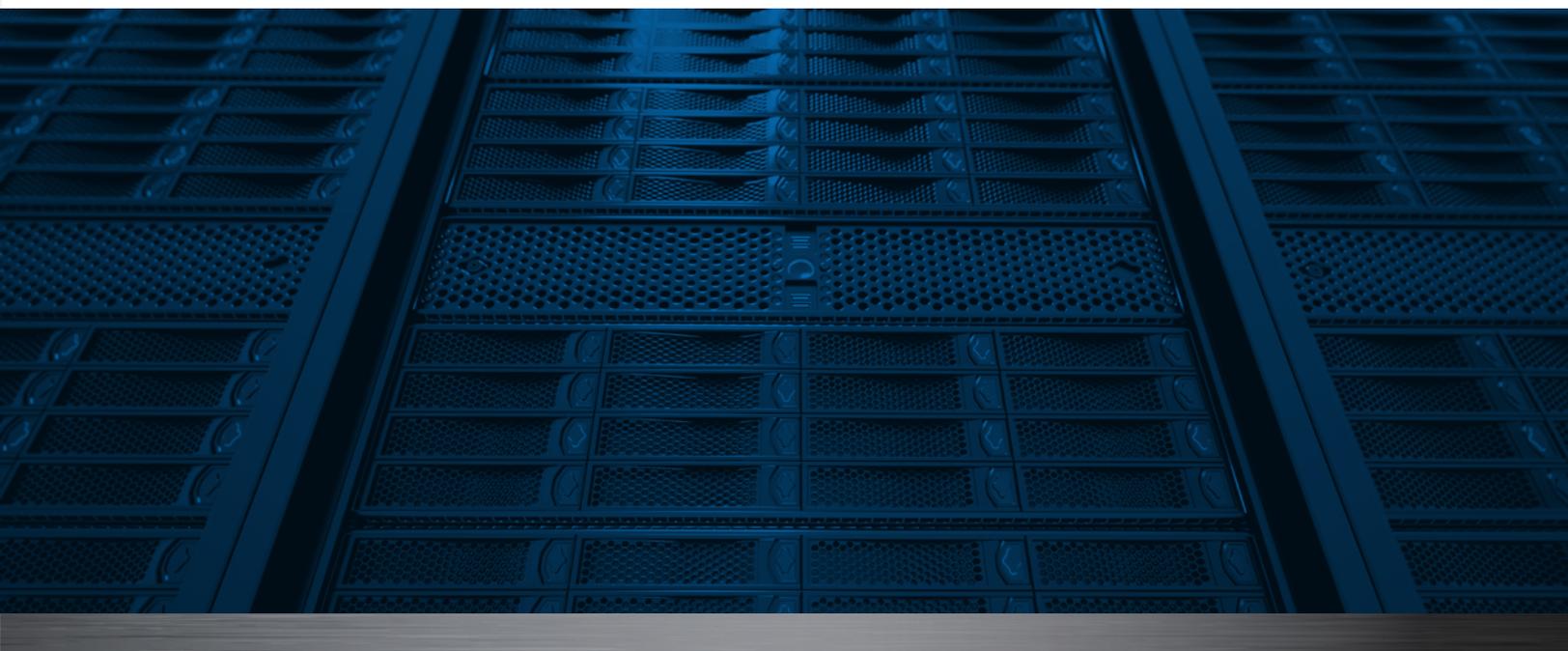


TELIA CARRIER

CAGE & CABINET COLOCATION, CROSS CONNECTS



Telia Carrier chooses CoreSite data centers to support North American expansion of innovative fiber-based products and services

BUILDING THE BACKBONE OF BUSINESS



“The great thing about working with CoreSite is that we don’t have to micromanage them through the build because they’ve got a great team of experienced professionals. We manage a large number of builds with a fairly remote and lean team globally, so having a team we can trust to get the job done day in and day out is a huge confidence builder.”

