M&O Stamp of Approval

Validating Management & Operations (M&O)

A data center operating environment is never static. Equipment and systems, practices and procedures, capacity, personnel, weather—the variables are in constant flux. How do you balance these dynamic elements in the face of budget, capacity, and performance mandates?

In a competitive marketplace, you need to be sure that your business-critical data center—or global portfolio of centers—is being operated reliably and efficiently to support 24 x 7 uptime performance and minimize the risk of errors and failures that could derail your entire digital business platform.

Whatever engineering design, system technologies, and infrastructure are in place at a facility, ultimately, the most significant contribution to unplanned downtime and errors is operations.

Reducing Human Error

Human error is responsible for a majority of all data center incidents. In fact, bad operational practices are 500x more likely to negatively impact a data center than any other cause of errors, outages and downtime.

But laying the blame with front-line operators ignores the influence of upstream decisions, resource allocation, and organizational culture. That’s why the M&O Assessment takes a holistic view that covers multiple criteria in five categories:

- Staffing and organization
- Maintenance
- Training
- Planning, coordination, and management
- Operating conditions

Operational Excellence

Earning this credential demonstrates your organization’s leadership and commitment to excellence. The M&O Stamp of Approval also protects your significant capital investment in infrastructure, aligns your teams on a consistent set of standards, and provides independent, third-party validation that your site meets the key criteria proven to reduce the risk of downtime. It demonstrates to your stakeholders and the market that your organization has achieved the most effective operating and risk management practices.
Protecting your data center assets

Your data center is more important than ever before in today’s digital-centric world—often the single largest capital asset owned by most corporations. An outage at a mission critical facility can result in hundreds of thousands of dollars in losses. Negative impacts can include:

- Equipment damage
- Worker injuries
- Lost revenues
- Penalties for failure to maintain contractual Service Level Agreements.

M&O helps reduce the number and severity of incidents, which can have a meaningful impact on both CapEx and OpEx costs, including the cost to insure the structures.

Because of this, insurance companies now recognize that Uptime Institute’s Tier Standards and Certifications, including the M&O Stamp of Approval may qualify for more competitive insurance policy terms and pricing.

Consistency and repeatability

The M&O Assessment process includes a thorough review of policy documents and procedures, interviews with personnel, and an on-site visit from an Uptime Institute expert. M&O provides a holistic view of organizational capabilities, ensuring you can capitalize on opportunities for improvement. This comprehensive approach is what lends the M&O credential particular value to organization, customers, and investors.

To ensure unflagging performance, the M&O Stamp of Approval comes up for renewal every two years. Operations excellence is about maintaining discipline and consistency over time and adapting to changes in the environment. With M&O your operations won’t lose their edge.

“Getting Uptime Institute’s M&O Stamp allowed me to understand and dramatically improve my operational efficiency”.

– John Sheputis, President, Infomart Data Centers™

"Data outages or interruptions can be catastrophic, and we are continuously looking at ways to help our customers reduce their risk exposures. Even simple incidents can cost millions in lost revenues and significantly impact customer satisfaction. Uptime Institute helps CNA’s customers lower that risk through its Tier Certification of Operational Sustainability and M&O Stamp of Approval programs."

– Stephen Douglas, Risk Control Consulting Director, CNA

More than 140 data centers have been awarded the M&O Stamp of Approval—including 57 CenturyLink (now Cyxtera) sites and multiple Morgan Stanley and Infomart data facilities—recognizing their excellence in managing and operating facilities. Like them, you can mitigate the human factors risk that account for the majority of downtime incidents, while also achieving your business goals for lower resource use, greater efficiency and operational sustainability.