

## Nominee: Volta Data Centres

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### Nomination title: Volta Data Centres' Platinum Power SLA

Volta pioneered a unique solution which gives organisations unparalleled service availability, website and apps uptime, and customer service.

Volta implemented a never-seen-before new Service Level Agreement, which challenges and changes the way traditional data centres operate.

Volta's Platinum Power SLA is the only readily available SLA in the world that offers a year's free service if power is not delivered to a customers rack.

Volta provides a resilient power supply that few data centres in the world can match. Volta sits on 2 of the UK Power Networks upgraded 33kV power rings, with its own dual 33kV transformers on site, meaning that 2 major grid substations would have to have a complete loss of power before batteries and generators are required.

The Platinum Power SLA states that if a customer does not receive 100% power availability to their racks even for a split second (failure to power A and B power strings) then the customer will receive a year's free service. Typical SLAs offer a 5%-30% monthly credit, depending on the amount of time that power is unavailable to the racks, with these credits not starting until a 99.999% availability has been breached.

Enquiries to Volta increase by over 400% since the launch.

### Why nominee should win

Volta pioneered a unique solution which gives organisations unparalleled service availability, website and apps uptime, and customer service.

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