A World-Class Mission Critical Infrastructure Solutions Company

Integrated services and solutions that optimize performance, reliability and value throughout the data center and telecom facility lifecycle
Executive Summary

If you’re seeking a world-class solution partner in all phases of mission-critical products and services, Electronic Environments Co. (EEC) is your logical choice. Noted for its outstanding industry contributions, EEC has an uncompromising reputation for excellence and a unique, holistic approach to critical infrastructure.

Leveraging three decades of proficiency in critical infrastructure solutions, EEC provides you with the highest levels of performance, reliability, and value. EEC also offers fully integrated design, engineering, construction management, and maintenance solutions that exclusively focus on the physical infrastructure supporting your 7x24 mission-critical operations.

We bundle specialized services into custom turnkey solutions designed specifically for the IT and telecom markets, elevating and building your best interests within any custom solution. Because of our vendor-neutral values, we’ve earned a sustained reputation that begins and ends with a genuine passion for customer success and enduring relationships.

EEC revolutionized traditional infrastructure solution deliveries with our unique, holistic approach, Mission Critical Lifecycle Services™ (MCLS). Through this approach, thousands of EEC customers have benefited from reduced costs, increased availability, enhanced responsiveness, and optimized performance. With significant, new partnerships, including Japan’s renowned NTT Facilities, EEC is more capable than ever to provide data center professionals, like you, with the same high standards of service and integrated solutions that EEC customers have relied upon for decades.

Performance, Reliability, and Value Fuels a Long History of Customer Success

Electronic Environments Co. (EEC) has been a leading provider of mission-critical facility design, build, maintenance, and management services for over three decades. Headquartered in Massachusetts, EEC specializes in the physical infrastructure supporting 7x24 information technology / data center and telecom networks.

EEC receives recognition for outstanding industry contributions with our reputation for excellence and a unique, holistic approach to critical infrastructure. In fact, Inc. Magazine selected EEC as one of the 100 fastest growing private U.S. companies.

Leveraging three decades of experience gained through thousands of customers, and well over 100,000 site visits, EEC has refined and perfected our holistic approach to critical facilities. This empowers us to provide a start-to-finish suite of integrated facilities services and solutions that best tackle the constantly evolving challenges of our customers. EEC’s integrated design, construction and service capabilities enable us to help customers achieve PUE and SLA objectives.

EEC custom-tailors solutions employing a variety of vendor products and services such as generators, HVAC, DC power, UPS, ATS, PDU equipment and more. With EEC, customers are not locked-in to any particular vendor. They have the flexibility to use the solutions that best meet their needs and budget while benefitting from our trusted relationships with leading infrastructure vendors. Our partner network includes Schneider-APC, Generac, Emerson-Liebert, Eaton-Powerware, Mitsubishi and many others.
Strategic Alliances Enhance EEC’s Mission Critical Lifecycle Services™

There are new and exciting milestones in EEC’s timeline:
In December of 2014, NTT FACILITIES, INC. became a majority stakeholder of EEC. NTT FACILITIES, INC. is a part of the large Japanese Information and Communications Technology (ICT) Company, NTT. NTT FACILITIES, INC. employs over 5,000 people, has $2.7 billion in revenue and lays claim to more than 30% of Japan’s data center projects.

With increasing data demands and energy consumption concerns, the establishment of reliable and efficient telecom and data centers is paramount. Both NTT FACILITIES, INC. and EEC are working to protect the global environment and increase reliability by concentrating our resources in environmentally-friendly technology and providing “integrated facilities services”. NTT FACILITIES, INC. offers a comprehensive range of data center solutions, including everything from site selection and countermeasures for power outages to security, monitoring and facility management services.

NTT FACILITIES, INC., has aligned themselves with EEC because we are an engineering driven company. We have a shared philosophy that a holistic approach to providing solutions and services is ideal for our respective customers.

As an NTT FACILITIES GROUP company, EEC has significantly increased its ability to help data center and telecom professionals increase reliability, improve capacity, reduce costs and increase energy efficiency. Data center clients will benefit from the comprehensive, holistic lifecycle approach that EEC customers have experienced over the past three decades.

Interesting Facts About NTT Facilities*

• Top tier engineering firm and the 2nd largest architectural firm in Japan.
• Aims to be the most trusted partner for their customers via integrated and environmentally friendly services.
• Two Japanese operation centers monitor over 8,000 mission-critical sites 7x24.
• Conducted proprietary “Data Center Reliability Assessments” at over 120 sites worldwide.
• Design environmentally friendly “green” buildings with a target to reduce annual CO2 emissions and energy consumption by 45%.
• Worked on over 1,250 facilities with total solar-generated output exceeding 472 megawatts.
• Manages 21,000 buildings and 240 million square feet of land.
• Operates 220,000 mission-critical (power and cooling) systems.
• Installed and currently manages:
  • 45,000 rectifiers/UPS units
  • 26,000 air conditioning systems
  • 32,000 battery sets
  • 2,500 generator sets

• Awards
  • “Green Grid Data Center Awards 2012” Award for Excellence
  • The Global Environment Award 2012, METI’s prize
  • The Global Warming Protection Award 2013 by MOE for Datacenter Energy Saving

METI Minister of Economy, Trade and Industry
MOE  Ministry of the Environment

*Source: http://www.ntt-f.co.jp/english/profile.html
Our engineering and construction team members have been instrumental in building data center space and the infrastructure to support data centers.

