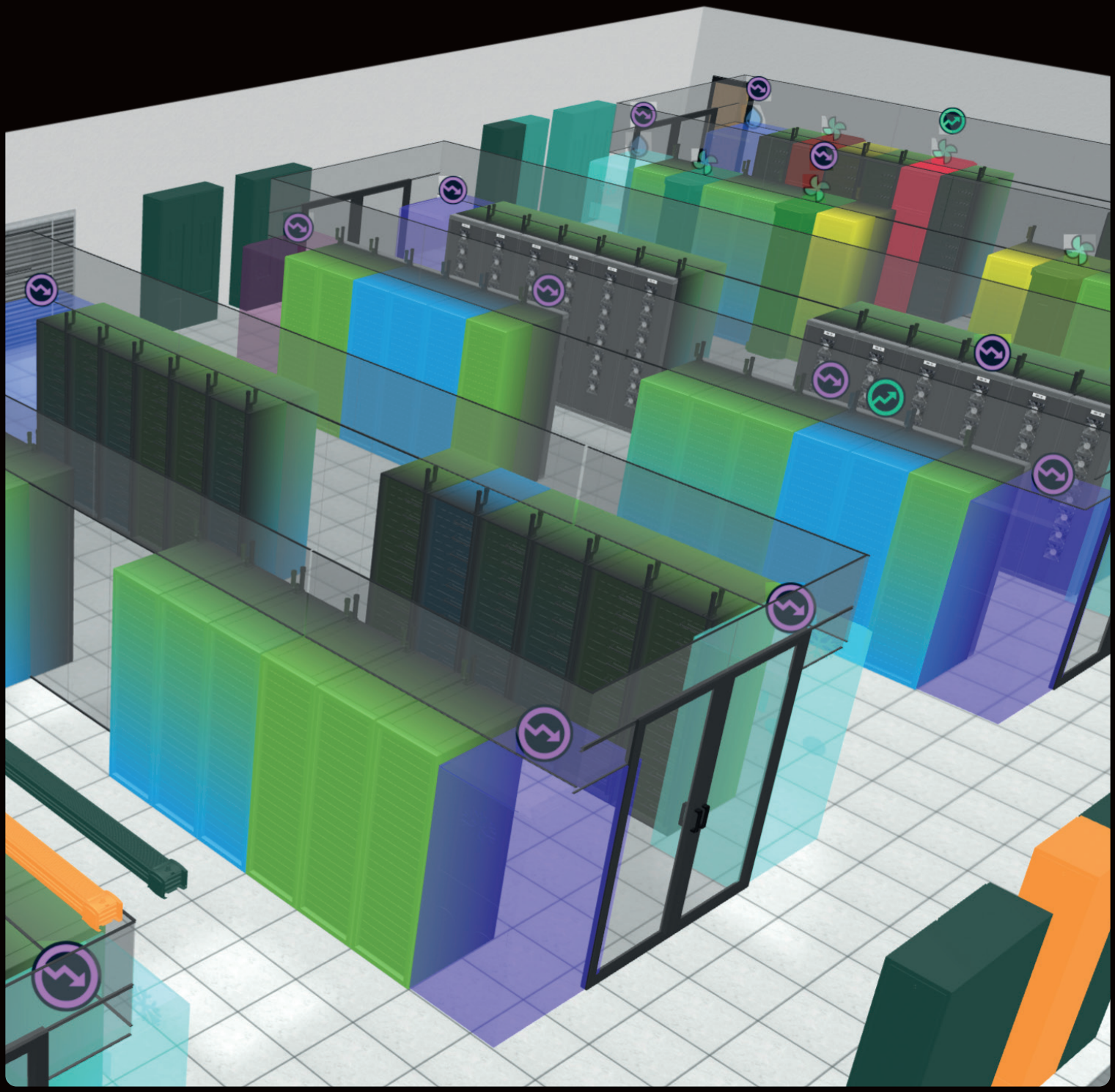
Ekko Sense | AI

The EkkoSense AI Effect

Case Studies



Virgin media O2 · TELEHOUSE · 3 · Africa DataCentres · Global Bank · EVEREST DIGITAL

The EkkoSense AI Effect

Case Studies

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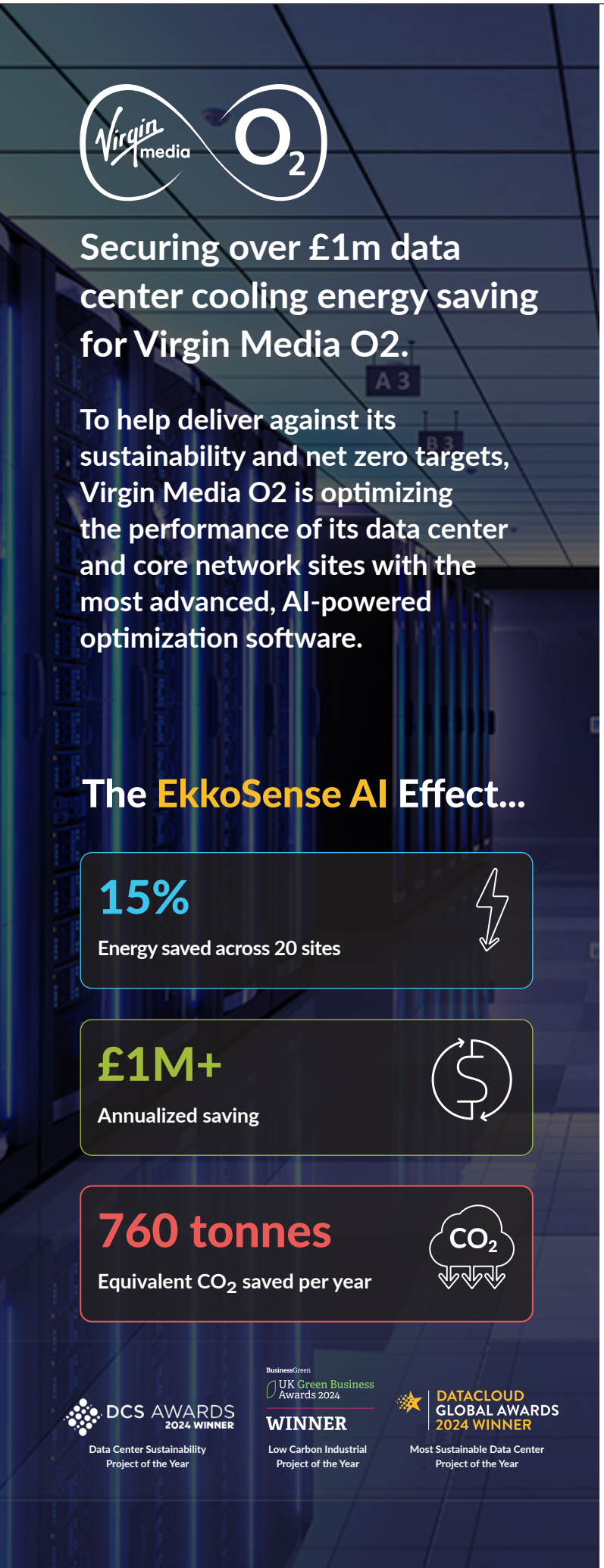


This case study sets out how Virgin Media O2's data center team took advantage of EkkoSense's powerful AI-powered data center cooling optimization software to secure cooling energy savings worth in excess of £1 million per year – equivalent to 760 tonnes of carbon dioxide using location-based Scope 2 accounting.

Introduction

Virgin Media O2 launched on 1 June 2021, combining the UK's largest and most reliable mobile network with a fully gigabit broadband network.

Its fixed network covers more than half of the country (17.2m homes serviceable) alongside a mobile network that covers 99% of the nation's population.

As the company connects millions of customers every day and is expanding its network to more places across the country, sustainability is at the core of Virgin Media O2's operations so it minimizes its impact on the planet.

As part this, Virgin Media O2 is committed to reducing its energy usage and becoming more energy efficient, and by sourcing renewable energy. It's a key element of its sustainability strategy, the Better Connections Plan, where Virgin Media O2 is also working to achieve net zero carbon emissions across Scopes 1, 2 and 3 by the end of 2040.

Innovation at the heart of Virgin Media O2's operations

Innovation sits at the heart of everything that Virgin Media O2 does, and the company is investing billions into its infrastructure expansion and upgrades as it rolls out its next generation 5G mobile and fibre networks. This invariably involves a greater workload demand on the company's network of data centers, and places an increased focus on ensuring that Virgin Media O2 data centers are operating as efficiently as possible. However, delivering increased workload throughput, while also ensuring risk reduction and improved sustainability, is often challenging.

To help address this, Virgin Media O2's Technical Site Engineering and Delivery team works consistently to optimize their data centers' energy performance and help unlock additional energy and efficiency improvements. And with electricity prices rising dramatically over the previous year, it was important to focus on securing data center energy efficiencies that could potentially help to mitigate rising data center energy costs.

"It can be difficult to unlock the kind of performance improvements that we were looking to achieve – handling greater workloads while also securing energy savings - unless you know exactly what's happening in your data center in real-time," explained Adrian Lazenby, Virgin Media O2's Head of Technical Site Engineering and Delivery. "The good news is that all the data is out there, ready to be collected – operations teams just need to capture it."



Unlike traditional, IT-led DCIM-based approaches, EkkoSense offers a distinctive, light-touch AI-enabled software-driven thermal, power and capacity optimization solution. This enables operations teams to optimize data center performance while simultaneously delivering quantifiable sustainability results.

Virgin Media O2 to make the invisible visible with EkkoSense

That's why Virgin Media O2 engaged EkkoSense, the AI-powered data center optimization software specialist, to help its operations teams gain a real-time view of their thermal, power and capacity performance across 20 key Virgin Media O2 UK data center sites. Unlike traditional, IT-led DCIM-based approaches, EkkoSense offers a distinctive, light-touch AI-enabled software-driven thermal, power and capacity optimization solution. This enables operations teams to optimize data center performance while simultaneously delivering quantifiable sustainability results.

