McKinstry: your partner in efficient, reliable data center operations

ABOUT MCKINSTRY

Founded in 1960, McKinstry is a full design-build-operate-maintain firm with expertise across a broad spectrum of facility services. McKinstry's deep expertise in operational efficiency, data center energy efficiency, and facility optimization is unique in the industry.

For more than 20 years, McKinstry has provided industry-leading services to our critical facility clients including over 100 major data center projects— from consulting and engineering to building, operating, maintaining and optimizing.
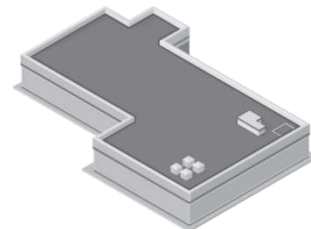
Today, many of the nation's leading corporations and organizations trust McKinstry's unmatched data center experience and culture of innovation to reduce total cost of ownership, improve energy efficiency, and maximize operational reliability at their mission critical data centers.

McKinstry
For The Life Of Your Building

Data Center Expertise Focused on Efficiency, Uptime, and Reliability

FACILITIES SOLUTIONS FOR CRITICAL DATA CENTERS

- Performance-based facility operations solutions
- Preventive maintenance programs & mobile service
- Energy program management

- Operational assessments
- Issue management, remote operations, and CMMS solutions
- Risk and safety consulting
- Facility condition consulting

OUR PEOPLE: THE FOUNDATION OF OUR DATA CENTER OPERATIONS SUCCESS

WHAT SETS MCKINSTRY APART IN THEIR APPROACH TO DATA CENTER OPERATIONS?

"We literally know data centers inside and out. McKinstry designs, engineers, builds, and commissions. No one else in the industry can call a colleague and get free advice in one of these other areas."

- Tony Rossi
Critical Facility Manager

"At McKinstry, 24x7 critical operations is part of everyone's DNA, and the best people in the industry follow a process for every activity"

- Spencer Huppert
Director of Data Center Market Development

"McKinstry has true dedication to ensuring that the critical environment stays up. I have seen other organizations that do not demonstrate this type of dedication"

- Dieter Kuchta
- *Critical Facility Manager*

"In our competitors' data centers I have noticed how isolated and unsupported the incumbent teams are. I believe what sets us apart as a data center operations provider is our people first distinction"

- Evan Pate
Critical Facility Manager

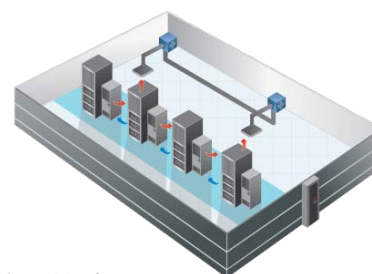## KEY DATA CENTER FMS EXPERIENCE

FINANCIAL & REGULATORY
- Financial Services Company | Denver, Colorado
- First Citizen's Bank | King's Mountain, North Carolina
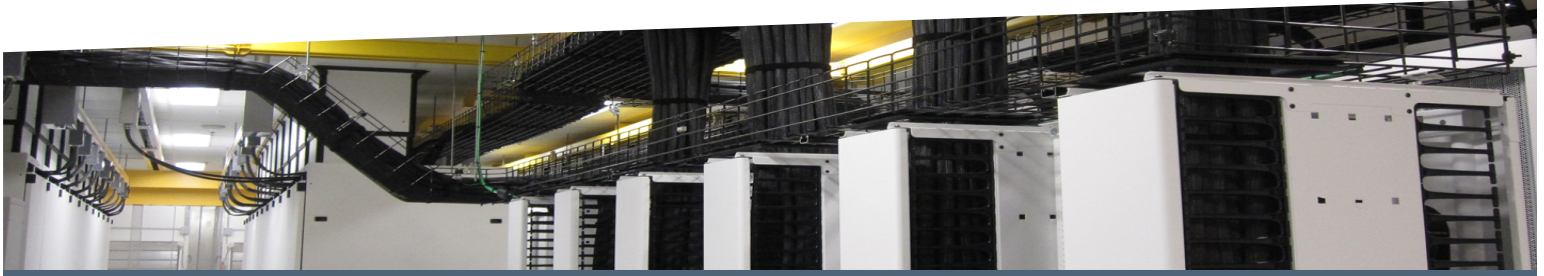- Social Security Administration | Urbana, Maryland

