

OnRamp Data Center Launches Customer Portal

Written by Australian Business

(PRLEAP.COM) OnRamp [data center](#) , a leading managed hosting and colocation provider with facilities in Texas and North Carolina, announced today the launch of its online customer portal which is designed to enhance customers' experience with OnRamp through easier communication, access to data, and eventually, the ability to seamlessly make certain changes to the customer environment. This phase 1 launch of the online customer portal will provide customers with the information associated with their OnRamp account, including the ability to launch and view the status of support tickets, access account information and view product details.

"We are excited about the functionality and features the customer portal brings as an added benefit to our data center customers," said OnRamp VP of Operations Shana Ravnsborg. In addition to making it easier for customers to engage with OnRamp's support team, the portal homepage displays real-time metrics for each customer's operating environment within OnRamp's data center facilities, including power availability and row temperature. Network uptime is also featured on the homepage as a gauge of the OnRamp network backbones over the last 30 days. The "products and services" page provides details on the services associated with each individual customer, which may include: servers, virtual machines, managed networking equipment, storage, backups, racks, power circuits, bandwidth and IPs.

Developed by OnRamp's internal web department, the portal is the culmination of months of planning, development and testing. The online application will serve as the foundation on which the company will continue to add features and functionality over the next several months.

Over the course of the past year, OnRamp has announced several expansion projects. In Q1 of this year, OnRamp began construction on a second data center facility in Austin. The 42,000 square-foot data center will be the company's third facility in the US and is scheduled to open in early 2014. In addition, OnRamp announced the opening of its data center in the heart of Research Triangle Park in Raleigh, NC in February of this year. And, in Q3 of 2012, OnRamp completed a multi-million dollar expansion of its Austin I data center which incorporated three megawatts of power and two additional power paths for colocation, managed cloud and [high security hosting](#) and disaster recovery customers.