



When it's **Mission Critical...**

Data Center Facilities Management

T5 Facilities Management (T5FM) provides on-site data center Facilities Management, Remote Hands and Consulting Services to data center owners across North America.

In addition to operating T5 Data Center's national portfolio of state-of-the-art wholesale and colocation data centers, T5FM operates data centers for Fortune 500 financial services, technology, retail, aerospace, and energy companies. Whether your objective is to reduce cost, maximize uptime, or improve operational efficiency, T5FM has a solution for you. Our services include:

- **Critical Facilities Management and Operations**
- **Remote Hands**
- **Property and Asset Management**
- **Consulting Services**

What makes us different?

01

UNIQUE OWNER / OPERATOR PERSPECTIVE

Based on real world experience operating T5 Data Center's national portfolio of state-of-the-art data centers.

02

100% DATA CENTER FOCUSED

This is our life and passion - we eat, sleep and breathe data centers.

03

PRINCIPAL INVOLVEMENT

Brings accountability and 24x7 access to key decision makers.

04

CONVERGING FACILITIES MANAGEMENT AND REMOTE HANDS

T5FM provides both Facilities Management and Remote Hands services to provide unique single source solution.



“ Our flexible approach ensures we deliver a custom solution, tailored to fit each customer's unique requirements. ”

Jon Lichtenfels
Senior Vice President, Operations

The Four Pillars of T5FM

T5FM has developed a unique operating methodology built on Safety, Training, Process & Procedure, and Customer Communication which we call "The Four Pillars of T5FM". Our processes & procedures are implemented through rigorous training coupled with continued process improvement through our quality control program. Our reputation for providing excellent customer service is achieved by customizing communication protocols and reporting in a transparent and streamlined manner. The Four Pillars of T5FM provide an operational foundation that mitigates risk, maximizes uptime and meets financial targets.



SAFETY - with safety comes confidence, reliability and trust. T5FM has developed a proprietary electrical safety program and policy which mirrors NFPA 70E guidelines.



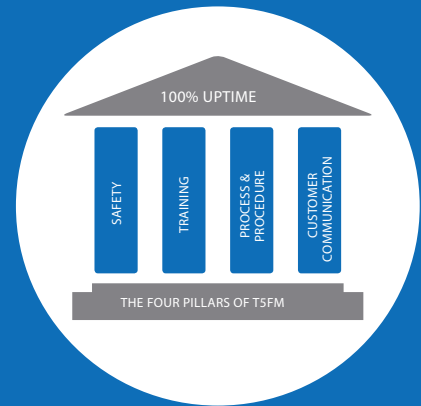
TRAINING - customized, site-specific training program includes our own text book, portfolio training classes and ongoing online testing. The program includes a deep and comprehensive study of the MEP and FP systems.



PROCESS & PROCEDURE - consistent, robust and vetted, T5FM's portfolio policies establish the baseline for developing all site-specific procedures and documentation.



CUSTOMER COMMUNICATION - through customized reporting and customer specific communication protocols, we have built a legacy of flexibility and transparency. Visibility for preventative maintenance activities, alarms, and ticketing is delivered through our enterprise-grade CMMS system.



100% UPTIME
UPTIME INSTITUTE
NETWORK AWARD

125MW+
OF CRITICAL IT LOAD

100+
EMPLOYEES AT 18+ DATA
CENTERS ACROSS THE US

“ My goal is to exceed our customers' expectations each and every day. T5FM provides the training, resources and customer communication tools I need to make this happen. ”

John Crews
Critical Facilities Manager
T5 Facilities Management



T5FM's services

Critical Facilities Management and Operations

Ensure your data center maintains 100% uptime. T5FM has developed the policies, procedures, training programs, and customer communication protocols to mitigate your risk.

- Scalable, on-site staffing and staff augmentation
- Mechanical and electrical system maintenance
- Vendor procurement and supply chain management
- SOPs, MOPs & EOPs: assessment, augmentation and creation
- Training and safety programs
- Building automation systems and DCIM
- Remote monitoring/NOC services
- Financial management and opex budget development
- Compliance related to data center operations, physical security, and insurance (SSAE 16 (SOC 1 & 2), ISO 9001, FM Global, etc.)
- Energy audits and best practice initiatives
- Physical security

Consulting Services

T5FM offers a variety of data center consulting services, delivered from an 'owner/operator' perspective. T5FM draws on our deep bench of industry leading data center engineers and subject matter experts.

- Project/Construction Management and Owner's Representation
- White space master planning
- Capacity planning
- Operational audit and gap analysis
- SOPs, MOPs & EOPs: assessment, augmentation and creation
- Training and safety program assessment/implementation
- Energy assessment and energy best practices program
- Uptime Institute M&O compliance
- Identify high risk conditions and safety concerns
- Single points of failure analysis and mapping
- Critical plant and equipment condition assessments

Remote Hands Services

T5FM offers Remote Hands Services as a stand-alone service or combined with Critical Facilities Management and Operations in a converged FM/IT model. Combining FM and Remote Hands Services into a single, cohesive team bridges the gap between IT and Facilities, improves communication, and reduces costs.

- 24x7 on-site remote hands support
- Work order/phone support
- Complete rack, stack and cabling
- Capacity planning
- Moves/adds/changes and decommissioning
- Asset management
- Power report generation
- Vendor management and escorting
- Critical spares inventory management
- Hot/Cold isle containment
- Tape rotations/CD exchanges
- Work order/ticketing/DCIM
- Shipping & receiving
- Patch cord cross connects
- Carrier cross connects

Property and Asset Management

From critical infrastructure operations and maintenance to property and asset management, T5FM delivers an integrated, single source solution for all your data center management requirements.

- Management of non-critical infrastructure (grounds, building, janitorial, security, etc.)
- Vendor procurement and supply chain management
- Vendor contracting and AP/AR
- Opex budgeting and management
- Life-cycle and Capex budgeting
- Physical security

Concerned about Data Center Uptime, MEP Critical Infrastructure Maintenance, or Remote Hands support?

Let T5FM help - so you can go back to focusing on your core business.

Please call us to see how you can benefit from our experience. We'd love to talk with you.



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