The solution brings together an exclusive mix of technology and capabilities. Low-cost Internet of Things (IoT) sensors provide the innovative SaaS platform with valuable data and, using machine learning, provides AI analytics, gaming-class 3D visualization and Digital Twin capabilities. The technology is backed by embedded advisory support including EkkoSense's PhD-level thermal and engineering experts and deep rooted sector expertise.

Unrivalled levels of granular data center sensing provides the core machine learning data that enables true real-time visibility of cooling, power and capacity performance. From a thermal management perspective, it's a lot easier to identify potential cooling issues quickly by using comprehensive 3D digital twin visualizations that allow information to be monitored and interpreted quickly.

According to Adrian: "this lets our team see exactly what's happening in data centers across our business. The 3D visualization particularly helps in terms of highlighting potential anomalies and displaying suggested airflow and cooling improvements."

The deployment of Internet of Things-enabled sensors enables Virgin Media O2's team to see how its sites are performing in real-time. Attaching thermal sensors on all racks and cooling systems allows the capture of more granular and continuous thermal data to feed into the EkkoSense software. Unique EkkoAir Wireless cooling duty sensors also provide real-time tracking of cooling duty loads in kWc for any CRAC/AHU unit.

With the EkkoSense software collecting thousands of data points every five minutes, the millions of data points already collected contribute directly to the effectiveness of machine learning algorithms. "Having access to this volume of real-time insight allows our operations team to see how Virgin Media O2's data centers are performing from a cooling, power and capacity perspective, while also enabling us to identify further energy optimization opportunities in terms of cooling energy usage and overall savings," added Adrian.

Doing in seconds what would have taken weeks before

Artificial intelligence and machine learning at this level scales up the optimization opportunity for Virgin Media O2, taking all those complex data center datasets and crunching the numbers, doing in seconds what people would have taken weeks before to achieve. Examples of EkkoSense optimization functionality here include:

- Identifying data center hot/cold spots, and rebalancing airflow to match loads before modifying setpoints.
- Identifying free air under-utilization to increase the free air window.
- Identifying the most efficient cooling units.
- Highlighting cooling faults that, in turn, create reliance on inefficient cooling.

"With EkkoSense's EkkoSoft Critical monitoring, visualization and analytics tool in place, Virgin Media O2 now benefits from fully correlated real-time data that's presented in a distinctive, actionable way," explained Adrian.

Unrivalled levels of granular data center sensing provides the core machine learning data that enables true real-time visibility of cooling, power and capacity performance.

Translating data into energy savings for Virgin Media O2

Virgin Media O2 was keen to get the optimization process rolling, and tasked EkkoSense with optimizing the cooling performance of 20 of its UK data centers. “We were particularly keen to secure reductions in our data center cooling energy usage, so set a demanding timeframe for the project,” recalled Adrian.

Installing sensors, deploying the EkkoSoft Critical software and optimizing thermal performance took an average two weeks per Virgin Media O2 data center site. The EkkoSense team optimized the cooling performance of the 20 Virgin Media O2 sites in just six months, helping accelerate the time to savings.

Key benefits for the project to date have included securing an initial cooling energy saving across the 20 sites that’s equivalent to annual savings in excess of £1 million per year. This represents an average 15% saving in data center cooling energy across the target sites. The Virgin Media O2 data center operations team’s energy saving is equivalent to 760 tonnes of carbon dioxide using location-based scope 2 accounting.

At the same time, the project has also resulted in improved performance for Virgin Media O2’s significant investment in free air cooling devices by maximizing free air capacity. Where possible, reducing maximum rack temperatures has also helped to resolve potential thermal risks associated with hot spots – indeed thermal optimization across the 20 sites has increased thermal resilience and improved cooling capacity.

EkkoSense’s EkkoSoft Critical optimization is also unique in that it provides organizations such as Virgin Media O2 with an embedded AI-powered Cooling Advisory tool that not only provides real-time insight and optimization advice, but also helps operations teams to ensure that their data center estate remains fully optimized.

Next steps for Virgin Media O2

Virgin Media O2 can take advantage of the powerful ESG Reporting capabilities now available within the latest EkkoSoft Critical software release. The company’s data center operations team can also access comprehensive global estate dashboard visualization that provide a clear consistent view of Virgin Media O2’s digitised data center estate – offering a consolidated view of capacity, power and thermal performance management across monitored sites.

“The good news for Virgin Media O2 is that EkkoSense continues to add value to its AI-powered 3D visualization and analytics software solution,” said Adrian. “That’s continuing with innovations such as Cooling Anomaly Detection that will help us to identify machinal and electrical equipment performance anomalies before potential failures – and we’re looking forward to further functionality as the software continues its development.”

EkkoSense Deployment

- Deployed across 20 Virgin Media O2 UK data center sites
- Demanding timeframe as Virgin Media O2 keen to secure reductions in cooling energy usage

EkkoSense Deliverables

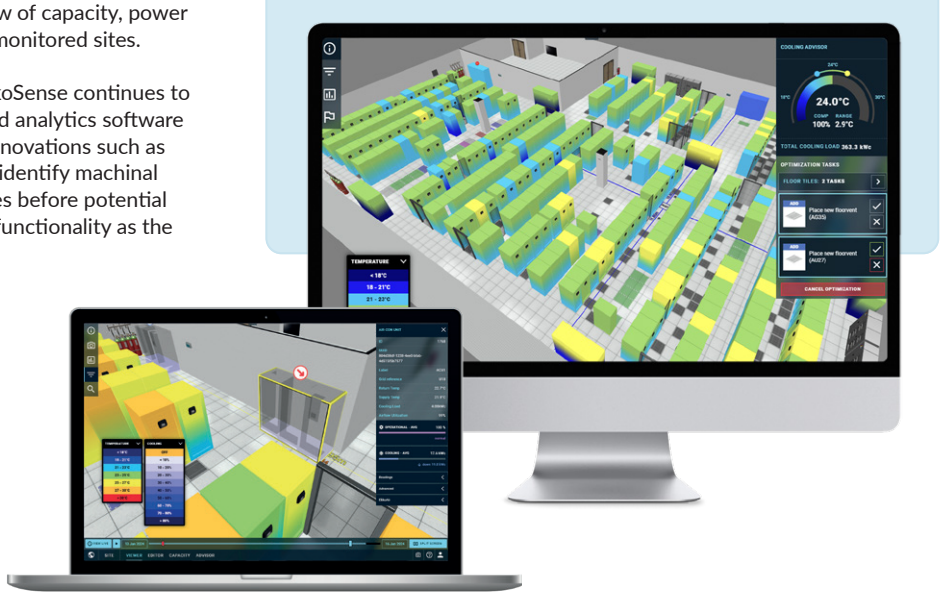
- EkkoSensor wireless sensors across target Virgin Media O2 sites
- EkkoSoft Critical AI-powered 3D visualization and analytics software
- EkkoAir wireless cooling duty sensors
- Data Centre Performance Optimization Managed Service

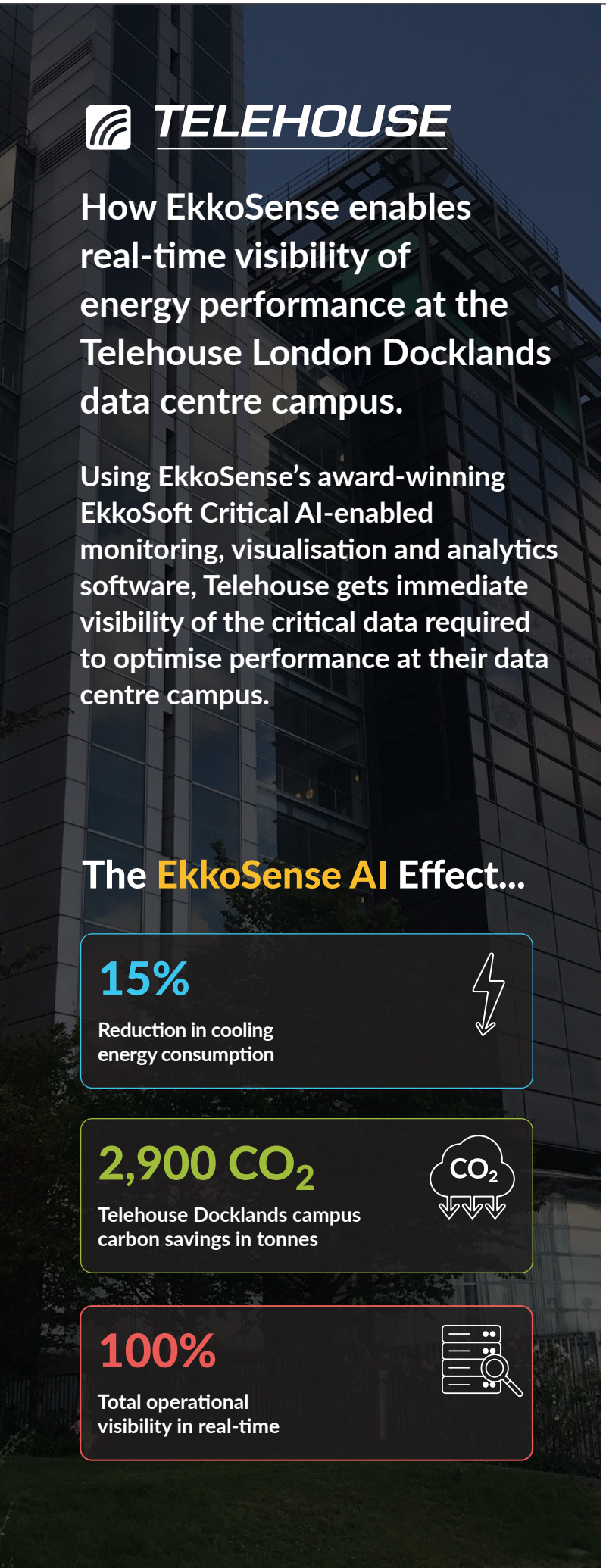
Benefits Achieved

- Cooling energy savings secured
- Reduction in carbon emissions
- Removal of thermal risk
- Platform now in place for roll-out to further Virgin Media O2 data center sites

ROI

- EkkoSense cooling optimization delivered in just six months – accelerating time to savings
- Cooling energy annual savings in excess of £1m per year, equivalent to 760 tonnes of carbon dioxide using location-based Scope 2 accounting
- Average 15% saving in data center cooling across target sites





TELEHOUSE

How EkkoSense enables real-time visibility of energy performance at the Telehouse London Docklands data centre campus.

