

# Waste Connections finds a storm-proof home for IT Infrastructure and peace of mind for its team



Waste Connections is an integrated solid waste services company that provides waste collection, transfer, disposal and recycling services for millions of customers across the U.S. and Canada. Operating as a family of companies managed by professionals who live in and work in the communities they serve, Waste Connections is committed to providing service excellence and improving the environment for the future.

### Challenge

With the relocation of its corporate headquarters from California to Texas, Waste Connections required a new data center environment. In California, the company's servers were housed onsite, in close proximity to the Waste Connections IT team. Accustomed to onsite servers that were within sight daily, the number one priority was to maintain the same level of security and peace of mind that they had with their prior facility. While they considered an onsite solution, the requirement for a site with protection from extreme storms, heat and power outages led them to look at several colocation data centers.

### Solution

From a hurricane-proof roof to enhanced security to a responsive and capable staff, Waste Connections found more than they expected when they visited the Fibertown colocation facility in North Houston. They found a sense of comfort in a site that was located 12 miles from their new home office.



**+600**  
LOCATIONS ACROSS  
THE U.S. AND CANADA

**+6mil**  
CUSTOMERS SERVED

**+16k**  
EMPLOYEES



"Fibertown completely put me at ease that first year. Because we could not see our servers, we needed to know that our IT infrastructure was being taken care of by knowledgeable folks. We got that in Fibertown."

ERIC HANSON, SENIOR VICE PRESIDENT, CIO, WASTE CONNECTIONS

**Why Fibertown?**

**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.

**A safe, weatherproof solution**

- + Fibertown's facility features a hurricane-proof roof, 100% concurrently maintainable power, high-performance cooling, and is located outside FEMA's 500-year flood plain. It's close enough to the office for the Waste Connections team to make regular visits.

**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 helped Waste Connections easily adapt to the move from onsite servers.

**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.

The Fibertown solution met all of Waste Connections' requirements:



Seamless transition from onsite servers to a colocation data center



A storm-proof data center to protect against tough Gulf Coast weather



A secure, monitored location



Trusted, responsive professionals to manage their data

