



// when transparency matters.



- Tenants can manage their hosted asset documentation
- Utilization indicators help tenants deploy resources more efficiently
- Access to key information improves reliability of operations
- Change logs and standard reports make audits easier



// FNT Colo Customer Portal

Give your customers visibility into and control over their
leased data center space and hosted IT assets.

Adding FNT Colo Customer Portal to your product portfolio is a good way to differentiate your hosting facility in today's crowded market. Tenants want transparency of their host's data center operations, as well as insight into their own consumption of data center resources. FNT's self-service Colo Customer Portal provides both via a secure, online UI. It's a single point of contact between a MTDC and its customers, through which tenants can directly view information about and take action on their installed assets within the hosting center and interact with the MTDC's service desk.

FNT Colo Customer Portal is powered by FNT Command, a modern, Web-based standard software solution. FNT Command is driven by a central data repository that houses information about all IT resources and data center capacities, including physical and logical network and service resources. It enables easy assignment of resources to individual customers, so the hosting facility knows exactly which tenant is using which resources, as well as the precise amount each consumes.

The Portal is a gateway through which your hosting facility can make this information available to your tenants. The resulting insight into leased space is highly valued by tenants and is influential in keeping a facility relevant and competitive in the dynamic data center hosting market.

When You Need To Achieve Competitive Differentiation

FNT Colo Customer Portal gives tenants the predictability they crave. It's a valuable tool for tenants to analyze usage, plan, and gain control over expenses. Effective capacity management and planning is dependent on reliable data center, network and asset performance information. Sound financial planning is dependent on the ability to accurately anticipate costs. FNT Colo Customer Portal provides access to each tenant's individual usage so they can track and observe their power usage trends to understand patterns, eliminate guesswork and make knowledge-based forecasts. A MTDC that can fulfill these needs is well positioned to retain customers and minimize defection to the public cloud.

The screenshot displays the FNT Colo Customer Portal interface. The main area shows a detailed view of a server rack, including unit types, status indicators, and connection diagrams. The left sidebar provides navigation options for users. The top navigation bar indicates the current location within the data center. The right sidebar features a form for adding or editing rack assets, with fields for Name, Data Center, Data Hall, and Serial Number. A green circle highlights this form area.

Tenants can manage tickets, services and assets with direct access to your Service Desk, including edit details of installed rack assets.

When You Need To Improve Customer Satisfaction And Loyalty

Tenants today use multiple suppliers, but they are loyal to their primary provider. FNT Colo Customer Portal is a value-added offering that can help MTDCs secure their place in the top spot. FNT Colo Customer Portal gives tenants transparency into your data center operations, delivery of services and their own consumption of data center resources – all of which they are demanding with increasing intensity. Via the Portal, end users can know when power usage or environmental conditions exceed thresholds. You can offer tenants either estimated values or 24/7 monitoring of their leased space, both of which gives them the ability to track their assets in your facility. This self-service portal is exactly what today's digital-savvy customers want and is critical to instilling the level of satisfaction that will keep tenants happily ensconced at your facility.

When You Need To Grow Revenue

FNT Colo Customer Portal is a new service to add to your existing portfolio. Its features can be grouped into packages you define and offered to customers as subscriptions. Cross-selling to existing customers further embeds your facility into your customers' processes, making it harder to be replaced. Additionally, introducing the Portal into your service catalog makes it possible for you to upsell tenants other data center services, such as remote hands. While remote hands is highly appealing to tenants, they generally hesitate to use it without the ability to monitor and track the services via a secure portal. The Portal, therefore, delivers double the revenue-generating benefit. On the flip side, a more robust catalog of services makes your facility more attractive to new customers.

Asset Management

Tenants using FNT Colo Customer Portal can accelerate management processes by gaining control over their assets in your facility. With this control they are empowered to make data-driven decisions with up-to-date information, and easily adjust as needed to align with their business needs.

Monitoring

FNT Colo Customer Portal gives tenants visibility of their consumption, which they can use to better manage short-term spikes in demand. Utilization indicators enable detailed analysis to help deploy resources more efficiently and keep costs under control.

Reporting

Extensive reporting functionality via FNT Colo Customer Portal simplifies otherwise arduous tasks. Audits are easier with its change logs of who, when and what has changed. Benchmarking is improved with the ability to assess, identify and monitor sustainable performance indicators. Pre-defined reports make it easier to manage the diverse parameters in the data center.