Using EkkoSense's award-winning EkkoSoft Critical AI-enabled monitoring, visualisation and analytics software, Telehouse gets immediate visibility of the critical data required to optimise performance at their data centre campus.

The EkkoSense AI Effect...

15%
Reduction in cooling energy consumption

2,900 CO_2
Telehouse Docklands campus carbon savings in tonnes

100%
Total operational visibility in real-time

With data centres evolving faster than ever before, there's never been a greater need for organisations to know exactly what's going on across their estates in real-time. Many data centre operations teams simply don't have access to this kind of information. However, Telehouse is working with data centre management software specialist EkkoSense to bring all this together.

Using EkkoSense's award-winning EkkoSoft Critical AI-enabled monitoring, visualisation and analytics software, Telehouse can now get straight to the critical power, capacity and thermal data they need to run their data centre estates more effectively. And it's already unlocking benefits in terms of optimised performance and carbon reduction, with EkkoSense contributing to around 3,000 cumulative CO2 savings across its London Docklands data centres from April 2022 to September 2025.

Leading colocation data centre provider

Telehouse is a leading colocation data centre provider in London, with the most established, carrier-neutral ecosystem on the market. Telehouse operates secure and resilient data centres in London Docklands, providing the digital infrastructure foundations to enable the tenants' current and future connectivity needs.

Owned by KDDI, a Japanese Fortune 500 company and one of the top 10 telecommunications companies in the world, Telehouse has over 3,000 customers worldwide to which it upholds a 99.999% uptime service level agreement. Drawing on more than 35 years of expertise, Telehouse operates Europe's most connected campus – strategically located to provide access to a rich ecosystem of data centres underpinned by exceptional customer service, technical expertise and sustainable best practice.

The Telehouse London Docklands campus is home to Europe's most carrier-dense data centre ecosystem, including leading internet exchanges, cloud service providers, ISPs, ASPs and much more. Telehouse North opened in 1990 and was the first purpose-built colocation data centre in Europe. Since then, the London Docklands campus has expanded to include Telehouse West, East, North Two and South, and Telehouse has recently broken ground on its new £275m Telehouse West Two data centre that will be purpose-built to support the rapid adoption of emerging technologies such as AI.

Placing sustainability at the heart of the Telehouse business

Telehouse recognises that its data centres are significant consumers of energy, and the company is committed to environmental sustainability. Specific environmental goals include improving its PUE (Power Usage Effectiveness) and WUE (Water Usage Effectiveness) levels.

Telehouse has focused on three key areas - Energy Efficiency, Agreements & Standards, and Innovative Technologies. In addition to powering its operations with 100% renewable energy backed by REGO certificates, Telehouse has also replaced UPS & cooling units to provide continued, resilient service with a focus on efficiency & sustainability. A key area of focus has been the deployment of EkkoSense's next generation AI-powered data centre monitoring and optimisation software to help achieve a significant reduction in CO_2 and cooling energy usage.

Increasing operational visibility across the Telehouse Europe London Docklands campus

EkkoSense's powerful EkkoSoft Critical machine learning and AI-powered software works by monitoring, visualising, and analysing the cooling, power and capacity performance of data centre facilities.

It analyses thousands of temperature, cooling and power points across sites in real-time to identify exactly where levels of performance can be fine-tuned. It also dramatically increases the level of insightful data available to the Telehouse data centre operations and customer service teams to provide new insights and important aspects for service differentiation.

"At Telehouse we constantly strive to ensure best practice data centre operations, and we find that the granular insights we get from EkkoSoft Critical help us to gain a much clearer picture of what's actually going on across our campus," explained Mark Pestridge, Telehouse's Executive Vice President & General Manager. "With EkkoSoft Critical now deployed across five of our Docklands sites, our operations teams now benefit from true real-time visibility into our cooling and capacity performance – giving them the critical insights they need to make informed decisions when it comes to optimising our data centre performance."

EkkoSense's 3D digital visualisations allow cooling and thermal performance information to be monitored and interpreted quickly. This AI-driven visualisation helps in terms of highlighting potential anomalies and displaying suggested airflow and cooling improvements.

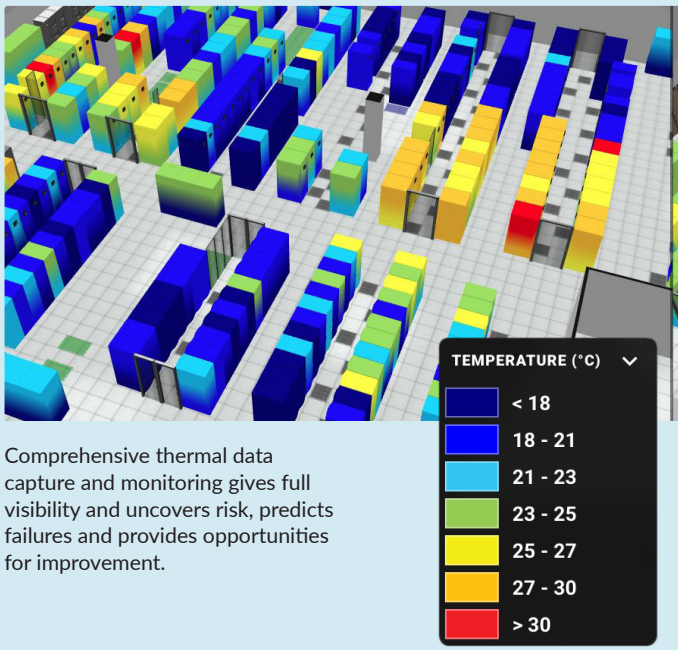
"At Telehouse we're determined to perform to the highest sustainability standards, so we're always focused on ways that we can use energy as efficiently as possible," added Mark. "Having EkkoSoft Critical in place is an important part of this, and with our first deployment of the EkkoSense software in Telehouse North we were able to move quickly and achieve a reduction in our cooling energy use."

Following deployments in the Telehouse North, West, East and North Two data centres, EkkoSoft Critical's optimisation recommendations have resulted in cooling energy savings and significant carbon emission reductions. "Working with EkkoSense we have already cumulatively secured 2,900 tonnes of CO_2 savings across our Telehouse Docklands campus - contributing directly to our broader corporate sustainability goals," said Mark. "We also extended our EkkoSense deployment to the Telehouse South building and will be broadening our EkkoSoft Critical usage as we progress our latest Telehouse West Two expansion."

Since first deploying the EkkoSense software, Telehouse has continued to optimise its cooling systems performance to right size for IT load and ensure continued CO2 emissions reductions.

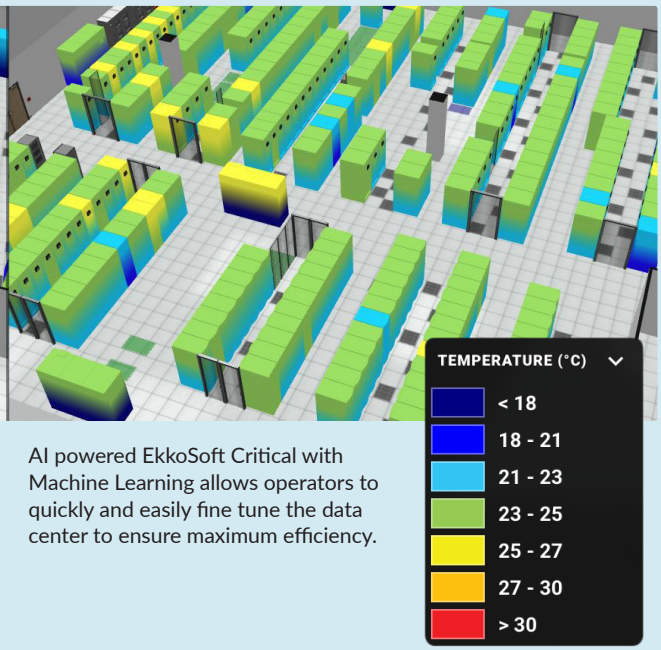
According to Mark: "we've currently monitoring across five buildings, with EkkoSense temperature sensors capturing data from some 7,500 racks and 500-plus air conditioning units. It's a lot of connected devices, producing and reporting critical data in real-time. We've only just started in terms of how can put this kind of data to work for our customers."

Before EkkoSense optimisation



Comprehensive thermal data capture and monitoring gives full visibility and uncovers risk, predicts failures and provides opportunities for improvement.

After EkkoSense optimisation



AI powered EkkoSoft Critical with Machine Learning allows operators to quickly and easily fine tune the data center to ensure maximum efficiency.

Helping Telehouse to differentiate in terms of Service Delivery

Acknowledging the benefits already secured through optimising cooling systems performance, the Telehouse team recognises that there are further opportunities to unlock significantly more opportunity with additional EkkoSoft Critical functionality. "We're determined to set the standard when it comes to data centre operations, achieving the best PUE and WUE scores we can, and providing our customers with even greater insight into how Telehouse is performing," explained Mark.

"That's why we're excited to be extending our EkkoSoft Critical deployment across a range of areas, moving beyond just cooling to embrace key areas such as power and capacity," he added. "We want EkkoSoft Critical to ingest as much data as we can feed it, with a view to extending beyond our white space to key grey space functionality such as chiller optimisation. For Telehouse it's all about opening up complete visibility across our London Docklands campus, and taking this real granular level detail and translating that into the visualisations and analysis that will show customers exactly what's going on with their systems."

