



Today, every company relies on technology, and their business success is a function of their ability to process information. That processing foundation is provided by data center infrastructures and, in most cases, those centers are the single largest capital asset owned by most corporations. When these structures are engineered and managed with a focus on consistency and resiliency, maximum business benefit can be derived in order to assure predictable performance and reliability.

Driving Efficient Data Centers

CNA offers policyholders access to Uptime Institute through the Allied Vendor Program. As an independent advisory organization, Uptime Institute is focused on reducing the risks associated with operating a data center, along with improving the performance, efficiency and reliability of the business-critical infrastructure that underlies today's global information economy.

Uptime Institute is recognized worldwide for the creation and administration of the Tier Standards and Certifications for Data Center Design, Construction and Operational Sustainability. By leveraging these standards, along with their Management and Operations Stamp of Approval, data center owners and operators are able to efficiently deliver the required levels of digital-centric business services, while at the same time mitigating risk. Simply put, data centers with these Uptime Institute operational certifications have fewer incidents, and those incidents are shorter in duration.

Preferred Pricing

CNA recognizes the Uptime Institute tier standards and certifications for data center design, construction, and operational sustainability. Any insured who demonstrates this set of risk attributes may qualify for more competitive insurance policy terms and pricing.

Current CNA policyholders have preferred pricing that represents a 10 percent cost savings over the regular rate for Uptime Institute services.

+ Facts

- **Human error is responsible for at least 70 percent of all data center incidents. Why?**
 - o Inconsistent processes applied across dynamic staff.
 - o Bad operational practices are 500 times more likely to negatively impact a data center.
 - o Only 14 percent of data center losses are due to catastrophic occurrences
 - o Outages at mission critical facilities can result in hundreds of thousands of dollars or more. This can impact anything from equipment damage to worker injuries to lost business and penalties for failure to maintain contractual Service Level Agreements.
- **Human Error is preventable.**

Why Use Uptime Institute?

To design, manage and operate the critical infrastructure your business depends on, you need the most authoritative, evidence-based and unbiased guidance. For two decades, the business-critical infrastructure industry has relied on the unparalleled expertise, best-practice standards and innovation of Uptime Institute. We have helped enterprise and vendor organizations around the globe build and maintain business-critical infrastructure to optimize performance, reliability and efficiency.

Implementing Uptime Institute standards minimizes service interruption risks and has a broad impact to other risks impacting the data supply chain. Dependency of commercial enterprise users on third-party providers is increasing year over year due to the efficiency, flexibility and cost savings demonstrated by cloud-based services.

The Data Center Experts

Even the best facility infrastructure will not keep a site from having an outage or accident if the individuals running it fail to define effective policies and procedures, maintain staff training and apply those procedures in practice. Existing data centers can still minimize downtime risk and limit exposure if the operations are working correctly, even if they have vulnerabilities due to aging facilities or equipment.

Tier Certification Operational Sustainability and M&O Stamp of Approval

Uptime Institute's Operational Certifications provide the guidance and framework to drive best practices for the effective management and operations of a data center.

These certifications are designed to work across groups and departments, cultures and practices. They are built around the fundamental notion that facilities management issues are addressable, often without a major resource commitment, and represent the single greatest opportunity to reduce risks to data center availability. Uptime Institute assesses staffing; organization and training practices; preventive maintenance programs; operating conditions; and planning, management, and coordination practices and resources. This thorough review provides visibility and accountability for the data center operations team, service vendors and leadership. The result is that the number of incidents is reduced, and the duration of each is shortened.

Benefits of the Uptime Institute Operational Certifications:

- Reduces risk and potential for outages by ensuring the processes and procedures are in place to reduce human error.
- Provides proof of achieving a certain level of management and operations-based on internationally recognized standard.
- Improves the environment for potential energy efficiencies because a well-managed and operated data center can be more energy efficient.

To learn more about Uptime Institute's range of offerings visit <http://uptimeinstitute.com>, call 206-783-0511, or email info@uptimeinstitute.com. Please mention that you are a CNA policyholder to receive the special CNA rate.

