

DATA CENTER INFRASTRUCTURE MANAGEMENT

Customer Success Story

EdgeConneX

Global HQ - Herndon, VA, USA

EMEA HQ - Amsterdam, Netherlands

Asia-Pacific HQ - Singapore

Building a Reliable, Scalable Monitoring Foundation for Global Edge Operations

EdgeConneX, headquartered in Northern Virginia, is a leading global provider of sustainable, high-capacity data center solutions. The company works closely with customers to offer flexible options ranging from Build-to-Suit to Build-to-Density, Customer-defined and AI, with choices in location, scale, and facility type. Its diverse portfolio serves the world's largest cloud, AI, content, network, and technology providers.



Key Points

- Integrated diverse systems into a cohesive platform, enabling seamless interaction between infrastructure monitoring, maintenance, and IT service tools.
- Streamlined visibility and access through centralized cloud-based visualization and real-time monitoring, enhancing operational efficiency from any location.
- Strengthened resiliency by transitioning to a distributed, fully redundant architecture that mitigates single points of failure, ensuring high system availability across global sites.

With a truly global presence, EdgeConneX operates more than 80+ data centers across 60+ markets in 20+ countries spanning Asia-Pacific, Europe, the Middle East, North America, and South America. Its proprietary EdgeOS™ platform enables a single pane-of-glass for real-time visibility, monitoring, and management of critical infrastructure, delivering operational intelligence and enhanced transparency for customers and operators.

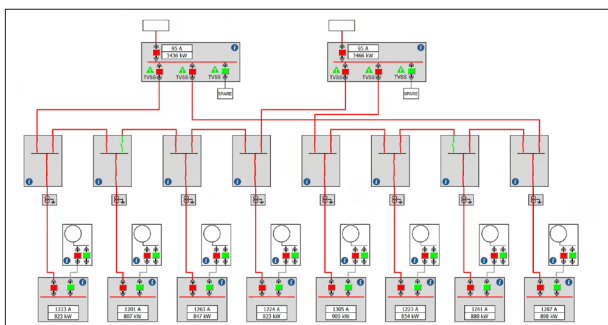
By moving the internet closer to where it is needed most, the company supports the explosive global demand for AI workloads, cloud services, data, and ubiquitous computing. With a steadfast commitment to rapid delivery, sustainability, and innovation, EdgeConneX continues to redefine the edge of the internet and the future of global data center services.

The Challenge

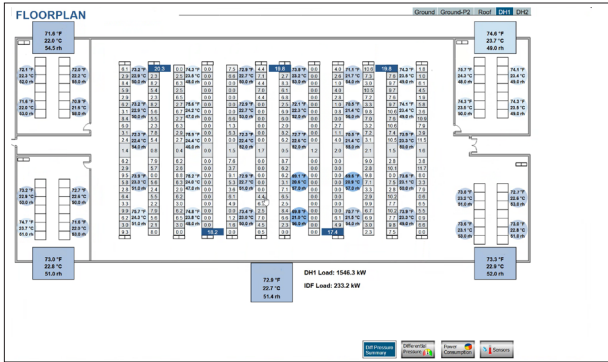
To deliver operational excellence globally and at scale, EdgeConneX implemented a high-performance, enterprise-wide data center monitoring and management solution. The goal was to monitor, visualize, and manage a wide range of critical infrastructure assets across its hyperscale and edge facilities.