Andrew Haynes, Chief Operating Officer, Telia Carrier

THE CHALLENGE

Data center solutions for an expanding empire

Business and innovation move at the speed of light. Literally. As companies around the world search for ways to expand their global presence, they want faster connectivity with more locations and they’re increasingly turning to Telia Carrier to meet that demand.

Owner of one of the world’s most extensive Internet backbone networks, Telia Carrier provides more than 1,200 customers worldwide with the lightning-fast connectivity, managed network operations, and essential infrastructure they need to remain competitive and grow their businesses. However, as its customer base grew, Telia Carrier recognized a need for expanding its network backbone in order to connect customers with new markets and reach wider audiences.

“We’re always looking to find new locations that support the needs of our customers and our own growth,” says Andrew Haynes, Telia Carrier’s Chief Operating Officer. “To meet that goal, we want to find data center service providers who offer the scalability, the flexibility, and a spirit of partnership to work with us and help us grow.”

FINDING STABILITY AND RELIABILITY FOR GUARANTEED UPTIME

As a global network carrier, Telia Carrier has built a reputation for reliable, responsive services and a penchant for pushing the envelope of innovation. Companies in industries ranging from gaming and media networks to startups and Internet of Things (IoT) developers rely on Telia’s hyper stable, accessible fiber backbone to keep their businesses going.

The company boasts a robust network, continuously updated with the latest, highest performing technologies. Network infrastructure and local access support teams combine efforts to help ensure end-to-end customer connectivity and to provide a uniquely high-value combination of IP transit and wavelengths, mobile data, and voice delivery services to the farthest reaches of the globe.

But with expansion to new markets and locales, Telia Carrier needed to ensure that it had reliable data center partners that could deliver high-quality infrastructure, updated technologies, advanced safety and security measures, and convenient locations close to established fiber routes.

“The IP market is more competitive than ever and if your network has issues, it’s very easy for customers to just find another vendor,” says Telia Carrier’s Director of Service Delivery and Network Procurement, Andy Everest. “Even a minute of downtime can be catastrophic to our customer’s business and, by extension, to ours. We had to find a partner that could live up to our quality standards, while helping us create a presence in strategic markets.”

THE SOLUTION

Haynes and Everest are no strangers to the nuances of selecting the right data center partner, having managed Telia Carrier's long-standing relationships with vendors across its North American, European, and Asian operations for years.

As a selection process best practice, the company established a series of six essential criteria around facility location, quality, and connectivity to ensure it works only with data center solutions providers that closely align with its business values and long-vision goals. After consideration, Telia Carrier chose CoreSite colocation with cross connects in five major American markets to deliver a secure, efficient, and resilient U.S.-infrastructure for delivering high-value network services to their customers stateside.

Both Haynes and Everest point out that end users are putting more demands on everyone in the Carrier Industry. Telia Carrier has therefore developed a set of principles to define what quality really means in the carrier industry, and what it takes to delivery it. These principles are called the Carrier Declarations and apply not only to the Telia Carrier's own operations, but the entire carrier ecosystem.

CoreSite's modern facilities, scalable high-density colocation environment and high availability meet the carrier's lofty standards. In particular, Haynes suggests that footprints in local markets are crucial to the firm's business because the close proximity to concentrated customer bases and newly lit fiber makes connecting with customers, partners, and future business opportunities easier.

"One of the most attractive things about working with CoreSite is the availability of fantastic facilities in Silicon Valley, where we've invested time and resources into strategically expanding our network," Haynes says. "Combined with the other aspects of a high-quality operation, selecting CoreSite as a long-view partner was a pretty easy decision."

In addition to ideal locations, CoreSite facilities provide the reliable power and security Everest's team needs to feel confident in adding more hardware as compute and bandwidth demands grow. CoreSite colocation provides the flexible configurations, rock-solid infrastructure, and high service levels with the 100% uptime SLA the company needs to scale a growing business and deliver on its brand promise of a seamless online experience and the idea that its network won't go down.

