

COLOHOUSE

CUSTOMER CASE STUDY



CUSTOMER NAME

AVAST

CLIENT SINCE

2011

PRODUCTS

INITIAL: 1CABINET
CURRENT: 4
CABINETS

LOCATIONS

HEADQUARTERS:

PRAGUE

ENTERPRISE OFFICE CENTER
PIKRTOVA 1737/1A
140 00 PRAGUE 4

LONDON

110 HIGH HOLBORN
WC1 LONDON
UNITED KINGDOM

SILICON VALLEY

2625 BROADWAY
ST
REDWOOD CITY,
CA 94063 USA

COMPANY OVERVIEW

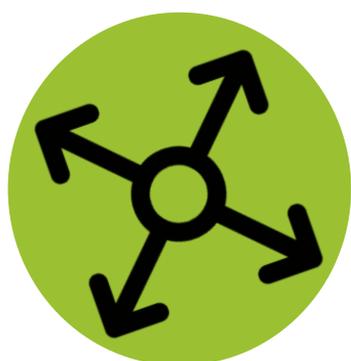
Avast is one of the largest security companies in the world using next-gen technologies to fight cyber attacks in real time. Avast, with their immense cloud-based technologies, is serving over 400 million users at unprecedented speeds that make their artificial intelligence smarter and faster than anyone else's.

Avast has created a scalable cloud-based security infrastructure that sees everything that happens on the internet. They have a view into everything online, good and bad, giving them the unique advantage of being first to inspect and analyze potential threats. Avast prevents over 1 billion attacks every month.

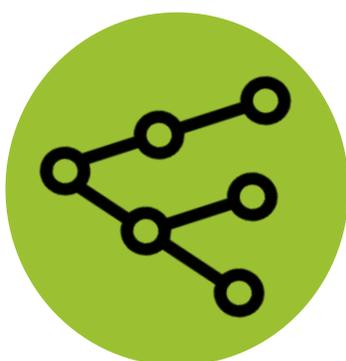
To learn more about Avast, visit <https://www.avast.com>

BUSINESS CHALLENGES

Avast was looking to strengthen its global footprint to South America, Brazil specifically, to service its 400 million global users. When selecting a location for a new data center, at the top of their list was: expansion, cost efficiency, level of professional services, day to day reliability and technical support.



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PROJECT REQUIREMENTS

PROJECT REQUIREMENT #1: EXPANSION OPTIONS & SCALABILITY

- ❑ With a growing user base, Avast needed a cost-efficient data center that included 24/7 professional services managed by expert technicians, specific carriers list, and expansion options that were still competitively priced for the products and services offered.
- ✓ In larger data centers, expansion and power options are limited and if available, would still require significant down-time and installation. ColoHouse could accommodate future expansion needs for Avast that would provide the space they needed now and peace of mind for a later date. Additionally, support and day to day management by our support team through remote hands installation and offerings allowed for a seamless transition for their users without interrupting connectivity. Our pricing included many customizations, expansions and offerings other data center do not offer.

PROJECT REQUIREMENT #2: CONNECTIVITY TO SOUTH AMERICA

- ❑ Installation of a new data center with connectivity to South America, specifically to Brazil, where the technology sector is exploding and demand is very high, was crucial to Avast's business expansions. Having a data center with the right carriers and fiber connections was immanent to deciding the needs to a data center.
- ✓ After assessing a new data center in Brazil was to be too expensive and complicated, Miami was the best option for Avast. Miami is the 5th most connected city in the world and most connected to South America. Having a Miami based data center with a reliable network of carriers and 100% uptime created the perfect opportunity for Avast to open a new data center.

PROJECT REQUIREMENTS CONT.



PROJECT REQUIREMENT #3: SUPPORT

- ❑ Without a Miami based office, Avast needed a data center that could provide timely support responses, reliable and professional services completed by expert technicians, and remote hands offering for support.
- ✓ ColoHouse provides industry leading support and services offering, with a Net Promoter Score of 70, the highest in the industry. We have 24/7 access to our facilities as well as around the clock customer support. Our technicians are held to a 5 minute ticket acknowledgment Service Level Agreement and resolution within 24 hours. Our expert technicians provide our signature “Remote Hands” offering, managed installation, and 100% compliant SLA commitment. Avast depends on ColoHouse to service their equipment for routine and emergency maintenance and repairs.

CLOSING

Since 2011, Avast has been one of ColoHouse’s top clients. In Early 2015, they added to their original order and renewed existing contract. By the end of 2016, Avast had added an additional 2 cabinets to their digital footprint in Miami.

Avast and ColoHouse believe in bringing safe and reliable services that both businesses and individuals depend on daily. We are proud to be part of Avast’s large family of global data centers.

“The quality of service we receive from ColoHouse is great, they handle every detail we ask for and cooperation on their end is very good”

- Ondrej Vlcek,

Executive Vice President & General Manager, Consumer