

# KLDiscovery

## Slough, UK

### Complex Data Center Renewal/ Relocation



#### Client Objectives

KLDiscovery is a technology company that provides technology-enabled services and software to help law firms, corporations, government agencies, and consumers solve complex data challenges. It processes highly sensitive information in its data centers. In Slough, UK, it faced a particularly complex negotiation for its contract renewal.

- KLD's existing colocation provider leased space from Equinix and sub-contracted it to KLD. Similarly, Equinix did not own the building but was only managing it. The true decision-maker was murky and authoritative responses eluded KLD.
- The true owner wanted KLD to vacate its cage and offered an alternative cage in the building. After significant time spent planning and negotiating, the owner contracted that cage to another customer, forcing KLD to negotiate relocating to a new building on a compressed timetable.
- Monthly charges were going to increase significantly over existing rates.
- Upfront charges were also going to be significant.

#### Results

Upon being engaged, Cresa immediately obtained alternative market bids to create competition and context for decision-making. Cresa also established structure for negotiations and clear communication of "Next Steps" and "Pros & Cons" at each decision point. Specific successes:

- Cost Savings: Cresa negotiated over £480,000 in reduced monthly expenses.
- Cost Savings: Cresa negotiated over £130,000 in reduced upfront charges for the cage, AC circuits, cabinets, and PDUs.
- Timing: KLD was able to extend its existing contract in accordance with the start date at the new facility to avoid double-rent and downtime.
- Time: KLD key personnel saved hours of time and frustration chasing down information and responses from vendors.
- Certainty: Within a short time, KLD had certainty over its future and could continue critical budgeting and planning.

**"Thank you for your leadership during our data center negotiations in Slough. You brought stability and clarity to the Q&A sessions, contract execution, and all the other laborious tasks you took on to make this a smooth process. It always felt like this was your most important transaction. We are grateful we had you in our corner"** - **Dustin Allen, VP, Global IT, KLDiscovery**