"CoreSite's expertise in building and operating data centers in a way that creates the stability, robustness, and security is exactly the approach we require of all our business relationships," Haynes says. "The staff is skilled, capable, very knowledgeable, and comprises a good mix of both pure data center experts and telco experts who truly understand the full extent of our business needs."

CUSTOMER EXPERIENCE AND BENEFITS

An air of confidence and dependability

Telia Carrier's high expectations of service delivery and care would put many data centers to the test, but Haynes says CoreSite passed with flying colors thanks, in large part, to the quality of its staff.

"The great thing about working with CoreSite is that we don't have to micromanage them through the build because they've got a great team of experienced professionals," he says. "We manage a large number of builds a geographically diverse and lean team globally, so having a team we can trust to get the job done day in and day out is a huge confidence builder."

That confidence will come in handy as the company continues its growth and expansion geographically and with its technology. Looking ahead, Haynes says that the success of Telia Carrier's initial launches with CoreSite has created a solid foundation for entering new territories and introducing market-changing services.

"We've committed heavily to expanding our wavelength services and optical private networks to provide customers with greater value from emerging technologies," says Haynes. "Without a quality data center partner capable of supporting the network behind the scenes, those efforts would fail. CoreSite has proven repeatedly to be up to the challenge and we're excited that they're on board to help realize our future goals."

TELIA CARRIER CASE STUDY AT A GLANCE

Challenge

- Source new data center locations to support global and North American expansion efforts
- Maintain high availability and uptime to guarantee service reliability
- Build a resilient infrastructure to support new product innovation and global delivery

Solution

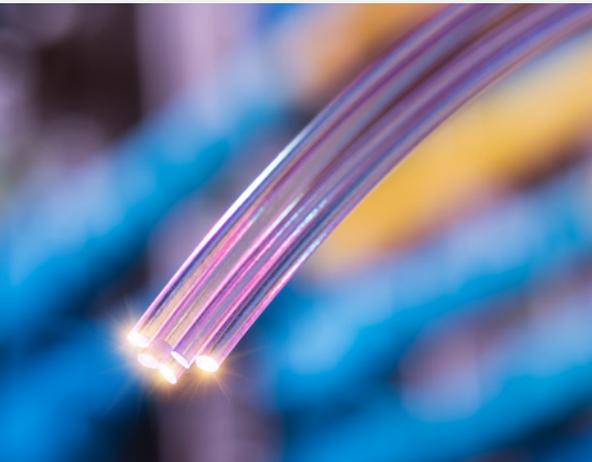
- Employed CoreSite cage and cabinet colocation for configuration flexibility and expansion
- Deployed cross connects for seamless data transfer all points of presence
- Leverage relationships with existing tenants to source new customers and partners

Results

- Rapidly deployed network connectivity in five major American markets for greater coverage and an expanded footprint
- Reinforced network availability to support existing services and development of new technologies to differentiate from the competition
- Improved efficiency by offloading time-consuming or redundant tasks to on-site expert technicians

“Our brand message is a seamless online experience and the idea that our network doesn’t go down. CoreSite colocation offers the flexible configurations, rock-solid infrastructure, and high service levels with the 100% uptime SLA we need to scale a growing business and deliver on that promise.”

Andy Everest, Director of Service Delivery and Network Procurement, Telia Carrier



ABOUT TELIA CARRIER

Telia Carrier owns and operates one of the world’s most extensive fiber backbones, providing an array of services to more than 1200 customers in over 80 countries. Offering everything from IP and wavelength connectivity to outsourced network operations and IoT connectivity, the company’s mission is to provide exceptional network infrastructure and services that empowers individuals, businesses and societies to execute their most critical activities. Based in Stockholm, Sweden, Telia Carrier employs thousands of highly trained professionals working from across the company’s 17 global offices.

