

# FREQUENTLY ASKED QUESTIONS

## IBX SMARTVIEW™

### Overview

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### 1. What is IBX SmartView™?

IBX SmartView is a set of online tools, providing real-time visibility into key environmental and operating data relevant to customers' IBX footprints. This enables you to bridge the infrastructure-monitoring gap between your on-premises, and globally distributed infrastructure.

### 2. Why would my company need IBX SmartView?

As Enterprises move to a distributed architecture pushing workloads closer to the edge, and Cloud providers expand their presence to support these workloads, the need for third-party data center providers increases in order to efficiently scale.

The use of third-party data centers comes with:

- Limited visibility of physical infrastructure and end-to-end performance of services
- Limited capability for planning, forecasting and real-time actionable decision-making

### 3. How does IBX SmartView help with my company's business?

IBX SmartView is an ideal option for enterprises, network service providers, content providers, and managed service providers looking for more visibility into the physical infrastructure within their cages. IBX SmartView can support your business by providing:

- Unmatched visibility to key operating data via a unified Equinix Customer Portal

- More time to react quickly to key events and plan more effectively
- A seamless integration, allowing you and your organization to access globally consistent data quickly

### 4. How can I access IBX SmartView?

IBX SmartView is accessible through the Equinix Customer Portal (ECP). It is only available to users who have Equinix customer user access. The data available to a customer depends on their organizational IBX footprint and their organization's purchased access level. You may also purchase environmental sensors for additional visibility at the cage and cabinet levels.

### 5. Are there plans for API and mobile integration?

Real-time and REST APIs are available for environmental, power draw, electrical and mechanical data sections within IBX SmartView. You can access them via Equinix's Developer Platform. Mobile integration is planned for future releases. Contact your sales representative to learn how APIs can enhance your experience with IBX SmartView.

### 6. What are potential use cases for IBX SmartView?

- **Visibility into key operating data section:** If there is an outage or change in redundancy levels, disaster recovery plans can be implemented to move applications away from affected IBXs until operations return to normal. This visibility gives you the peace of mind of knowing that assets and systems are working effectively in real time, and allows for the time to make necessary adjustments if needed.
- **Additional Time:** If the temperature in an IBX center is rapidly increasing beyond a set threshold, an alert will be triggered in IBX SmartView and a notification will be sent to you with specific information about the event: location (cage, cabinet-level), threshold exceeded and relevant impact. This allows you more time to react to the event and doesn't leave you asking more questions than answers.
- **Integration:** If the power usage within a circuit is trending upward and approaching or exceeding set thresholds over time, you will be notified via email, text message or phone call. This allows you to take action when needed—ahead of time, rather than in reaction to, for instance, an overcapacity event. IBX SmartView provides the tools for you to customize reports and alerts to fit your long-term business strategies.

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## IBX SMARTVIEW™

### 7. Where is IBX SmartView available?

IBX SmartView is currently available in select locations globally. For more information on IBX SmartView availability, please contact your sales representative or view the IBX SmartView Availability Map.

### 8. How can I learn more about IBX SmartView?

Please visit us at [Equinix.com](https://www.equinix.com) or contact us at 800.322.9280.

IBX SmartView Availability Map



When new IBX locations are opened, we plan to ensure each new location comes IBX SmartView-ready by the ready-for-service date.