

Nominee: Green Mountain

Nomination title: Operational Excellence - 100% Uptime since first day of operation

Green Mountain offers the world's greenest data centres. Green Mountain are located in Norway, which are fortunate with natural conditions tailor made to support build and operation of data centres.

In Green Mountain, we have utilized the favourable natural conditions to build what has been recognized in the industry, as one of the world's most sustainable and energy efficient data centres.

Energy efficiency and sustainability has grown in importance for our clients, and many enterprises all over the world have signed up to deliver on commitments in science based targets, or followed large enterprises like Facebook, Oath, Autodesk and more in delivering on the "Future of Internet Power" principles. Green Mountain was the first European co-location provider to sign these principles, and delivering on these principles is paramount to what we do in Green Mountain. We are actually one of the very few datacentres who are and can deliver our services 100 % carbon neutral.

Sustainability is a fantastic driver, but for most client the ability to deliver cost efficiency is equally important – and with Norwegian world leading energy costs of around US \$ 0.03 per kW and our innovation in use of the Norwegian natural conditions to cool our data centres, we have the opportunity to deliver high quality services with optimal cost structure.

Quality - 100% Uptime

Operational Excellence has always been a driver both when infrastructure was designed and built, but also when building operational procedure and systems. Green Mountain has been built to the highest global standards and was the first North European Uptime Institute certified Tier III installation. We guarantee 100% uptime with up to Tier III resilience. Green Mountain has been built to the highest global standards, and since the first day of operation, our data centres have delivered a service Level of 100% uptime!

Our team of data centre experts are working proactively to ensure safe operations of the infrastructure in the facilities and have in-depth experience of solving challenges for Companies whose uptime of infrastructure is business critical. Since all our clients have unique business



service and support requirements, our team is committed to providing personalized services to our clients' operational needs.

Several independent power supplies ensure that Green Mountain always has an abundant power supply, both now and in the future. The cooling and electrical infrastructure are duplicated so that the data centres are operational both during scheduled maintenance and in the event of any unforeseeable faults within our infrastructure. Additionally, our facilities are Uptime Institute Tier III certified, which sets the standard for international best practices in building and operation of "rock-solid" data centres. Our quality of operation is thoroughly documented through continuous and real-time measurements. We provide our clients with in-depth reporting, and they can track their environment within our real-time analysis system, providing direct, in-depth information about infrastructure and the environment in the data centres.

Entry Criteria: Please answer these questions in the general description of your nomination:

- **Company's key distinguishing features and/or USP?**

1. The Green Standard

With access to 100% renewable power and free cooling 365 days a year, Green Mountain uses Norwegian hydropower as an energy source for the complete cooling within our data centres. This way we are able to provide our clients with Europe's lowest prices on power, compared to our competitors.

2. World Class Security

Data storage requires good stability and uptime on the basic infrastructure. This is a service Green Mountain delivers and conserves so companies can focus on their core business. By placing their solution at Green Mountain, our clients obtain increased reliability, lower operational costs and world-class stability.

3. Quality - 100% Uptime

We guarantee 100% uptime with up to Tier III resilience. Green Mountain has been built to the highest global standards, and since the first day of operation, our DCs have delivered a service Level of 100% uptime!

4. Cost Saving - High Quality Low Cost

Green Mountain helps reduce operational costs through deploying innovative solutions.

We guarantee higher quality, at a lower cost than our clients manage to produce themselves. Low PUE, long-term investment perspective and high-power load per rack enables low operational costs and reduces the costs for our clients.

5. Build to suit

We use cutting-edge technologies to meet your current and future data and business needs. Drawing on our substantial Nordic operating experience, Green Mountain is a leading exponent of cost-reducing, environment-protecting, green energy management systems.

- **What tangible impact has your company had on the market and your customers?**

We have the last 5 years strategically worked towards politicians locally and nationally and towards the Norwegian Government to change the rules for data centre operations in Norway and make Norway an attractive nation to establish data centre industry. Our mission has been to showcase to international customers:

- Why choose Norway as your data centre location and why choose Green Mountain as your data centre.

In February 2018 the Minister of Industry, Torbjørn Røe Isaksen and Minister for Transport, Ketil Solvik-Olsen, came to our data centre at Rennesøy, outside Stavanger, to present the Norwegian government's NEW data centre strategy. The Green Mountain team has been a great contributor to getting this strategy in place.

The Norwegian government has published a plan to boost Norway's data centre industry and make Norway a world-class player in the sector.

The strategy, called 'Norway as a Data Centre Nation', proposes to exempt data centres from tax on plant and machinery, and promises government money to support better connectivity to the rest of the world as well as an alternative backbone within Norway. This would be helped by new regulations making it easier to carry out excavation work on public highways to install network connections.

Read the Norwegian Governments data centre strategy: Powered by nature –

Norway as a data centre nation here:

<https://www.regjeringen.no/contentassets/2bf92491fc454698bb5b05b7a6dd150a/strategi-nfd-eng-nett.pdf>

Why nominee should win

- High customer satisfaction: Score 5,9 out of 6
- Continuously measure of customer satisfaction, with the highest score.
- Our people makes the difference
- Our team includes members accredited by the Uptime Institute for Data Centre Design and Operations. They have a can-do attitude backed up by more than 20 years experience within data centres, delivering high-end, flexible solutions on time and on budget.
- Driven by our customer needs
- Tor Kristian and his team work every day to provide customers with the most reliable and sustainable IT-housing. Enabling individuals, business and society to carry our their critical digital activities.
- 100% Uptime
- Green Mountain is built to the highest global standards and since the day 1 of operation, Tor Kristian and his expert team has delivered a service level of 100% uptime!