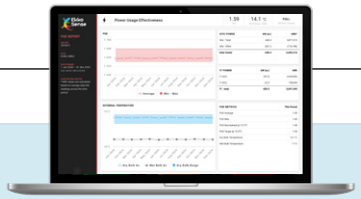
Taking data centre optimisation to the next level with EkkoSense

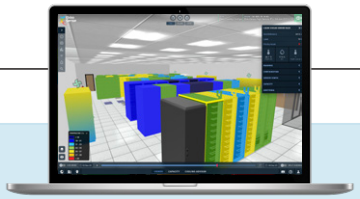
A key benefit of working with EkkoSense for the Telehouse operations team has been how the EkkoSoft Critical AI-powered platform not only improves visibility into cooling and capacity performance but also helps reduce much of the administrative burden for already busy team members. Whether it's the introduction of new consolidated estate views that enable operations teams to navigate quickly from estate to site to floor to room, or automated ESG reporting that will allow the team to deliver regular ESG and sustainability reports to thousands of customers, EkkoSense continues to add value to its data centre performance optimisation proposition.

Making the most of continuous innovation

Adding power data into Telehouse's EkkoSoft Critical deployment opens new opportunities for the Telehouse Customer Service team – for example, by immediately highlighting where customers are over-using their allocation. This can then trigger conversations: do you need more space? Do you need more power? Do we need to amend your contract so that you won't be paying excess charges?

"With additional functionality such as integrating power data, EkkoSense is helping us to understand our customers and get even closer – it's all about making them more efficient and helping them deliver," continued Mark. "This kind of continuous innovation is also a core part of the Telehouse engineering approach, as we work to make our operations as efficient as possible. That's why the EkkoSense partnership is important to Telehouse, as we work together to unlock even more benefits from our innovative technologies."





Unlocking automated reporting benefits

"EkkoSoft Critical helps put us on the front foot with our clients now, because we are actively telling them, this is what you've done in your space, or this is what we have done to mitigate any issues they might have had.

And likewise, we can see when they're moving equipment around or are deploying more equipment – potentially leading to opportunities in terms of increased space or more cross-connects," added Mark.

EkkoSense also offers a powerful embedded ESG reporting capability that automates reporting for the EU's CSRD and the EC's EED directives.

In addition to PUE, key ISO/IEC 30134 metrics supported include CUE (carbon usage), CER (cooling efficiency), and WUE (water usage).

Recognising key Liquid Cooling engineering questions

EkkoSense recognises that key engineering questions need answering before simply deploying liquid cooling,

This includes establishing the exact blend of air and liquid cooling technologies needed, and dealing with the complexity of managing the operation of a hybrid air cooling and liquid cooling approach within the same room. This increases the need for absolute real-time white space visibility.





Putting EkkoSense AI-enabled functionality to work

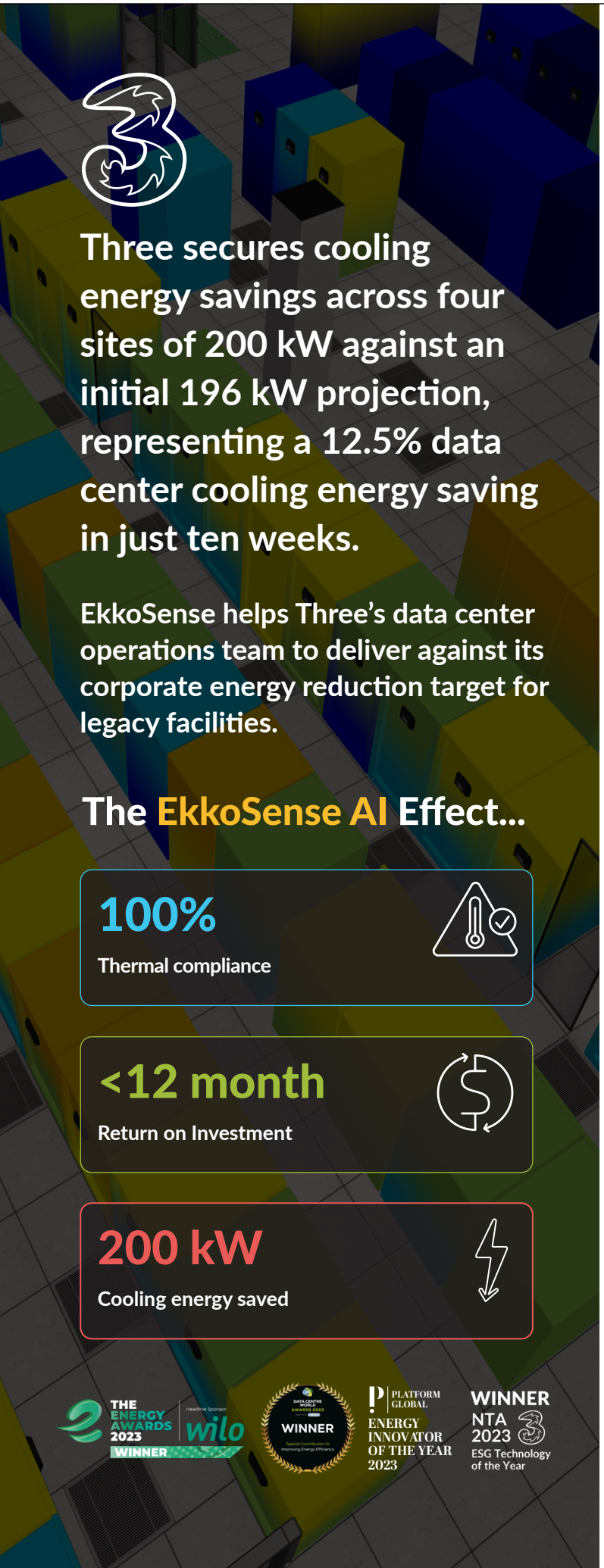
Unrivalled levels of sensing bring new levels of accuracy and granularity to Telehouse's data centre operations, with the EkkoSoft Critical 3D visualisation and analytics platform continuously providing advice and insight to the operations team.

In a dynamic colocation environment, the site IT load changes regularly. And EkkoSense's Cooling Advisor AI tool means that the site team can always take advantage of optimised cooling delivery. Cooling Advisor continuously learns about a specific cooling unit's operation and provides immediate advice on performance enhancements such as cooling unit changes, floor grill layouts and liquid cooling efficiency.

Proactive maintenance and downtime risk reduction

Another key EkkoSense innovation is Cooling Anomaly Detection that focuses in on any drift from a control set-point and then uses the data that EkkoSoft Critical collects from M&E equipment performance such as CRACs to alert any abnormal changes in performance.

Rather than wait for BMS monitoring to provide an alarm, Cooling Anomaly Detection will pick up a potential issue and give an operations team time to resolve an issue before it becomes critical. It's an important technology, that will help drive a move from traditional reactive monitoring to a more proactive maintenance approach.



Three was confident that the distinctive mix of monitoring hardware, 3D real-time visualization software, and artificial intelligence could give the insight needed to secure improvements across key project objectives.

Three UK – the connectivity company that has 9.9 million customers, a network that covers 99% of the UK population, and handles some 28% of the UK's mobile data traffic – is part of the CK Hutchison Holdings Ltd group of companies which has mobile operations in 11 countries. The company employs more than 4,800 people across its offices in Glasgow and Reading, as well as its 297 retail stores.

Setting a carbon reduction strategy to reduce emissions

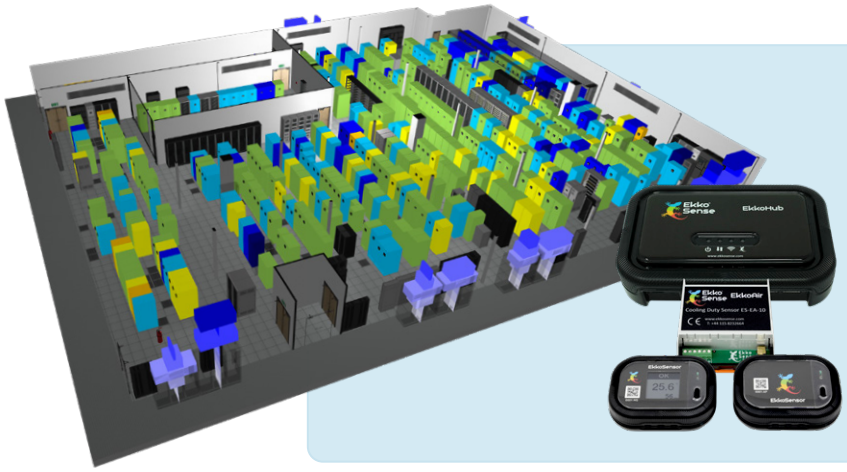
Three is committed to building a better-connected world to enable a more sustainable and inclusive future. This includes taking action on climate change and involves measuring carbon emissions and setting a carbon reduction strategy to reduce them. The company also operates its own sustainability group – the Green Team – operating as an employee forum with champions across all its business areas and locations. Green Team members help to shape green initiatives and establish best practices.

Three recognises that its critical data center facilities are an important part of this initiative, and is consistently working to optimise energy performance and reduce footprint. Three already operates a renewable energy policy across Great Britain, and is now focused on unlocking further ways of optimising its data center performance to help achieve additional energy and efficiency improvements.

Working to mitigate data center energy costs

The last year has seen energy and efficiency improvements come under increased focus for Three, particularly with electricity costs rising dramatically. In order to help mitigate data center energy costs, Three required its data centre operations teams to secure a 5% energy consumption reduction across its legacy data center facilities.

These facilities were all over 20 years' old, and were already part of a programme of business transformation. However, the Three team also needed to make sure that the sites were able to run as cost-efficiently as possible. Before identifying the best way to achieve this target, Three's data center operations team established a number of key objectives for the project. These included working to secure a 5% reduction in energy consumption across the four legacy data centers; helping to mitigate energy prices increases, improving operational insights at a much more granular level in order to help identify and reduce potential operational deficiencies and risks; and also applying any insights gained to help accelerate the sun-setting of its legacy data centers.



Three's data center operations team established a number of key objectives for the project. These included working to secure a 5% reduction in energy consumption across the four legacy data centers.