Initially, the company deployed a centralized on-premise system aggregating data from multiple data centers onto large servers. However, as operational demands increased, EdgeConneX recognized the need to transition to a multi-geography, cloud-based, and redundant architecture that would:

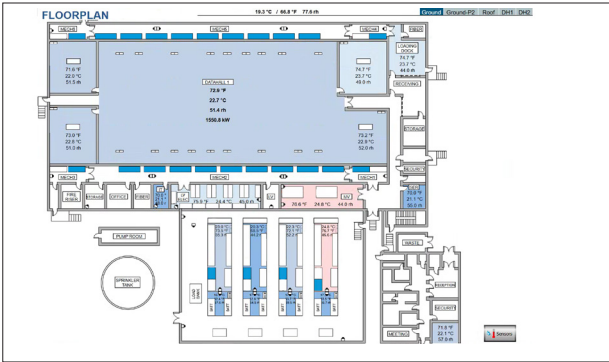
- Ensure high availability
- Provide survivable fault tolerance



Single-line Overview



Building A Floorplan



Building B Floorplan Overview

The monitoring solution also needed to serve as the backbone of the company’s EdgeOS™ system and to optimize:

- Critical infrastructure monitoring
- Global and local alarm management
- Energy reporting
- Integration with computerized maintenance and IT service management systems

Partnering with system integrator DataSite, EdgeConneX implemented a customized monitoring solution built on the GENESIS platform from Mitsubishi Electric Iconics Digital Solutions.

GENESIS was selected for its openness, flexibility, and ability to support EdgeConneX’s evolving requirements. Just as important, the software provided DataSite with a solid foundation to scale that solution globally with built-in fault tolerance, an essential factor in EdgeConneX’s decision.

The Solution

The  GENESIS platform provided a foundational monitoring and control infrastructure for the EdgeConneX solution, delivering:

- Asset modeling and hierarchical navigation
- Advanced web visualization and centralized monitoring
- Redundant system licensing and architecture
- Cloud integration
- Multi-factor authentication (MFA) support

The Results

EdgeConneX partnered with DataSite and leveraged the GENESIS platform to modernize its operations. This collaboration delivered measurable improvements in reliability, accessibility, system flexibility, and operational integration including:

- **Global Resiliency:** Implemented a global cloud and local hybrid, distributed systems architecture, providing 24x7 reliability.
- **Optimized Accessibility and Centralized Visualization:** Enabled global visibility and load-balanced access to real-time operational data from any location. Data from multiple sites and systems is consolidated into a single, intuitive and consistent web interface hosted in the cloud, streamlining maintenance, asset management, reporting, and operational oversight.

- **Flexible, Scalable Deployment:** Leveraged the flexible licensing and modular nature of GENESIS to adapt the solution over time without unnecessary overhead.
- **Disparate Systems Integration:** Integrated multiple third-party systems, from computerized maintenance management to IT service management tools, creating a single pane of glass solution.
- **Strategic Consultation:** Gained expert support from the Quality Professional Services consulting team at Mitsubishi Electric Iconics Digital Solutions on critical topics including redundancy implementation, cloud migration, asset modeling, security hardening, and the transition to GENESIS alarming.

As EdgeConneX expanded globally and its reliability and performance requirements grew, GENESIS scaled to meet these evolving demands, supporting greater global reach, flexibility, and operational strength.

Conclusion

The collaboration between EdgeConneX and DataSite, supported by the GENESIS platform from Mitsubishi Electric Iconics Digital Solutions, has created a scalable, high-reliability foundation for global data center operations. By integrating GENESIS as part of its broader EdgeOS™ system, EdgeConneX benefited from a flexible and powerful software suite that can evolve alongside its business growth, allowing selective adoption of features without rigid packaging.

Looking ahead, EdgeConneX plans to continue expanding its deployment, including further cloud integrations, asset-model enhancements, and scaling redundancy architecture across its growing global footprint.

This project underscores Mitsubishi Electric Iconics Digital Solutions’ commitment to delivering secure, mission-critical, and high-performance solutions that meet the evolving needs of infrastructure providers around the world.

“GENESIS is a key supporting technology platform that enables EdgeOS to provide global scale and the flexibility of integrating multiple systems to address the unique infrastructure needs of our customers.”

Michael Cione, Organization Manager, DataSite

MITSUBISHI ELECTRIC ICONICS DIGITAL SOLUTIONS

HEAD OFFICE: 2 Hampshire Street, Suite 300, Foxborough, MA 02035