

Petrobras America Inc. Gains Peace of Mind, Minimizes Risk in New Colocation Environment



Petrobras America Inc. is a subsidiary of Petrobras, an energy company comprised of upstream and downstream operations in Brazil and a North America trading group.



Challenge

Petrobras America Inc. was outgrowing their current onsite data center at their U.S. corporate headquarters. The data center was located in an office building not set up for the special considerations an enterprise level data center requires like generator power, cooling and multiple carriers. The building would lose power multiple times per month and enduring the outages was taxing and stressful for the IT team. Realizing data center operations was not core to their business, the IT team concluded that hosting data at a remote colocation center would provide better return on investment.

Solution

Fibertown offered a certified data center with redundancy, multiple carriers, and disaster recovery features (like being first in line for diesel for backup generators) that inspired confidence in the Petrobras America Inc. team. Additionally, Fibertown was responsive and flexible in dealing with the company’s complex processes and procedures, while providing a high level of expertise and service. The move to Fibertown’s Houston data center was seamless and easy, and the new situation featured backup failover at Fibertown’s Bryan data center.



"Fibertown has always been very flexible around our requirements. They always go the extra mile when we've needed help, being our remote hands and eyes, and responding quickly. From the account team to the operations team, there's never been an issue that needed to be resolved. That's how good they've been to us."

VU NGUYEN, IT AREA MANAGER, PETROBRAS AMERICA INC.

Why Fibertown?

Cost effective

Fibertown provides cost-effective access to a high availability, secure, redundant and concurrently maintainable and fault-tolerant data center to meet Petrobras America Inc. requirements. The value that Petrobras America Inc. received in attentive service and peace of mind in zero downtime translates into immeasurable return on investment.

24x7 security and expert support

+ Fibertown provides local, skilled technicians and expert customer care teams that are responsive and accountable for 24/7/365 service and security. Open communication and trust prompted a smooth transition from Petrobras America Inc.'s corporate data center to Fibertown's Houston data center.

100% uptime guarantee

+ For over 20 years Fibertown has achieved 100% uptime in a facility that minimizes risk and provides peace of mind for midsize to Fortune 500 companies. For Petrobras America Inc., Fibertown's steady uptime allowed for significant stress reduction during power outages.

The Fibertown Solution met all of Petrobras America Inc.'s requirements for their client:



Cost-effective solution



Relief in knowing data was protected during power outages



Trusted, responsible professionals to manage client's data center



Seamless transition from onsite servers to a colocation data center

About Fibertown

Our Houston data center is located on a Digital Realty Campus, easily accessible from two major highways. Megaport-enabled and operated by the world's largest data center provider, our Houston team provides Fibertown's signature high-touch service, expertise and family feel.

Our Bryan data center is far from the coast for safety and it is home to the Brazos Community Emergency Operations Center (CEOC), a multi-jurisdictional organization comprised of emergency management personnel. The Bryan data center offers access to two separate, geographically diverse, frequently tested utility substations. Its primary substation also feeds the utility company headquarters.

We believe extraordinary service should be ordinary. Highly trained and experienced, Fibertown's customer care team provides dedicated, round-the-clock service.