Optimizing data center performance with EkkoSense

Following discussions with its master partner CBRE, Three identified that improving cooling efficiency was one of the most effective ways to help optimize its data center energy performance and secure environmental improvements. CBRE recommended that Three engage with data center performance optimization specialist EkkoSense, and worked closely with the Three team to enable the deployment of EkkoSense's AI-powered EkkoSoft Critical 3D monitoring, visualization and analytics platform.

According to Three's Data Centre Operations and Service Readiness Manager, Shamim Mohamed: "operating temperature is clearly a key consideration for our data centers to make sure that our IT equipment isn't overheating – but it's also an area where there's the potential for energy wastage if it isn't optimized effectively. Having discussed the issue with the EkkoSense team, we were confident that the company's distinctive mix of monitoring hardware, 3D real-time visualization software, and artificial intelligence could give us the insight we needed to secure improvements across our key project objectives."

"Before beginning the optimization phase, the EkkoSense team conducted a comprehensive physical survey across our four legacy sites," added Shamim. "EkkoSense's Internet of Things-enabled sensors were easy to deploy, and quickly gave us the granular insights we needed to take the project forward. This initial survey suggested that we could initially unlock a combined 196-kW cooling energy saving – equating to an annual energy saving of 1,716,960 kWh."

Moving quickly to secure cooling energy savings

The deployment of EkkoSense's Internet of Things-enabled sensors enables Three's team to see how its legacy data center sites are performing in real-time. Attaching thermal sensors on all racks and cooling systems allows the capture of accurate and continuous thermal data to feed into the EkkoSense software. Unique EkkoAir Wireless cooling duty sensors also provide real-time tracking of cooling duty loads in kWc for any CRAC/AHU unit.

With the EkkoSense real-time optimization software now collecting thousands of data points every five minutes, the depth of temperature and humidity information collected contributes directly to the effectiveness of EkkoSoft Critical's machine learning algorithms. This allows Three's operations team not just to see how their four legacy data centers are performing, but also to identify energy optimization opportunities in terms of cooling energy usage and overall energy savings.

"After EkkoSense's thorough physical survey of our four sites we were confident that our 196-kW cooling energy saving was achievable," said Shamim Mohamed. "We were also looking forward to seeing how EkkoSense's ability to present all its complex machine learning data in a comprehensive 3D view could make it much easier for our operations team to visualize our thermal performance across the legacy data centers."

With EkkoSoft Critical software fully deployed, the optimization project has performed above and beyond the Three data center team's initial goals.



Securing quantifiable cooling efficiency improvements for Three

Three's data center operations team wanted the EkkoSense project to move forward at pace so that potential cooling energy savings could be secured before its electricity costs rose. "We set a 10-week timeframe for the project, and were pleased that EkkoSense was able to deliver the initial optimization phase within six weeks. However, we were also keen to see how we could take advantage of EkkoSoft Critical's optimisation capabilities going forward, with our sites continuing to be monitored and analyzed by the EkkoSense system to identify further energy savings," explained Shamim.

With EkkoSoft Critical software fully deployed, the optimization project has performed above and beyond the Three data center team's initial goals, resulting in the following performance improvements:

- Cooling energy savings across four sites of 200 kW achieved against 196 kW projection, representing a 12.5% data center cooling energy saving in under ten weeks
- The EkkoSense cooling optimization project alone has resulted in Three's data centre operations teams already being able to deliver against its corporate energy reduction target across its legacy data centers. Over 4% savings have already been achieved through the EkkoSense project alone, with additional optimization expected to deliver the full 5% target shortly
- OPEX cost reductions achieved, with target annual energy savings of c.£233,000 achieved based on contracted power rates at the time of initial proposal. This is expected to double as the contracted power rate is more than doubling for the coming year
- Thanks to the speed and light-touch nature of the EkkoSense solution and its rapid deployment within just eight weeks, Three has been able to unlock these benefits while securing an overall project ROI of under 12 months
- Operational risk reduced as all data center racks now performing within ASHRAE's TC9.9 compliance bands

In addition to these benefits, EkkoSoft Critical has proved itself a valuable tool in supporting the Three operations team as it works to accelerate the sun-setting of its legacy data center sites. According to Shamim: "having a much more granular insight into our cooling and thermal performance will give us much greater control over how we manage our four legacy sites over the next few years. The increased visibility that EkkoSoft Critical's 3D visualization and analytics platform provides means we can be much smarter about where any adjustments or investments need to be made."

Moving towards continuous energy efficiency optimization with Cooling Advisor

For Shamim Mohamed it was essential that the EkkoSense optimization project wasn't just a one-off exercise. "The EkkoSense software also features Cooling Advisor - a powerful AI-driven embedded cooling advisory tool that can provide our operations team with clear recommendations into the next best actions we need to undertake to ensure we keep our optimization on track," he explained. "As part of our project with EkkoSense we have committed to training so we can onboard users, and we expect the software also to be valuable for our CBRE partners. We could also train our Finance and ESG colleagues, so they all have full visibility of our energy-saving progress."

Next steps

The Three data center operations team's success in delivering against its 5% corporate energy savings target with this project has also gained significant interest from the broader Three business. The EkkoSense software-based approach to optimization has already been demonstrated to the company's Technology Services team, with the focus on showing how it's possible to secure significant improvements in the energy consumption of legacy environments.

Like their data center colleagues across the industry, operations teams are under continuous pressure to deliver energy savings to help meet corporate efficiency targets. By pursuing a software-enabled, AI-powered approach to performance optimization, data center teams can gather the real-time performance insights they need to ensure optimum performance - while also securing quantifiable energy savings from their operations.

That's what Three, EkkoSense and CBRE have achieved at Three's four UK legacy facilities, helping to not only optimize cooling and thermal performance but also to provide the real-time operational visibility needed to secure further energy savings going forward.

EkkoSense Deliverables

- EkkoSoft Critical AI-enabled SaaS visualization and analytics software
- Cooling Advisor embedded advisory tool
- Performance Optimization Managed Service
- EkkoSensor wireless sensors
- EkkoAir wireless cooling duty sensors

Benefits Achieved

- Rapid thermal optimization of Three's legacy data center sites
- Identified exactly where specific cooling optimization actions were needed
- Helping Three's data center team to uncover areas of thermal risk that weren't being picked up by BMS systems
- Cooling Advisor platform in place to help unlock further cooling capacity

ROI

- Initial cooling energy savings of 200 kW against 196 kW projection
- 12.5% data center cooling energy reduction in under ten weeks
- Helped Three's data center team to meet corporate demand for 5% total energy savings across its legacy sites

Africa DataCentres

How Africa Data Centres has deployed next-generation DCIM to gain real-time visibility over its data center operations.

EkkoSense, Assetspire and TechAccess working together to deploy 3DCIM.

The 3DCIM Effect...

5000+
Database assets

ESG
Fully automated and auditable reporting

100%
Total operational visibility in real-time

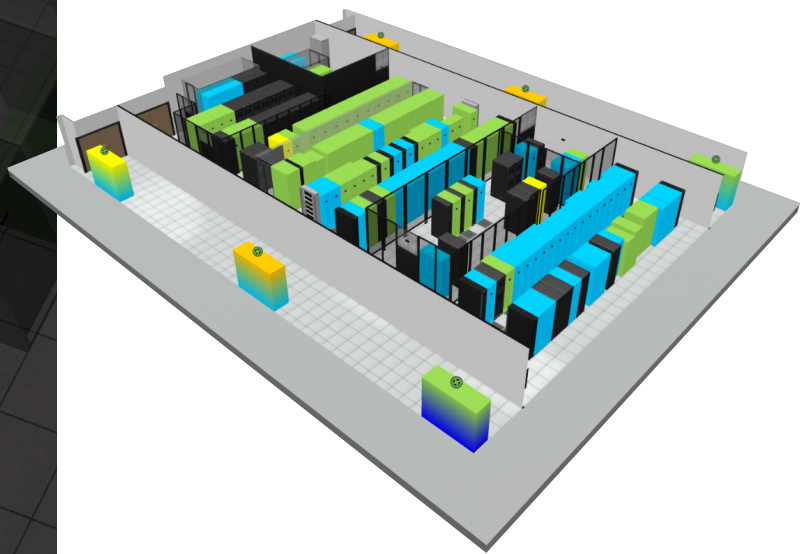
Operating Africa's largest network of interconnected, carrier, and cloud-neutral data center facilities means that Africa Data Centres increasingly compete with many of the world's leading hyperscale players.

To strengthen its operational competitiveness, the company worked with TechAccess, EkkoSense, and Assetspire to deploy 3DCIM – a next-generation Data Center Infrastructure Management (DCIM) solution that equips the company with true real-time visibility over its extended data center operations.

Dr. Angus Hay, Regional Executive for South Africa at Africa Data Centres, indicated that the 3DCIM solution provides comprehensive asset management and granular monitoring of rack space, data, power, and environmental data. Additionally, the solution offers relevant dashboards and reporting, equipping the company with the operational control necessary to compete with hyperscale competitors. He further noted that the solution also equips the team with tools and insights to improve the data center experience for customers.

Africa Data Centres operates Africa's largest network of interconnected, carrier and cloud-neutral data center facilities.

Africa Data Centres is a major hyperscale partner for the pan-African market. With facilities strategically located across South Africa, Kenya, and Nigeria, the business is a trusted partner for the provision of rapid and secure data center services and interconnections across the African continent. Africa Data Centres is part of the pan-African technology leader, Cassava Technologies, which has a presence across 40 countries in Africa, the Middle East, Latin America, and the USA. Through its subsidiaries – Liquid, Liquid C2, Africa Data Centres, Sasai Fintech, and Vaya Technologies – the company drives its vision of a digitally-connected future that leaves no African behind.



Requirement for much greater levels of data center management and control

Dr. Hay explained that as a data center provider, Africa Data Centres is growing rapidly from a small base, but also has to compete head-to-head with global players. He pointed out that for the company to deliver its services efficiently, it is essential to collect and manage the latest information about data center IT and facility assets, resource use, and operational status across its network of sites in Johannesburg, Cape Town, Nairobi, and Lagos.

