

Overview

RampRate has developed a series of products tailored specifically to the needs of IT service providers and shared services organizations worldwide. These products were all built based on direct feedback from our IT supplier partners and other IT vendors in the

All of RampRate's products leverages the insights and best practices contained within the Service Provider Intelligence Index (SPY Index™), our advisors collective 100+ years of experience in the IT outsourcing industry, along with our experience helping match IT buyers with service providers in more than 80 countries.

RampRate SPY Index™ Coverage Map



Operational Best Practices

RampRate has developed a comprehensive set of products that analyze operational practices, regional pricing practices and custom competitive comparisons for global hosting providers. Service Providers who purchase one or all of these products receive tactical insights to the following questions:

- What are the best practices for capacity planning?
- How do the attributes of my service compare to other providers?
- What are the best practices for tracking and reporting SLAs to my customers?
- Am I being overcharged by my suppliers for transit? For rent?
- What do analysts and customers think are my competitors' strengths and weaknesses?

industry, and are fundamentally designed to help you answer the following key questions:

- Am I really competitive?
- Are my services in line with market best practices?
- How can I scale my organization successfully?

Mark-to-Market Pricing Benchmark

RampRate's Mark-to-Market Pricing Benchmark provides IT suppliers a quick yet highly detailed view into the pricing for colocation space, power and IP transit in top metros worldwide. Service Providers who purchase a Mark-to-Market Pricing Benchmark receive tactical insights to the following questions:

- Are my services priced competitively against the market?
- Am I giving away too much?
- I want to raise my prices - what can the market support?

Contract Term Benchmark

RampRate's Contract Term Benchmark provides IT suppliers a detailed comparison and score of their IT services contracts against RampRate's 200+ best practice contract terms for colocation, managed hosting, remote infrastructure management and network services. Service Providers who purchase a Contract Term Benchmark receive tactical insights to the following questions:

- Are my contract terms in line with best practices?
- What sections of my boilerplate contract should I be prepared to negotiate first?
- My customers are complaining that my SLA guarantees are insufficient – are they?

Data Center Country Profiles

RampRate offers data center profiles for any major country worldwide, including supply/demand factors and regulatory and taxation constraints. Service Providers who purchase one or more Data Center Country Profile receive tactical insights to the following questions:

- What does the data center market look like in Australia?
- I need to expand into Latin America, but what are the tradeoffs between Mexico, Chile, Argentina and Brazil?
- What taxation issues do I need to consider if I were to expand into Taiwan?
- Are there any energy supply issues I need to be aware of in Egypt?