

COLOHOUSE

CUSTOMER CASE STUDY



CDN77

CUSTOMER NAME
CDN77

PRODUCTS:
FULL CABINET

CLIENT SINCE:
2017

LOCATION:
MIAMI

COMPANY OVERVIEW

[CDN77](#) is a 14+Tbps Content Delivery Network provider, with 35 PoPs around the globe. Considered industry innovation leader, being the first to market with important technology updates such as HTTP/2 support, Brotli compression and TLS 1.3, they now serve more than 45 000 websites worldwide. Amongst their most notable clients are names like European Space Agency, Eset and CentOS. Customer support being top priority, their team of in-house engineers is available 24/7, to handle any requests in real-time.

BUSINESS CHALLENGES

CDN77 was looking for new ways to ensure quality in continuous data delivery. When selecting a new colocation partner, at the top their list was: redundancy, ease of scalability and customer centric approach. In addition, they required a data center that provided top 24/7 onsite customer support.

PROJECT REQUIREMENTS

CDN77 was focused on partnering with a data center who was as committed to delivering excellence as they were. It was important that the facility meet all of their data center standards. They needed a solid colocation provider connected to FL-IX and a scalable data center solution that was flexible enough to let CDN77 implement their own special hardware onsite. 24/7 onsite support and short response time in case of an emergency were also crucial factors to their decision making.



PROJECT REQUIREMENTS

PROJECT REQUIREMENT #1: THE FLORIDA INTERNET EXCHANGE

- ❑ Given the nature of CDN77's business (accelerating content delivery) - close proximity and fiber access was needed. FL-IX is where CDN77 connect to data carriers/ISP's/Network providers.
- ✓ The ColoHouse network footprint is continually expanding its reach and evolving to meet the future demands of our customers. Our data centers and POPs have access to the largest peering exchanges in the world.

PROJECT REQUIREMENT #2: 24/7 ONSITE SUPPORT

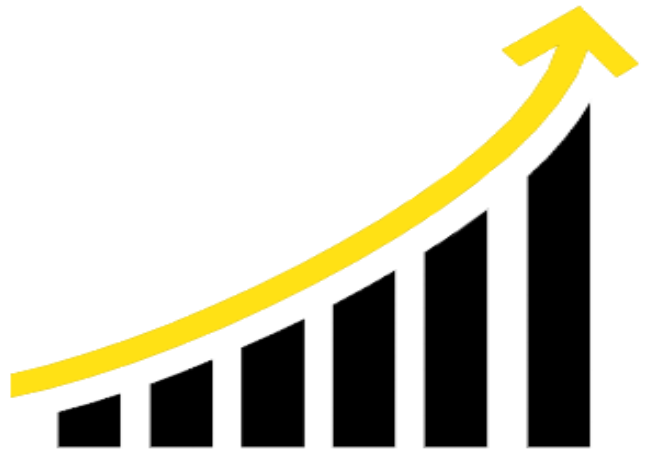


- ❑ In case of an emergency, downtime cannot be afforded. CDN77 needed a data center that could provide timely support responses, reliable and professional services in order to have any requests resolved as soon as possible.
- ✓ ColoHouse provides industry leading support and services offering, with a Net Promoter Score of 79. 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.

PROJECT REQUIREMENTS CONT.

PROJECT REQUIREMENT #3: SCALABILITY

- ❑ CDN77 needed a cost-efficient data center with expansion options in order to deploy additional servers quickly when the time is there.
- ✓ The ColoHouse data centers features a carrier-neutral data center, scalable network capacity, and growth paired with industry-leading customer support.



CLOSING

Since 2017, CDN77 experiences peace of mind when it comes to rack housing with ColoHouse. 'We know we will get professional support from trained and technically skilled individuals, whom we can talk to on the phone in case any problem occurs. We know we will get a problem resolved fast.'

"With ColoHouse we are able to deliver true premium services to our customers and guarantee 100% uptime."

Zdenek Cendra
Founder