Dr. Hay further elaborated that the company's goal is to become the infrastructure for the cloud across every market it touches and expressed pride in meeting global ISO standards for security, quality, health & safety, business continuity, and environmental management. However, to secure these certifications, it is imperative to have well-defined and repeatable processes. He acknowledged that they had been doing too much manual work to achieve those processes and needed a different approach, leading them to explore how DCIM could help.

DCIM software is used to measure, monitor, and manage all the IT equipment and supporting infrastructure positioned within data centers

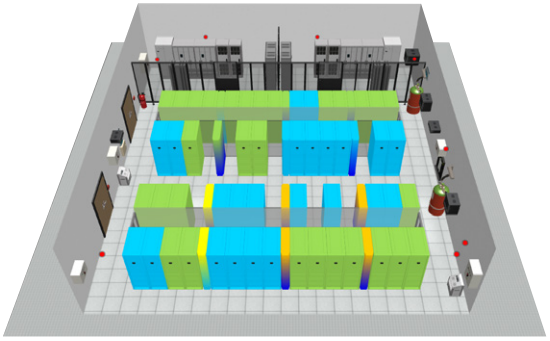
The Africa Data Centres team engaged its solutions integration partner, TechAccess, to investigate a solution. Dr. Hay mentioned that global hyperscalers have large in-house development teams, but Africa Data Centres did not. As a result, they needed a flexible, easy-to-use software solution that could integrate with other systems. When TechAccess recommended the innovative 3DCIM solution from EkkoSense and Assetspire, Africa Data Centres recognized that this approach offered enterprise-class DCIM at a fraction of the cost of traditional and more complex DCIM alternatives.

3DCIM

3DCIM - AI-powered data center optimization and customizable asset control

3DCIM combines two intuitive, best-in-class SaaS-based data center infrastructure optimization and management solutions. Assetspire's highly-configurable SPIRE asset management platform enables the fast and accurate capture of any data center asset, while EkkoSense's award-winning EkkoSoft Critical 3D visualization and analysis software simplifies the process of collecting granular, real-time thermal, power, and capacity information for the operations teams. Both solutions are fully integrated within the 3DCIM solution.

As the solutions integrator for the project, TechAccess was responsible for the software, hardware, integrations, project management, professional services, and other project deliverables that comprise the DCIM platform. Dr. Hay stated that Africa Data Centres chose the 3DCIM approach because it combined two critical benefits: immediate visibility into all the data center assets across the database and real-time information on capacity, power, and cooling.



Dr. Hay also explained that in selecting a DCIM solution, they knew they needed to start with a strong database of assets. This database would provide the central overlay allowing them to manage planning across all environments. They could then build on that with real-time monitoring and live optimization. Africa Data Centres worked with TechAccess to find the best solution for their data centers, requiring a system capable of showing all their equipment and how it functions. 3DCIM was identified as the best option.

assetspire

Assetspire – the essential assets database

Africa Data Centres made it clear from the beginning that there would only ever be one database for asset management. Dr. Hay noted that in many organisations, the Finance team often builds its own asset register, which still looks different from the operations environment. To avoid this, the company worked hard to standardize critical components so that Assetspire could serve as the master source for both financial and operational assets. During deployment, the team thoroughly reviewed and ensured that everything was integrated with financial, maintenance, and task management systems. Dr. Hay mentioned that there were around 5,000 logged assets in the system, from generators to chairs, making Assetspire their essential assets database.

Ekko Sense | AI

Optimizing data center performance with EkkoSense

EkkoSoft Critical's distinctive 3D visualization and analysis software allows for simpler collection of granular, real-time thermal, power, and capacity data intended for the Africa Data Centres operations team. Dr. Hay explained that, because EkkoSense captures monitoring data in real-time, Africa Data Centres now has much greater data granularity. The team is able to monitor every single rack and every cooling unit, accurately determining the current status of the assets.

Dr. Hay mentioned that they were using machine learning across the environment to monitor conditions such as temperature in an aisle, track measured humidity, and see where the control systems are. Previously, Africa Data Centres had Building Management System (BMS) readings stored in a database, but they had no way of using them. EkkoSoft Critical now allows them to track data center performance across all their sites via digital twin visualizations, optimizing performance with the software's AI analytics. Dr. Hay highlighted that the accessible nature of the solution means they can continuously optimize, whether it involves releasing cooling capacity, identifying thermal or power risks, or cutting cooling energy to unlock carbon savings.

Bringing it together with TechAccess

Africa Data Centres worked closely with its systems integration partner, TechAccess, to initially specify and deploy the 3DCIM solution. TechAccess brought the critical expertise that allowed the DCIM project to be delivered at scale – initially across six data centers in South Africa, Nigeria, and Kenya. The integration partner provided the necessary skills to deploy, implement, and manage the project, while also coordinating with Assetspire and EkkoSense teams.

A key requirement for the project was to choose a cloud-based solution that was highly customizable. Dr. Hay explained that Africa Data Centres had opted against a major commercial, off-the-shelf solution because they wanted to evolve the DCIM deployment to match their specific needs. The DCIM solution was integrated with various systems, including BMS, energy management, task management, and problem management systems. Both the Assetspire and EkkoSense systems proved customizable, and Dr. Hay anticipated further integration as they continue to leverage the full advantages of 3DCIM.

Unlocking key benefits for Africa Data Centres

Following the initial deployment of 3DCIM across Africa Data Centres, the team has identified a number of key benefits, including:

- **Raising operations staff productivity levels:** The deployment of 3DCIM has helped Africa Data Centres grow its operations engineering capability. Because 3DCIM is cloud-based and visible across the continent, each site has access to a centralized team and a senior mechanical engineer, effectively creating and optimizing a network of interconnected data centers across Africa. Operations team members can transition from reactive maintenance to a more proactive role, analyzing the Africa Data Centres environment and focusing on optimizing specific performance aspects.
- **Identifying cooling energy reduction opportunities:** Identifying cooling energy reduction opportunities: Initial data center optimization has identified early opportunities to reduce data center cooling costs and deliver carbon reduction savings.
- **Digital twin accessibility:** Early results suggest that operations staff have been able to interact far more productively with EkkoSoft Critical's digital twin 3D visualizations, eliminating the need for spreadsheet navigation. The process of adding a rack has been simplified, involving selecting, positioning, and configuring the rack within the 3D software, providing immediate visualization of its compatibility.
- **Tracking capacity planning in colocation data centres:** Through collaboration with TechAccess, Assetspire, and EkkoSense, Africa Data Centres has significantly enhanced the 3DCIM tool's capacity for managing colocation space allocation, accelerating its ability to compete effectively with larger global competitors.

Next steps

In the first phase of the project, Africa Data Centres has worked with TechAccess, Assetspire and EkkoSense to deploy 3DCIM – a single DCIM cloud-based asset management and data center optimization tool that is now deployed in multiple sites across Africa. In a short space of time, they have leveraged this cloud-based solution to effectively embark on what competitors have taken years to achieve with legacy DCIM tools. The solution gives Africa Data Centres complete visibility of each of their sites in a single view based on a core, centralized platform. “The result is a solution that means any user on the continent, has the ability to log onto the 3DCIM and instantly monitor live conditions.” said Dr. Angus Hay. “For Africa Data Centres this will be a powerful differentiator, and one that we can transition into a compelling 3DCIM-as-a-service offering for our colocation customers, giving them new levels of insight into their multiple colocation deployments.”

3DCIM Deployment

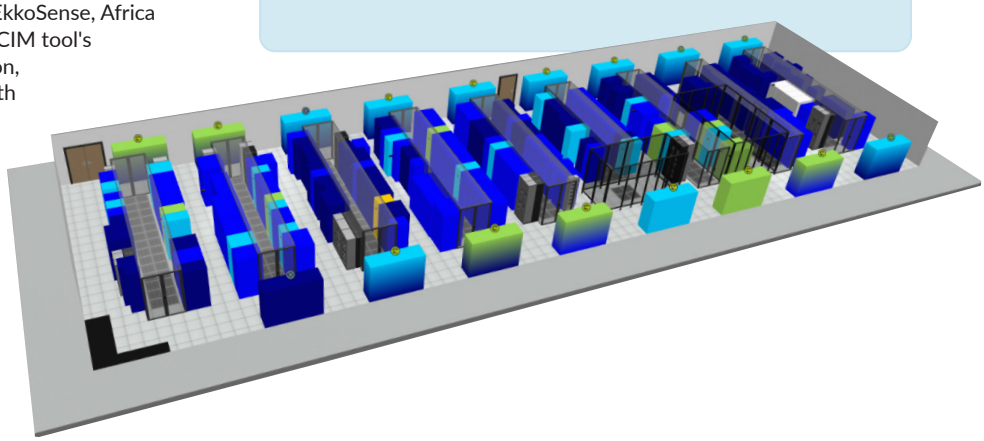
- Deployed across Africa Data Centre sites in Cape Town, Johannesburg, Lagos and Nairobi
- 3DCIM project supported by TechAccess
- EkkoSoft Critical management

3DCIM Deliverables

- EkkoSensor wireless sensors
- EkkoSoft Critical AI-powered 3D visualization and analytics software
- EkkoAir wireless cooling duty sensors
- EkkoSense Data Center Performance Optimisation Managed Service
- Assetspire SPIRE asset management platform

Target Benefits

- Control all your enterprise assets in one place
- Reductions in data center cooling energy costs
- Release stranded cooling capacity
- Quantifiable carbon savings
- Remove thermal and power risk
- Automated ESG Reporting
- Unlock added value benefits for colocation customers
- Complete operational visibility across all data centers



Global Bank

EkkoSense helps leading global bank reduce risk, increase operational insight and cut energy consumption across its core North America, EMEA and APAC data center sites.

The company has a global footprint and serves as a trusted partner to its clients by responsibly providing financial services. Its core activities are safeguarding assets, lending money, making payments and accessing the capital markets on behalf of its clients. The bank has a long history of helping its clients meet the world's toughest challenges.

