# Customer Case Study

## CDN77 selects maincubes in search for uptime needs and individual support

CDN77 a 14+Tbps Content Delivery Network, with 35 PoPs in strategic IX locations around the globe, has selected European data center operator maincubes as its colocation partner for establishing a Point-of-Presence in Frankfurt, Germany. maincubes is able to provide CDN77 with 100% uptime guarantees, sufficient scaling options as well as individual support.

### About CDN77

CDN77 operates a growing network with the latest technology and 5 Tbps+ daily peaks. Being the first to bring important technology updates like HTTP/2 support, Brotli compression and TLS 1.3, CDN77 is considered an innovation leader in the industry, with more than 45,000 websites and software providers on board, including the European Space Agency, ESET and CentOS amongst others. Unrivaled customer support being top priority, their in-house team of engineers is available 24/7 to help users in real-time via live chat and multiple additional channels.

CDN77's stand-alone platform StreamFlow, offers complete live streaming and VOD solutions. Built upon their robust network, StreamFlow reduces complexity and cuts down cost for digital publishers, by bringing their entire video workflow under one roof. From storage/signal ingestion and video processing, all the way to html5 player with analytics, as well as built-in DRM and broadcast monetization options.

### Multiple data center racks

CDN77 used to house its Frankfurt PoP with one of the world's largest data center operators, but CDN77 was searching for an individual approach and reliable onsite support. "We were lacking much needed flexibility and personal approach with our previous colocation provider in Frankfurt," said Zdenek Cendra, founder and CEO of CDN77. "Even with our most urgent requests we sometimes had to wait for more than 24 hours to get a response. Their latest outage with downtime of more than 6 hours, and inability to communicate in real-time with us was the last straw. Difficulties like these were negatively impacting our business operations and customer satisfaction."

The CDN PoP now being established in maincubes' FRA01 data center in Frankfurt, Germany, encompasses multiple racks filled with server and network equipment. This PoP is one of CDN77's 35 CDN PoPs globally. According to CDN77, the company's Frankfurt PoP is one of its most important network nodes in Europe and also a growing one. CDN77 expects its number of racks deployed in maincubes FRA01 to triple in 2020.

## Scalability needs, 2N and N+1

"With our recent launch of StreamFlow, reflecting the explosion of video content and growing demand for comprehensive end-to-end solutions in the space, we're scaling pretty quickly," said Zdenek Cendra, founder and CEO of CDN77. "Adding a PoP in this new location is just one of the ways we're expanding our network though. We're focused on real usability – fewer PoPs with high capacity and performance. This means racks full of state-of-the-art server hardware and private peering agreements with Tier-1 IP carriers. With maincubes, we're able to co-locate on flexible terms that allow for fast scaling if needed, while we're able to deploy our own custom hardware. They have high-density power and cooling infrastructure, to handle our peak times and provide us with 100% uptime guarantees."

The ability to provide 100% uptime is a direct result of maincubes using 2N and N+1 as a standard for its data centers – just to provide customers the ultimate assurance that the continuity of their ICT infrastructures will be guaranteed at all times.

"Co-locating with maincubes provides us peace of mind," added Mr. Cendra. "With maincubes we're now able to guarantee continuous delivery without interruption to our customers, which wasn't always the case with our former DC provider in Frankfurt. We absolutely love the onsite support we have available 24/7 at maincubes as well. Their individual approach and timely responses are of utmost importance to us."

"We currently have 35 PoPs located around the world and we're still adding new ones, currently at a rate of 1 to 2 per quarter," added Mr. Cendra. "If maincubes has any updates on further expanding their data center presence across Europe or the U.S., while offering similar conditions to what they have available in Frankfurt, we definitely may be interested in exploring these options."

## Colocation requirements CDN77

- The highest data center uptime possible.
- Quality onsite support with highly trained and technically capable individuals that are available 24/7, as well as a personal approach with quick response times and immediate engineering execution when required.
- The ability to pre-book additional racks giving CDN77 the confidence to be able to scale if needed.
- At least a Tier 3 colocation environment (security, infrastructural & service quality, etc.).
- The ability to supply enough power and sufficient cooling to CDN77's racks at peak times – at least 4kWs but 11kWs guaranteed if needed.
- The option to implement custom hardware.

## The solution delivered by maincubes

maincubes provides CDN77 with multiple racks in their highly secure Frankfurt FRA01 data center, with high-density capabilities and the option to scale fast. To provide CDN77 with 100% uptime and SLA-backed guarantees in its Frankfurt FRA01 facility, maincubes is using 2N and N+1 as a standard for its data centers. maincubes has highly trained and skilled engineering personnel onsite to provide CDN77 with quick and individual support 24/7.

> **"With maincubes' 100% data center uptime guarantee we're now able to guarantee CDN services without interruption to our customers."**
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> Zdenek Cendra, founder and CEO of CDN77

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