PETROCHEMICAL
- Fortune 50 Petrochemical Company | San Antonio, Texas

TECHNOLOGY & MEDIA
- Internet Auction Company | Phoenix, Arizona; Denver, Colorado; and Salt Lake City, Utah
- Fortune 50 Technology Company | Tukwila and Bothell, Washington; San Antonio, Texas; Des Moines, Iowa; and Cheyenne, Wyoming
- Social Media Company | Des Moines, Iowa
- Fortune 50 Media Company | King's Mountain, North Carolina

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Case Study: Internet Auction Company

COLLABORATIVE FM PARTNERSHIP

2010-Present | Denver, Colorado; Salt Lake City, Utah; and Phoenix, Arizona

In the fall of 2009, this client selected McKinstry as their CE FMS provider to support their three data centers located in Salt Lake City, Denver, and Phoenix. The client's stated intent was for McKinstry to help them "get to the next level".

In addition to providing world-class critical facility management services for each site, McKinstry provides the client with comprehensive financial management of all OpEx and Capex for their entire critical portfolio, issue management services through InfoCentre, and remote operations through a dedicated Data Center Operations Center located in Denver.

The McKinstry program has also helped the client manage tremendous growth, including the construction of two new Tier III+ data halls on existing campuses.

Based on the program's tremendous track record of best-in-class critical facility operations, in 2014 the client chose to continue their relationship with McKinstry for a three-year term, with two optional one-year extensions.

PROGRAM HIGHLIGHTS

- Met client uptime goal of 99.94%

- Program growth to support site expansions, from 44 total resources to 70 in 2014

- Developed energy management program resulting in $670,000 of annual utility savings

- Captured $698,000 in utility rebates

- Effectively managed over $5M worth of projects

- Employee retention rate of 90%, well above industry average

- Financial management team now managing over $250M of annual client OPEX/CAPEX supporting client's full North American, European, and APAC portfolio

> " This was another record year for our business. It was a year of serious innovation, new data centers, uptime, delivery and cost controls within our teams. You have been excellent. Thank you for your hard work, professionalism, and attention to detail. "
>
> - *Senior Manager, Global Data Center Operations.*

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DATA CENTER MANAGEMENT DIFFERENTIATORS

- **DBOM Perspective:** Our Design/Build/Operate/Maintain data center background gives us a life cycle view

- **Experience:** Innovative data center management since the early 2000's

- **Efficiency:** Bold energy management programs

- **Recruiting:** Commitment to hiring and retaining the best critical facility engineers & managers in the industry

- **Training:** Multi-tiered critical facility engineer training

- **People-first culture:** Employee development through McKinstry University, Companywide passion for safety

- **Transition Approach:** Proven transition approach for both new construction and existing data centers

- **Processes/Procedures**: Library of 1000's of processes, procedures and other Critical FM tools

NATIONAL FOOTPRINT

- National Critical Environments Team with data center experts located in all four time zones

- Leader in designing, constructing, operating, and managing high-performing facilities with over 24 offices nationwide

- Growing with over 1750 professionals including over 165 licensed Professional Engineers

- Supporting operations for over 5 million square feet of data center facilities

VISION, MISSION, AND VALUES

Vison
Together, building a thriving planet.

Values
- *Our people*
- *Our customers*
- *Our community*
- *Our environment*

Mission
We take responsibility to efficiently develop, engineer, deliver and operate the built environment.

- *Our reputation*
- *Safety*
- *Financial stability*
- *Innovation*
- *Integration*

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