Commitment to sustainable operations

Working on Environmental, Social and Governance (ESG) issues for more than 20 years, the bank has demonstrated ESG progress, including participating in the creation and adoption of ESG-related principles and standards.

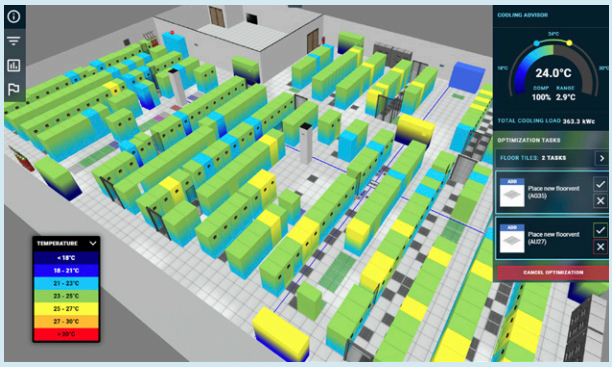
An emphasis on Sustainable Operations focuses on efforts to reduce the environmental footprint of its facilities and strengthen its sustainability culture. It also acknowledges that meeting the need the need for energy access while also accelerating the transition to a low-carbon economy is no easy feat. As a business, the bank is committed to minimizing the impact of its global operations, and optimizing the performance of the bank's Critical Facilities is an important part of the bank's broader sustainability activities.

The EkkoSense AI Effect...

866 kW
Combined cooling energy saving

3,111 CO_2
Total carbon savings tonnes/year

c.$500,000
OPEX savings through reduced energy usage



The EkkoSense platform's ability to capture and visualize the complex thermal performance of thousands of racks across multiple rooms and sites looked like it would give us the real-time operational insight we needed to help run our facilities more efficiently.

Increasing operational insight for the bank's data centers

According to the bank's Global Head of Critical Facilities: "we're constantly working to optimize the performance of our multiple sites, and investigating new ways to improve the efficiency of our operations. However, to really make a difference we knew we needed much greater levels of operational insight across our facilities."

"We realized that standard BMS reporting wouldn't give us the answers that we needed. Instead, we wanted an optimization solution that would give us definitive visibility into any thermal risks, how resilient our facilities were, and what cooling capacity we had in place to cope with inevitable workload increases. Then we heard about EkkoSense and its AI-enabled, software-driven approach to data center performance optimization."

Unlocking data center visibility with EkkoSense

Unlike traditional, IT-led DCIM solutions, EkkoSense offers a distinctive, light-touch approach to data center optimization. The company's EkkoSoft® Critical solution brings together a mix of patented technologies and capabilities – including an innovative SaaS platform, low-cost Internet of Things (IoT) sensors, machine learning, gaming-class 3D visualization and Digital Twin capabilities, AI analytics and embedded advisory support – all backed by EkkoSense's PhD-level thermal and engineering skills.

New levels of granular real-time sensing support temperature and humidity monitoring, contributing directly to the effectiveness of the machine learning algorithms that support continuous improvements in optimization. The software also enables data center teams to visualize complex data quickly and easily; while the application of AI analytics provides the actionable operational insights that help them to remove thermal and power risk, optimize cooling capacity, and minimize energy waste.

EkkoSoft Critical can be deployed in data centers of all sizes, from remote edge facilities through to the largest multi-room facilities and extended estates. Its ability to remove thermal risk, lower energy consumption, reduce CO_2 emissions, and free stranded M&E capacity enables organizations to secure tangible data center carbon savings extremely quickly – often in weeks.

"What we were looking for initially was a way to operate our core US data centers with reduced risk, increased operational insight, and reduced energy consumption. The EkkoSense platform's ability to capture and visualize the complex thermal performance of thousands of racks across multiple rooms and sites looked like it would give us the real-time operational insight we needed to help run our facilities more efficiently," added the bank's Global Head of Critical Facilities.

Optimizing data center performance for the bank

Once the decision was taken to deploy the EkkoSense performance optimization solution across the bank's North American data centers, EkkoSense engaged with the company's facility services provider to get the project under way.

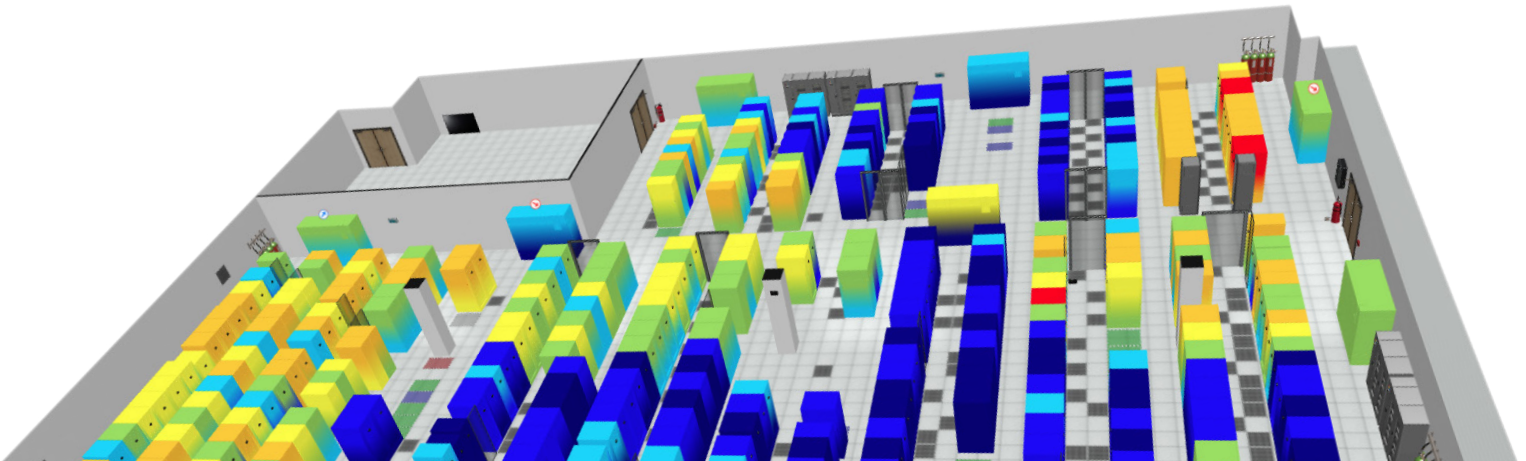
EkkoSense's combination of wireless sensors, web-based 3D visualizations with analytics, and simple installation make for light-touch deployments. In contrast to DCIM solutions that can take years to implement, EkkoSense's software-driven thermal optimization approach takes just weeks to deploy – giving data center teams rapid access to insights, and accelerated time to cooling energy and carbon savings.

EkkoSense began the installation and commissioning of its low-cost wireless sensors and integration hardware in August, with the goal of deploying the EkkoSense SaaS platform across the bank's core US data centers before Thanksgiving. EkkoSensor temperature/humidity sensors were installed on each live IT rack in the computer rooms. EkkoAir cooling duty sensors were also deployed into each CRAH. The team then installed multiple EkkoHub receivers at height to receive sensor data and transmit this to an EkkoLink site data aggregation device for secure transmission to the EkkoSoft Critical SaaS software.

Before beginning the optimization process, EkkoSense's Data Center Optimization team conducted a comprehensive physical survey across the core bank sites, helping them to come up with a realistic estimation for potential energy savings from the process. During the benchmarking process any potential hidden risks were identified and shared with the bank's facility services partner.

Once hardware installation and benchmarking were completed. EkkoSense began the initial optimization with the process at each of the bank's core sites taking under two weeks each. Final reports were then produced, and details of energy savings submitted. In total, the operational phase of the project for each site from installation through to final reports was just 11 weeks!

> Our key drivers for engaging EkkoSense to optimize performance at our major North American data center sites were to reduce risk, cut energy consumption, and increase our operational insight.



Quantifiable cooling efficiency and carbon savings for the bank

"Our key drivers for engaging EkkoSense to optimize performance at our major North American data center sites were to reduce risk, cut energy consumption, and increase our operational insight," said the bank's Global Head of Critical Facilities. "We also wanted to accelerate the project so that we could secure any benefits before our sites went into change freeze before our traditional busy period through Thanksgiving and beyond.

"I'm pleased to say that we were collectively able to deliver against all those objectives, ensuring increased rack performance within ASHRAE TC9.9 compliance bands, securing quantifiable energy savings, and also uncovering potential hidden risks that simply weren't visible before this EkkoSense optimization process," he added.

During the process the EkkoSense team optimized computer rooms at four of the bank's locations to reduce risk, balance airflow, modify the CRAH strategy to reduce cooling energy consumption through rack inlet temperature analysis, fan speed analysis and temperature setpoint modifications, and also resilience tested the optimized facilities. Full site reports were also produced on the energy saved, risks discovered, changes made to site cooling, and also recommendations for further optimization.



With EkkoSoft Critical software fully deployed, the optimization project clearly delivered against the bank's initial objectives and has succeeded in equipping the bank team with a powerful monitoring platform for all its live IT racks and associated CRAHs.

