

## 2020 State of Data Center Offerings Survey

**110 IT decision makers and above in the US (Min 50 in SMEs) who utilize  
a third-party edge data center**

**1.23.2020 - 1.29.2020**

### QUESTION 1:

**Do you feel you have sufficiently skilled IT staff and resources to handle your daily data center operations?**

- + Well over 4 in 5 respondents (86%) feel they have sufficiently skilled IT staff and resources to handle their daily data center operations
- + 1 in 9 respondents (11%) do not feel they have sufficiently skilled IT staff and resources to handle their daily data center operations

### QUESTION 2:

**What were the top considerations when choosing a third-party edge data center provider? (Pick up to three)**

- + Almost 3 in 5 respondents (58%) said when choosing a third-party edge data center provider, security and compliance standards were one of their top considerations
- + Well over 2 in 5 respondents (46%) said when choosing a third-party edge data center provider, network capacity and connectivity options were one of their top considerations
- + Well over 2 in 5 respondents (46%) said when choosing a third-party edge data center provider, cost was one of their top considerations
- + Over 2 in 5 respondents (42%) said when choosing a third-party edge data center provider, disaster recovery and backup availability was one of their top considerations

### QUESTION 2 (cont):

- + Just under 3 in 10 respondents (29%) said when choosing a third-party edge data center provider, direct access to hyper scale cloud providers was one of their top considerations
- + Just under a quarter of respondents (24%) said when choosing a third-party edge data center provider, on-site support was one of their top considerations
- + Just over a fifth of respondents (22%) said when choosing a third-party edge data center provider, location/proximity was one of their top considerations
- + 15% of respondents said when choosing a third-party edge data center provider, power redundancy was one of their top considerations
- + 1 in 8 respondents (12%) said when choosing a third-party edge data center provider, remote hands was one of their top considerations

### QUESTION 3:

**From your top considerations, which would you say is your number one priority when it comes to choosing a third-party edge data center provider?**

*Respondents who said there are top considerations when choosing a third-party edge data center provider*

- + Just over 3 in 10 respondents (31%) said from their top considerations, security and compliance standards is their number one priority when it comes to choosing a third-party edge data center provider
- + Under a fifth of respondents (17%) said from their top considerations, disaster recovery and backup availability is their number one priority when it comes to choosing a third-party edge data center provider
- + 15% of respondents said from their top considerations, network capacity and connectivity options is their number one priority when it comes to choosing a third-party edge data center provider
- + 15% of respondents said from their top considerations, cost is their number one priority when it comes to choosing a third-party edge data center provider

### QUESTION 3 (cont):

- + 8% of respondents said from their top considerations, direct access to hyper scale cloud providers is their number one priority when it comes to choosing a third-party edge data center provider
- + 5% of respondents said from their top considerations, power redundancy is their number one priority when it comes to choosing a third-party edge data center provider
- + 5% of respondents said from their top considerations, on-site support is their number one priority when it comes to choosing a third-party edge data center provider
- + 3% of respondents said from their top considerations, location/proximity is their number one priority when it comes to choosing a third-party edge data center provider
- + 1% of respondents said from their top considerations, remote hands is their number one priority when it comes to choosing a third-party edge data center provider

### QUESTION 4:

#### **Which of the following services do you currently utilize from a third-party edge data center provider? (Pick all that apply)**

- + Three quarters of respondents (75%) currently utilize backup and disaster recovery from a third-party edge data center provider
- + Over 7 in 10 respondents (73%) currently utilize security services from a third-party edge data center provider
- + Just under 7 in 10 respondents (69%) currently utilize network connectivity from a third-party data center provider
- + Just under 3 in 5 respondents (59%) currently utilize private cloud hosting from a third-party data center provider
- + Well over half of respondents (56%) currently utilize multi-tenant cloud hosting from a third-party data center provider
- + Just under 2 in 5 respondents (39%) currently utilize colocation from a third-party data center provider
- + Just over a third of respondents (34%) currently utilize cost from a third-party data center provider

### QUESTION 5:

#### **When did you begin utilizing the services offered from your third-party edge data center provider?**

- + 1 in 9 respondents (11%) began utilizing the services offered from their third-party edge data center provider more than a week ago, up to 2 weeks ago
- + 1 in 14 respondents (7%) began utilizing the services offered from their third-party edge data center provider more than 2 weeks ago, up to a month ago
- + 5% of respondents began utilizing the services offered from their third-party edge data center provider more than a month ago. Up to 3 months ago
- + 1 in 9 respondents (11%) began utilizing the services offered from their third-party edge data center provider more than 3 months ago, up to 6 months ago
- + Just under a fifth of respondents (19%) began utilizing the services offered from their third-party edge data center provider more than 6 months ago, up to a year ago
- + Just under a quarter of respondents (24%) began utilizing the services offered from their third-party edge data center provider more than a year ago, up to 2 years ago

- + Over a fifth of respondents (22%) began utilizing the services offered from their third-party edge data center provider more than 2 years ago, up to 5 years ago
- + 2% of respondents began utilizing the services offered from their third-party edge data center provider more than 5 years ago

### QUESTION 6:

#### **Which of the following best describes your current infrastructure deployment?**

- + Two thirds of respondents (66%) said Hybrid IT infrastructure best describes their current infrastructure deployment
- + A fifth of respondents (20%) said all cloud best describes their current infrastructure deployment
- + 1 in 7 respondents (14%) said all on premise best describes their current infrastructure deployment

### QUESTION 7:

#### How likely or unlikely are you to select a data center provider that is close to your users?

- + Just under 3 in 5 respondents (59%) are very likely to select a data center provider that is close to their users
- + Just under a third of respondents (32%) are somewhat likely to select a data center provider that is close to their users
- + 1 in 11 respondents (9%) are neither likely nor unlikely to select a data center provider that is close to their users

### QUESTION 8:

#### Have you been impacted by a ransomware attack in the last 12 months?

- + Just under 2 in 5 respondents (38%) have been impacted by a ransomware attack in the last twelve months
- + Over 3 in 5 respondents (62%) have not been impacted by a ransomware attack in the last twelve months

### QUESTION 9:

#### How confident or unconfident are you in your disaster recovery and backup solution in the event of an incident (like an outage, natural disaster or ransomware attack?)

- + Well over 2 in 5 respondents (45%) are very confident in their disaster recovery and backup solution in the event of an incident (like an outage, natural disaster or ransomware attack)
- + Well over 2 in 5 respondents (46%) are somewhat confident in their disaster recovery and backup solution in the event of an incident (like an outage, natural disaster or ransomware attack)
- + 6% of respondents are neither confident nor unconfident in their disaster recovery and backup solution in the event of an incident (like an outage, natural disaster or ransomware attack)
- + 2% of respondents are somewhat unconfident in their disaster recovery and backup solution in the event of an incident (like an outage, natural disaster or ransomware attack)

***The research was conducted by Censuswide, 110 IT decision makers and above in the US (Min 50 in SMEs) who know if they utilize a third-party edge data center. Between 1.23.2020 - 1.29.2020. Censuswide abide by and employ members of the Market Research Society which is based on the ESOMAR principles.***