



## CoreSite Raises Bar on Operational Excellence

March 4, 2019

-- Investments in Technology, Talent and Training Drive Results --

-- Exceeds Uptime Performance Goal for 2018, Improving Customer Experience and Reducing Costs --

-- Achieves 7% improvement in Power Utilization Effectiveness --

DENVER--(BUSINESS WIRE)--Mar. 4, 2019-- CoreSite Realty Corporation (NYSE:COR), a premier provider of secure, reliable, high-performance [data center](#) and [interconnection](#) solutions across the U.S., today announced its 2018 operational accomplishments, driven by investments in new technology, talent and increased training.

CoreSite's operations team participates in a rigorous development program to deliver a strong customer experience that extends beyond standard [compliance efforts](#), consisting of internal training and recurring exams to achieve an internally designed qualification standard for all operational employees.

- CoreSite facilities are also DSS and SSAE 16 SOC 1 Type 2 validated, providing a third-party review of the reliability of CoreSite's infrastructure and systems

CoreSite targets a goal of "six 9s" or 99.9999% reliability or "uptime", across its platform of data center facilities, which raises the bar on an industry standard of "five 9s". Five 9s correlates to a downtime of five minutes annually, but CoreSite knows that customers value every second of uptime.

- For 2018 CoreSite exceeded its uptime goal, and the industry standard, by delivering a portfolio uptime of "seven 9s" or 99.99999% reliability

CoreSite recognizes the significance of downtime to Enterprises, including monetary and relationship impacts.

- "We understand the importance of data center performance to our customers and their need to meet their own customers' requirements," said Anthony Hatzenbuehler, CoreSite's Vice President of Data Center Operations. "We're proud to serve the needs of our customers, including Dstillery who values our data center ecosystem and reliability."

*"Based on our plans and projections for the future, it was imperative for us to find space in a carrier-neutral environment with access to big network providers. More importantly, we needed to be able to meet the highest SLA standards for availability and performance, since even a second of downtime would result in lost revenues."* **Amit Gupta, VP of Infrastructure, Dstillery**

CoreSite also delivered an approximate 7% improvement in 2018 in its Power Utilization Effectiveness on a same-store basis compared to 2017, enabled by strategic infrastructure investments and an ongoing program of [operational excellence](#).

"We're pleased to be a leading provider of data center reliability and efficiencies," said Dominic Tobin, CoreSite's SVP of Data Center Operations and Network Engineering. "Our training, data center performance and other efficiency accomplishments, underscore our commitment to deliver our customers the highest level of service."

### Additional Resources

[Hurricane Irma: A Case Study in Readiness](#) (Blog Article)

[Dstillery](#) (Customer case study)

### About CoreSite

CoreSite Realty Corporation (NYSE:COR) delivers secure, reliable, high-performance data center and interconnection solutions to a growing customer ecosystem across eight key North American markets. More than 1,350 of the world's leading enterprises, network operators, cloud providers, and supporting service providers choose CoreSite to connect, protect and optimize their performance-sensitive data, applications and computing workloads. Our scalable, flexible solutions and 450+ dedicated employees consistently deliver unmatched data center options — all of which leads to a best-in-class customer experience and lasting relationships. For more information, visit [CoreSite.com](#).

### Forward Looking Statements

This press release may contain forward-looking statements within the meaning of the federal securities laws. Forward-looking statements relate to expectations, beliefs, projections, future plans and strategies, anticipated events or trends and similar expressions concerning matters that are not historical facts. In some cases, you can identify forward-looking statements by the use of forward-looking terminology such as "believes," "expects," "may," "will," "should," "seeks," "approximately," "intends," "plans," "pro forma," "estimates" or "anticipates" or the negative of these words and phrases or similar words or phrases that are predictions of or indicate future events or trends and that do not relate solely to historical matters. Forward-looking statements involve known and unknown risks, uncertainties, assumptions and contingencies, many of which are beyond CoreSite's control that may cause actual results to differ significantly from those expressed in any forward-looking statement. These risks include, without limitation: any adverse developments in local economic conditions or the demand for data center space in these markets; operational difficulties, including difficulties relating to information systems, internal processes and information security; significant industry competition; financial market fluctuations; and other factors affecting the real estate industry generally. All forward-looking statements reflect CoreSite's good faith beliefs, assumptions and expectations, but they are not guarantees of future performance. Furthermore, CoreSite disclaims any obligation to publicly update or revise any forward-looking statement

to reflect changes in underlying assumptions or factors, of new information, data or methods, future events or other changes. For a further discussion of these and other factors that could cause CoreSite's future results to differ materially from any forward-looking statements, see the section entitled "Risk Factors" in CoreSite's most recent annual report on Form 10-K, and other risks described in documents subsequently filed by CoreSite from time to time with the Securities and Exchange Commission.

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