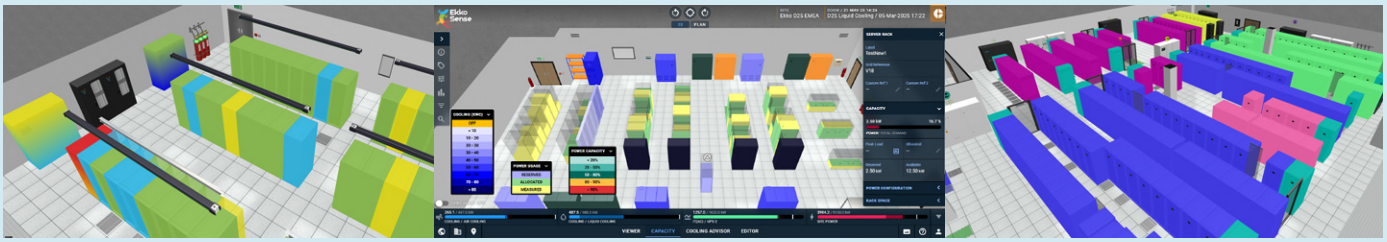
Following the initial project success in North America, the bank then expanded its EkkoSense deployment to include key EMEA and Asia/Pacific data center sites. Performance improvements for the whole project to date include:

- Total cooling energy savings of 866 kW for the bank's core data center sites, representing a 10% data center cooling energy saving in just ten weeks
- Initial carbon savings of 3,111 tonnes per year - despite the fact that the bank's IT loads actually increased during the optimization project
- OPEX savings of c.$500,000 per year achieved through reduced energy usage
- Operational risk reduced through confirming IT racks as performing within ASHRAE TC9.9 compliance bands
- Rapid time-to-benefits, with EkkoSense's light-touch model and rapid deployment helping the bank accelerate its time to benefit

Next steps

EkkoSense was able to identify a number of potential risk areas that were illustrative of the kind of issues that emerge across all sites over time. These were previously hidden from view and were only identified thanks to EkkoSoft Critical's ability to provide comprehensive, real-time visibility across the end-to-end critical facilities estate. As part of the process, these have all been communicated to the bank's facility services partner.

EkkoSense is also supporting the bank's team with ongoing support through access to its online knowledge base and support desk. To ensure continued optimization, EkkoSense has also recommended a further optimization cycle following the completion of identified fixes.



EkkoSense Deliverables

- EkkoSoft Critical AI-enabled SaaS 3D visualization and analytics software
- Cooling Advisor embedded advisory tool
- Performance Optimization Managed Service
- EkkoSensor wireless sensors
- EkkoAir wireless cooling duty sensors
- EkkoLink site data aggregation device
- EkkoHub wireless data receivers

Benefits Achieved

- Rapid thermal optimization of the bank's core North American data center sites
- Identified exactly where specific cooling optimization actions were needed
- Helped the bank's facility services partner to uncover areas of thermal risk that weren't being picked up by BMS systems
- Provided the bank's team with full visibility of real-time risk, power, and capacity performance across core North American sites

ROI

- Initial cooling energy savings of 866 kW across all the bank's core sites
- Secured a 10% data center cooling energy saving in just ten weeks
- Significant CO_2 reduction of 3,111 tonnes per year, even with additional IT loads introduced during the project

EVEREST DIGITAL

How Everest Digital turned its Tier III Data Center into a benchmark for sustainability, energy efficiency, and operational intelligence using the EkkoSense platform.

The EkkoSense AI Effect...

28%
Reduction in cooling energy consumption

ESG
Fully automated and auditable reporting

100%
Total operational visibility in real-time

"Our partnership with EkkoSense has been a cornerstone of our strategy since the very beginning of operations. Today, we have full real-time thermal and energy visibility, make decisions based on artificial intelligence and data, and, above all, deliver a more efficient, sustainable data center aligned with our ESG commitments. This is the foundation for the future we want to build."



Gisele Santos
Head of Data Center Infrastructure
Everest Digital

Sustainable Vision, Strategic Execution

Everest Digital, the first company in Brazil's Midwest region to operate a Tier III-certified Data Center as a Managed Service Provider, has established itself as a national reference in resilient and high-performance digital infrastructure — without compromising environmental responsibility and energy efficiency. The EkkoSense platform was adopted during the infrastructure's design phase as a core part of Everest's operational architecture. Since its launch, the data center has operated with real-time thermal monitoring, 3D visualization, machine learning, and performance indicators that enable continuous environmental adjustments — all aligned with a culture of technical and environmental excellence.

"From the very beginning, we knew that building a Tier III data center wasn't enough — we wanted to deliver an efficient, intelligent facility prepared to operate with environmental responsibility. EkkoSense was brought in as a strategic tool for this purpose. Thermal intelligence has always been part of our vision. We chose EkkoSense during the engineering phase because we knew that today's thermal challenges — especially with AI and high-density workloads — needed to be addressed with technology, not by simply adding more cooling." - Gisele Santos.

Since the implementation of EkkoSense, the operation has undergone a significant transformation: cooling energy consumption has decreased, thermal planning has become more precise, and ESG practices have been elevated in measurable ways.

> EkkoSense gives us total visibility of the environment, minute by minute.

Tangible Results with EkkoSense

The EkkoSoft Critical platform enables real-time monitoring of thousands of thermal and operational points through an intuitive 3D interface, machine learning algorithms, and automated recommendations to optimize the environment. With it, Everest achieved operational maturity from day one:

- Up to 28% reduction in cooling energy consumption, even with the rise in computing density (AI, GPU, HPC);
- Elimination of overcooling zones, ensuring energy is directed precisely where needed;
- Early detection of inefficiencies and thermal risks, supporting operational continuity and extending equipment lifespan;
- Improved capacity management (power, cooling, and space), with digital twin capabilities and expansion simulations;
- Automated ESG reports, with auditable data for sustainability and efficiency metrics.

"EkkoSense gives us total visibility of the environment, minute by minute. We know where we're overcooling, where we're at the limit, and we can act with precision — always focused on efficiency and uptime." - Gisele Santos.

ESG in Practice: Efficiency, Transparency, and Responsibility

Integrating EkkoSense from the design phase enabled an operation born with ESG principles embedded from day one.

The partnership strengthened Everest's environmental governance and positioned the company as a leader in sustainability among clients, investors, and stakeholders. Key ESG gains include:

- Environmental Sustainability: Direct reduction in carbon emissions by optimizing cooling systems — one of the largest sources of energy consumption in data centers;
- Transparent Reporting: The platform allows for accurate, frequent data generation on energy efficiency, thermal performance, and operational metrics — essential for audits and regulatory compliance;
- Circular Economy & Operational Efficiency: With AI-driven thermal control, equipment wear is reduced, and asset lifecycle is extended.

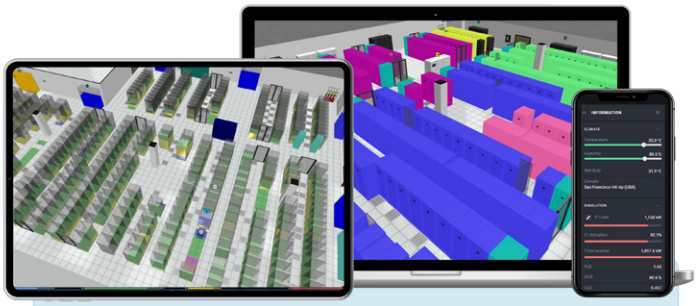
"Today, we operate based on data. And that changes everything: it changes how we make decisions, how we plan, and even how our team thinks. Efficiency has become routine, and sustainability has become a deliverable — not just a message", added Gisele Santos.

Strategic Impact: A Data Center Built for the Future

In a landscape where AI and digital workloads are growing rapidly, Everest Digital stays ahead of the curve by:

- Delivering a resilient and sustainable infrastructure;
- Making data-driven decisions powered by AI;
- Advancing energy efficiency as a core pillar of innovation and competitiveness.

"Today, we operate with technical excellence, thermal efficiency, and environmental responsibility — a direct result of the operational maturity we've achieved with EkkoSense. More than a tool, the platform has become a fundamental part of our operational strategy, enabling us to deliver an infrastructure aligned with today's demands and ready for the challenges ahead." – Gisele Santos.



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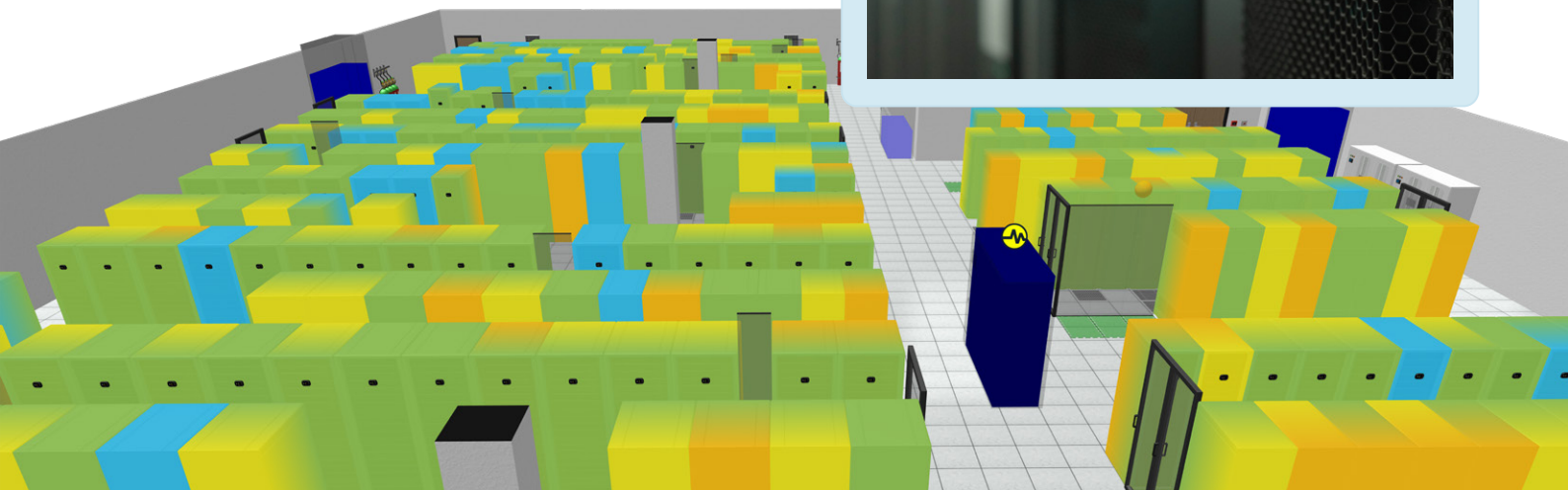



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Recognized by worldwide data center industry awards...

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Ranked in the top 3 for DCIM

DataCentre MAGAZINE

Ranked 3rd by Data Centre Magazine for leading providers of DCIM solutions.

February 2025

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