



The EdgeConneX Customer Experience

Empower Your Edge

EdgeConneX has designed and implemented a customer experience framework that puts our customers first. We pride ourselves on understanding customer needs, providing a consistent and simple experience, and delivering on our commitments. Our mission is to be the trusted partner that's easy to do business with!

We provide each customer with a dedicated and experienced team that values the customer relationship – they start with understanding your business and technical requirements and manage a long-lasting relationship throughout the partnership.

Customer Lifecycle:



Customer Requirements Engagement

- The EdgeConneX team consists of an Account Lead and a Solution Architect that are committed to helping you solve for your current and ongoing business needs.
- We help design your space, power and network connectivity to ensure business objectives are met.
- We develop go-to-market strategies that help define, promote, and execute on complex ecosystems that drive customer success.

Account Manager

EdgeConneX assigns a dedicated account manager after your first order who becomes your customer advocate, and is responsible for leading the business relationship:

- Customer Onboarding: contract management, portal training, account setup, and notification profiles
- Order Support: new deployments, deployment changes, renewals, disconnect, to billing
- Customer Reporting: supporting standard and non-standard needs
- Quarterly Business Reviews
- Customer Survey Program

Customer Implementation Team

- EdgeConneX provides an implementation lead that ensures your deployments are delivered on-time and to the highest quality.
- Our process begins with a scope, design, and project management discussion with all EdgeConneX teams to guarantee a smooth deployment.
- Your implementation lead and account manager will keep you up to date on the entire deployment process and provide a day 1 walkthrough to ensure all your requirements have been met.



Operational Excellence & Accountability

- EdgeConneX has a geographically diverse global Network Operations Center (NOC) that operates 24x7x365.
- Our NOC is your single point of contact for incidents, tickets and escalations via EdgeOS or by phone at:
 - USA NOC: (866) 761-1277
 - EU NOC: 0800 3100 001
 - Argentina, call: 0800 444 2124
- EdgeConneX has a rigorous preventative and planned maintenance process that follows specific customer correlation, customer moratoriums, and notification procedures to ensure all customer equipment is not inadvertently affected.
- All unplanned and SLA-impacting events will prompt a customer-facing incident bridge with regular updates until the incident is resolved.
- We provide standard equipment and tools for every customer and vendor in our facilities (e.g. ladders, crash carts, handtruck, pallet jack, fluke temp/humidity meter, continuity tester, and safety first-aid kits).
- Annual audits performed by an accredited auditor validates that our facilities adhere to strict compliance standards regarding our operations, security and reliability. Our global security certification portfolio includes HIPAA, PCI DSS, SOC 2 Type 2, and ISO 27001:2013.

Customer Portal Experience (EdgeOS)

Customers can monitor real-time data by location:

- Allocated Capacity
- Percent of Power Load
- Open Tickets
- Open Incidents

Floorplan and Environmental Data:

- Customer floor plan view
- Real-time temperature & humidity readings
- Real-time kW usage by cabinet
- Real-time camera monitoring

Ordering Cross Connects:

- Simple process for ordering cross-connects with 48-hour delivery interval
- Ability to see detailed cross connect inventory

Remote Hands Requests:

- Non-technical: data center access, shipping and receiving, basic trouble shooting, and inventory and labeling
- Technical: equipment removal/replacement, testing, troubleshooting, and complex cabling support

Preventative Maintenance:

- Upcoming Maintenance
- Detailed methods and procedures documentation
- Notification Engine



For more information, email info@edgeconnex.com or call us today: 1.866.304.3217