



COLOGIX CONTINUES INVESTMENT IN CUSTOMER EXPERIENCE, LAUNCHING 2N LIVE SUPPORT WITH SEAMLESS VISIBILITY TO INFRASTRUCTURE THROUGHOUT DATA CENTER PLATFORM

Cologix Live Support fully integrated to leading DCIM platform, supplements high touch local teams with new dimension of 24x7 customer support

DENVER – February 19, 2015 – Cologix customers now have support from two redundant, geographically diverse, multi-lingual, customer service centers that have visibility, through [Cologix Command](#), to customer dependent infrastructure across the data center platform. The North American data center and interconnection provider today announced its expansion of [Cologix Live Support](#), a 2N, 24x7x365 customer care service that leverages the Cologix Command data center infrastructure management (DCIM) platform to rapidly identify specific services and infrastructure connected to each customer to efficiently address service questions, troubleshoot, and manage cases.

“Cologix now supports nearly 900 customers, ranging from Fortune 100 brands to local businesses,” explained Graham Williams, chief operating officer, Cologix. “It is important to us that our investment in new data centers is balanced by investment in customer experience enhancements. Enhancing Cologix Live Support goes hand-in-hand with rolling out DCIM across the platform to provide a better experience for our customers where they tell us it counts most – reliability and responsiveness.”

The Cologix Live Support team is staffed by experienced data center professionals, split into U.S. and Canada based teams working in parallel to service 20 data centers across eight markets. The unique structure provides for 2N redundancy for customer care as well as support for customers in both English and French.

“Cologix Live Support is the latest example of how customers benefit from Cologix’s North American platform and dedication to customers,” continues Williams. “Our newly redundant 24x7 live support and online portal *add* to the high touch local support our customers have enjoyed to date. Our goal is to provide more tools accessible to customers so they can choose the support model that best fits their preferences and specific situations.”

About Cologix Inc.

Cologix Inc. is a network-neutral interconnection and colocation data center company headquartered in Denver. Cologix provides scalable interconnection services and secure, reliable colocation services. Cologix operates densely connected, strategically located facilities in Columbus, Dallas, Jacksonville, Lakeland, Minneapolis, Montreal, Toronto and Vancouver. With more than 350 network choices and 20 prime interconnection locations, Cologix currently serves over 850 carrier, managed services, cloud, media, content, financial services and enterprise customers. The company’s experienced local service teams are committed to providing its customers with the highest standard of local customer support.

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To arrange a tour of the center closest to you, contact us at sales@cologix.com. Follow Cologix on [LinkedIn](#) and [Twitter](#).

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