Our customers include:

- Agero
- AT&T
- Cape Code Health Care
- CBS*
- Citigroup*
- Comcast*
- Credit Suisse
- Defense Security Service*
- Digital Credit Union*
- Draper Laboratory
- Earthlink*
- EMD Millipore
- Fidelity
- Genesys Telecom
- Global Crossing
- Houghton Mifflin*
- Sprint
- Steward Health Care
- Time Warner Cable*
- United Natural Foods*

* Design Build Clients

EEC purposely offers you a unique and holistic approach to mission-critical facilities and data centers instead of focusing simply on isolated, specialized services. After all, that’s how you view your facility, right? It’s in the DNA of our company to view the data center as a single, integrated system—not separate and distinct pieces.

Through our Customer Care Center, EEC Trade Specialists function as customer-focused teams whether maintaining a UPS, increasing cooling capacity, improving energy efficiency, engineering changes, or building facilities. Our approach delivers a comprehensive response to all customer needs.

Customers value our ability to self-perform and deliver superior services. If additional resources are needed, they are required to complete EEC qualification criteria, receive our training, and be fully integrated into EEC’s processes and standards. We understand the challenges of using a variety of services and solution providers to build and run your mission-critical facility throughout its lifecycle. For this reason, we pioneered the technique of extending a single-point-of-contact for each of our customers.
EEC’s knowledge and experience with all phases of your facility enables us to deliver reliability, performance and value. We take into consideration the ease of construction and serviceability to optimize overall system reliability. We are able to make improvements in our designs by leveraging our expertise with maintenance systems. Our proven performance and tactical insights also help us to proactively uncover opportunities and exceed customer expectations.

These integrated design, build and maintenance capabilities drive EEC’s Mission Critical Lifecycle Services™ (MCLS) methodology. EEC’s comprehensive knowledge, field data and best practices allow us to offer unique advantages such as:

**Single-point-of-contact**
The consolidation and management of vendors, service providers and OEMs is our specialty. The EEC “one-point-of-contact” makes it easier for our customers. EEC isn’t limited to a particular product category or equipment brand so customers can rely on a single source, avoiding multiple vendor coordination issues in critical times.

**Proactive preventative maintenance**
Identifying problems through proactive maintenance and the use of predictive analysis to avoid potential failures is key. In complex data centers, failures do occur. EEC takes the time to discover root causes of the problem, not just the symptom. While our standard service agreements meet or exceed our client’s expectations, we’ll work with you to craft a custom program that aligns with your business needs.

**Standardization, scale across multiple sites**
For companies with multiple sites, working with EEC makes standardization and scaling not only more manageable but also more cost-effective.

**Economies of scale, consolidation**
Our technicians are cross-trained to service equipment on multiple OEM platforms. EEC also offers skilled talent in multiple trades saving you the time and money in arranging service with different vendors for each piece of equipment.

**Expertise in infrastructure equipment**
Our customers continuously leverage EEC’s institutional knowledge of the interdependence of different disciplines. Three decades of mission critical knowledge are at your disposal.

**Asset management, capital planning**
From inventory and repair analysis to assessments, EEC possesses the knowledge and technical expertise to evaluate your infrastructure capacity to determine if upgrades, replacements or new technology may be required.
Our Mission Critical Lifecycle Services™ (MCLS) approach enables us to support projects with a portfolio of solutions and services in each of the interrelated areas of the facility lifecycle:

**Construction**

EEC leverages its experience in maintaining, servicing and upgrading data centers in the construction phase. The EEC team has built millions of square feet of data center space. EEC has the experience to help you with:

- Construction Management
- Design Build
- Building Evaluation
- Cost Estimating
- Preconstruction Management
- Scheduling
- Project Management
- Equipment Procurement
- Commissioning Management
- Sustainability/LEED
- BIM
- QA/QC

**Planning & Design Management**

Whether a site feasibility study, selection analysis or design engineering is required, EEC holds a vested interest in delivering a thorough integrated design solution since we often share long-term ownership responsibilities with our customers. Unlike firms specializing only in data center design, we don't just move from one design project to the next. We manage the design for your facility's full life-cycle, taking into account the construction, maintenance and serviceability for each unique situation.

**Operations & Maintenance (O&M)**

EEC's maintenance offerings have kept customer sites performing optimally and have maximized their uptime. Our services include:

- Monitoring
- Infrastructure Training
- Legal and Regulatory Compliance
- On-Site Facility Management
- Mobile 7x24x365 Service
- Performance and Acceptance Testing Procedures/Benchmarking
- Predictive Analysis/Maintenance
- Rigorous SOWs/MOPs

**Assessments & Retrofits**

To help you keep up with the constantly changing data center technology, EEC provides assessments for reliability, energy efficiency consultation, equipment retrofits, airflow management best practices, computational fluid dynamics (CFD) analysis, data center refresh options and operational readiness assessments.

You’re in Good Company with EEC

EEC’s depth of critical infrastructure knowledge and experience are why companies have trusted us, and why many have continued to rely on our services.

EEC has been instrumental in helping thousands of customers, including many Fortune 500 companies, meet ever-changing demands while ensuring optimal uptime. We are particularly proud of our 98% service renewal rate and reputation for cultivating long-term relationships.

Facility management services clients include:

- PayPal
- Monster Worldwide
- IBM
- SunGard
- Computer Sciences Corporation
- Verizon
- Time Warner Cable
- Harvard University
- Hartford Insurance
- Thomson Reuters
- Merck
- Comcast
- AT&T Wireless
- AARP
- CB Richard Ellis
- Analog Devices
- Boston Scientific
- JLL
- Nike
- Blue Cross Blue Shield
- Yale New Haven Health System