

What Windows licenses do you use today (Windows, SQL, etc...)? On what servers?

- Licensing for Windows-based virtual servers is required for all production environments.

How often do you need backups of their data conducted? How long do you need those backups retained?

- Standard, recommended backups are daily with 14-day retention.

Do you require any public-facing IPs?

- Clients should be billed per public-facing IP and required to provide a justification form if requesting more than 30 IPs.

What amount of bandwidth do you require?

DISASTER RECOVERY PREQUALIFICATION QUESTIONNAIRE



What are the VM, RAM, vCPU, and Disk Space resources in the infrastructure you want to protect?

- Have clients identify any or all servers from production environment that must be protected via DR.

Do you have DR now?

- **If so**, what is the data retention policy, how long they need to keep backups for? How quickly they can recover from a server going down and how far back they would have to go to restore - or to see the DR plan.
If they do not have DR: How quickly do you need to access your infrastructure after an outage? Can you prioritize some servers over others?

Do you need archival or off-site backups?

- Do you have any regulatory requirements that your business must adhere to for long-term storage? Do you need to keep records for many years that you don't need to access frequently?
- Do you have any geographical requirements for how far away you would like your DR from your Primary infrastructure?

CANOPY CONNECT (DIRECT CONNECTS AND EXPRESS ROUTES) PREQUALIFICATION QUESTIONNAIRE



What infrastructure do you want to connect to the public cloud? Is it in a data center currently or on-premise?

- If the infrastructure is in a Data Canopy data center, Canopy Connect is a great solution. If on-premises, VPN or Point to Point into the Data Canopy data center connectivity is available.

How much bandwidth do you require?

- Pricing fluctuates based on bandwidth requirements and throughput. If the client will be accessing the data in the public cloud frequently, Canopy Connect can save them up to 66% in egress fees (fees for pulling data from the cloud).

Which public cloud do you need to access? What particular geographical area do you need to connect to within that public cloud?

- Amazon Web Services and Microsoft Azure have different pricing based on how far the data has to travel. It is critical to understand any location requirements prior to pricing. Additionally, Microsoft requires two points of connection into Azure, which impacts pricing.

Do you need a dedicated connection to the public cloud, or can it be shared?

- Pricing will be impacted if a dedicated connection is required. The shared connection is still secure, but resources are shared.

CANOPY METAL OR HARDWARE AS A SERVICE PREQUALIFICATION QUESTIONNAIRE



Do you require a predetermined server configuration defined here?

- If your client needs one of the described configurations, Canopy Metal is the solution for them. If not, a virtual instance in our multi-tenant cloud or a private cloud would be a better option.

Will you be purchasing and hosting hardware in a data center?

- If your client still needs to purchase the physical hardware hosted, but is sensitive to OpEx or hasn't purchased yet, hardware as a service is an option.