DELTALIS

Background

Deep in the Swiss mountains, in a former military bunker, there is a company providing modular and scalable data centre services. From pure housing through to full managed services - with an extraordinary level of security - DELTALIS is quite unique. In addition to physical security, this location frees the facility from the risks associated with an urban environment such as vibrations, overloaded energy networks, civil works and construction. And yet, being located only 60 minutes from Zurich, it's connected to one of Europe's thriving commercial hubs, ideal for both domestic and international accessibility.

DELTALIS offers its clients services from rack space in open colocation areas, through to hundreds of square metres of space in dedicated suites. Positioned in the heart of the Swiss hydroelectric power industry they utilise 100% locally produced stable green energy. In addition to the colocation space, the company also offers its clients out of band access as a service, for those wanting to minimise response times to any issues within the infrastructure. Irrespective of the specific service each customer uses, they have one thing in common - they rely on DELTALIS for absolute security and resilience.

"A data centre. In a former military bunker. Deep in a Swiss mountain. Could you get any more resilient? With Vertiv, you can."

The Business Challenge

"When we established DELTALIS, we had three primary goals," notes Frank Harzheim, the company's CEO. "We wanted to deliver absolute physical and digital security so that our clients could trust us without question. Switzerland has recently been ranked number three of the most suitable countries in the world to locate a data centre from a risk point of view. We also wanted to provide a facility that would be trusted within the Swiss market - one of the most demanding anywhere globally. Finally, our aim was to offer customised services, delivering a more bespoke experience than can be found elsewhere in the market."

By situating DELTALIS in a former military bunker, Frank Harzheim and his team have created one of the most secure data centres. The premises embody resilience - they are designed not to be breached - but they're also cut out of rock, the bunker infrastructure provides many advantages when creating a premium data centre. Furthermore, as a business committed to sustainability, DELTALIS was keen to re-use an existing facility rather than a new-build.

Certified for Trust

DELTALIS operates in Switzerland, home to the world's most robust privacy laws. The Swiss Federal Data Protection Act reflects a national stance on data security that is unwavering. DELTALIS takes an equally uncompromising approach.

The company serves a very broad range of international customers - many of whom are small and mid-size businesses with a core reliance on secure data housing and management. Alongside typical use cases, some clients use the facility as a backup site for disaster recovery while others are cloud service providers themselves delivering absolute security to their own customer base. Common to all of their needs is this trust in the data centre they use. Amongst the various factors that allow DELTALIS to deliver this trust is the ISO 27001 certification.

DELTALIS began its journey with Vertiv due to its expertise in power and thermal management - as essential to DELTALIS as to any mission critical facility. However Vertiv was also able to add strategic benefits in enhancing DELTALIS' infrastructure monitoring and management capabilities. With a focus on providing all of the capabilities required for ISO 27001 and beyond, an implementation of Vertiv's Trellis™ Data Centre Infrastructure Management (DCIM) platform offered significantly enhanced visibility, control and planning. Thanks to its real-time infrastructure optimisation, and being both modular and adaptive, it provides DELTALIS with visibility into its critical infrastructure systems.

"Any data centre decision maker who has been through ISO 27001 certification knows how demanding the standard is," Harzheim comments. "There's no room for ambiguity or error and it demands a systematic approach to managing sensitive company information. We had to undertake a series of risk management processes to ensure that data remains secure, and this spans people, processes and IT systems. Despite the challenges, there are significant benefits to our customers, such as improved business continuity and risk management, legal compliance and the elimination of key security threats."

DCIM Decision Making

"In our case, creating an optimised mission critical facility didn't mean just starting from scratch with a green field site. We needed to turn a non-custom designed site into a highly optimised and efficient data centre. This required smart engineering to get around physical and legacy infrastructure factors. Furthermore

Vertiv Solutions:

- Trellis Inventory Manager for capacity management and change management which supports ISO 27001 compliance

- Trellis Power Systems Manager to control and manage power consumption and efficiency

- Trellis Site Manager to get a centralised view on the facility and centralise alarms to ensure compliance to ISO 27001

we knew that we needed complete visibility and control of the performance of our data centre, and everything that's important in our service - which is why we've got DCIM at the core of our operations" Harzheim states.

DELTALIS realised early on that investing in a comprehensive DCIM solution would enable them to meet customer Service Level Agreements (SLAs) more efficiently and also enable their own business agility. "Vertiv has a compelling solution with the Trellis platform – the hardware and software combination of Trellis and its ability to consolidate alarms from heterogeneous systems was significant for us. Trellis is exceptional at integrating different language and protocol systems in a single control panel. What's more, the expert support team we met was one we could trust and believe in."

Monitoring DELTALIS' Growth

"We need to be able to make informed decisions - particularly in our capacity management. As a data centre provider we have a conceptual perfect state of 100% utilisation of capacity. But getting anywhere close to this is challenging, and the more we use our space, the more we have to understand the impact on cooling and other operational factors. Now with Trellis we have the ability to make those decisions," says Harzheim. "Equally, a major cost in our business is power, and Trellis helps us to optimise this key operational factor. With this combined visibility we can get the most from the considerable investments we have made, and maximise the value of those assets".

The Trellis platform has enabled DELTALIS to undertake live health checks of the data centre - examining the facility's power consumption, the performance of critical systems and gaining information about key assets such as alarms. And beyond this, Frank Harzheim and his team can undertake capacity planning for the facility, ensuring they meet their customer SLAs for five-9s uptime. Trellis provides the visibility that's required of this type of mission critical organisation, all in a single console.

What's Next...

"Trellis is a system that ensures we can deliver on our core business promises," says Harzheim. "The significant by-product of this is that we now have another differentiator. We can now offer customers "Deltalis Virtual View". They can benefit from reporting and DCIM functionality in a transparent way - allowing them to better understand their own infrastructure. Couple that with 'Deltalis Virtual Reach', using Vertiv secure remote management, and we have the real-time accessibility and visibility they are looking for. This is especially important for our international customers who may not have a regular on-site presence. This helps with their remote IT management and their strategic decision making.

Even in the pre-sales stage, we can actually act as a consultant to help them better determine what space they need, visualise the floor plans in 3D and give them an overall more professional and complete picture of their considered investment - so we're adding real value not just the floor space alone."